

WORKPLACE SOLUTIONS CASE STUDY

Company: A Major Insurance Company

Workplace Environment: Call Center



Phone System: The insurance company currently uses the Avaya CallMaster IV desk phone but is migrating their system to a newer Avaya 9600 Series VoIP system. Two solutions were put in place to accommodate the existing environment and the future one when rolled out.



Case: David is a call center employee for the insurance company. Their team called ClearSounds for assistance in connecting the employee's desk phone to his hearing aids. David wears open fit hearing aids with t-coils and also has a streamer called SoundGate. He struggles hearing on the current monaural headset provided by the insurance company.

Solution: The Avaya CallMaster IV is an old system with limited adaptability options. David uses a Plantronics HW261N headset connected a Plantronics P10 amplifier but needs to use his hearing aids for binaural communication which improves speech comprehension considerably. ClearSounds developed a system called the CLA7v2P10 which includes the popular CLA7v2

amplified neckloop and a proprietary cable that connects the CLA7v2 directly to the P10 amplifier which eliminates the need for the HW261N monaural headset. David was then able to use the neckloop to send the conversation through the CLA7v2 Neckloop straight to the t-coils in his hearing aids. The CLA7v2 has a built in microphone just like a traditional headset but he now enjoys binaural hearing from his desk phone with ample volume control.



Future Solution: Once the insurance company call center staff moves to the new Avaya 9600 series IP telephone system, we will then use the ClearSounds in-line QH2 Bluetooth Hub which will sit between the base and handset of his phone and pair directly with his SoundGate streamer. David will then enjoy total wireless connectivity directly into his hearing aids using Bluetooth technology and adapting his VoIP desk phone to connect with his hearing aids using the QH2 Bluetooth Hub adapter.

