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To Whom It May Concern:

My name is Alan G Reilly and I worked for IBM as Workplace Health & Safety Manager / Site Location Manager for 11.5 yrs up until October 2008. The majority of my time with IBM was working in the Delivery Centre Contact Call Centre housing over 680 staff. The majority of these were telephone based technical support agents.

With so many workers at risk and business best practice to provide some protection, an investigation was undertaken. I investigated and trialled many devices available.

The Soundshield by Polaris was by far the best quality and value for money available. We opted for the Soundstat recording software as well to provide a level of protection to management.

There were other product options available on the market, although good products in their own right, they did not offer the same level of protection as the Soundshield. Acoustic Shriek Rejection is a must and even more so as companies move to VoiP solutions for the telephones. As companies move to VoiP there is an increased risk of a shriek or squeal on the phone line (Similar to what you hear if you dial a fax number in error).

The recording software makes it easy to go back and prove if an incident did or did not occur. When this is connected to a USB it is all date time logged.

Problems and Pushback:

Initially staff were sceptical about the new device and in some areas would disconnect it as they did not know what it was or what it did. Being open, upfront and direct overcame this and even gained some buy in from staff who helped champion the roll out.

The roll out was fast simple and working with Polaris made the process even easier. Polaris were there every step of the way to ensure a smooth transition and aid in educating the staff.

Flow on benefits:

The overall noise volume of the contact centre has dropped making communication even easier.

I will only recommend the Polaris Soundshield with Soundstat and would strongly advise if you have telephone agents that use headsets that you remove your amp or limiter and install a Soundshield. If you want to see the difference call a fax machine with both devices.

Cheers
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