

National IT Service Desk Headset Specification

RFQ Process:

Quantity: **23 x Headsets**

Make: **Unknown**

Model: **Monaural Headset**

The Call Centre Headset should be an extremely robust monaural headset with an extra-large ear cap that will improve fit and comfort.

Features:

ActiveGard – safeguards the user from the effects of an acoustic burst

Adjustable Microphone Boom – allows the mic to be positioned exactly for optimal speech clarity

Padded large ear cap – to distribute pressure more evenly and ensure comfort during extended wearing time (leather & foam)

Monaural Headset – similar to a normal phone, sound is received through one ear, making it easy to get accustomed to and to still be able to hear and respond to other communication in the Centre

Ultra Noise Cancelling – blocks out a maximum of ambient noise, making the voice crystal clear and easier to understand

All Headsets should carry at least a **24-month warranty**

Note: Avaya CallMaster V – Compatibility with Coiled Bottom Cable – RJ9 connector designed for use with Cisco and **Avaya phones** (E.g. CSTD08)