

# Jabra Enables Seamless Remote Work Transition for Moneypenny

## THE PROJECT AT A GLANCE

Jabra partnered with Moneypenny to bring their receptionists industry-leading headsets to help provide exceptional customer service and support Moneypenny's bespoke customer contact business solutions, ultimately allowing for an easy and seamless transition to remote work for 1,000 Moneypenny receptionists globally.

### Solution: Jabra Engage 50

- Unique 3-microphone system with intelligent noise cancellation
- Customizable status lights on both earcups
- Rich call analytics for the business

### Benefits

- Eliminates background noise for a more focused work environment, regardless of location—remote or in-office
- Ease of use, increased productivity
- Drives satisfaction, providing a superior sound experience for both customers and receptionists

## The customer contact business goes remote

The global pandemic forced businesses in all industries and across the globe to make massive shifts in operations, sending employees to work from home and ushering in a new distributed workforce. Answering services and call handling organizations were no exception, and in March 2020 many outsourced receptionist teams were sent home to resume their work remotely.

Teams were not only forced to adapt quickly to a new remote environment, navigating new ways of collaboration and ensuring business continuity, but customer contact businesses also faced a surge of customer inquiries as clients relied on outsourced receptionist teams more heavily, and call resolution times became longer.

While the industry was faced with unprecedented and unexpected challenges, emerging technologies, analytics and customizable solutions proved essential in ensuring that some customer contact businesses not only survived the business transformation, but also thrived. Call handling organizations that invested in premium solutions for their PAs and receptionists had a more seamless transition to remote work and were able to keep call handling time down, while other companies were struggling with extended waiting times.

According to a recent survey conducted by Moneypenny, 83% of people believe that 10 months into the pandemic, an increasing number of companies are still stating there will be a delay in answering phone calls or engaging in live chat. Yet, the answering services and call handling organizations who made strategic technology decisions were able to adapt easily to the new work-from-home environment, giving their customers the same standard of service they experienced prior to the remote work shift and continuing their operations with ease.

**10 months into the pandemic, 83% of people saw an increase in the number of companies stating that they were delayed in responding to phone calls or live chat.**

*Source: Moneypenny Call Waiting 2021 Survey*

## A high-performing, flexible headset

Moneypenny aim to be their client's business second home; open 24/7, 365 days a year and delivering exceptionally high-quality service in their client's name. As lockdown discussions began globally, Moneypenny made the decision early on to transition all their employees to remote work, placing a priority on making sure employees felt comfortable and safe in their working environments, while also ensuring customers and clients continued to receive the concierge call handling experience and bespoke answer services they expected. Before March 2020, Moneypenny receptionists had never worked remotely and were always in the office with specially designed seating arrangements and sound boards to reduce background noise.

Therefore, the need for a premium, reliable and simple to use headset for remote receptionists was critical. Moneypenny had already been using the Jabra Engage 50 corded headsets while in the office, and found they were also perfect for home working.

The Engage 50 headsets offer plug-and-play USB connectivity that enabled receptionists to easily set up at home and start engaging with customers. Intelligent noise-cancellation eliminates distracting background noise so that no matter where the receptionist is working, the customer experiences crystal-clear conversations and the best customer service possible.



The Engage 50 also features multi-colored status lights to indicate whether a receptionist is free, responding to a call or even engaging in a Live Chat, giving Moneyppenny peace of mind knowing their employees were equipped to work productively, even in a less controlled environment outside the office.

The high performing, flexible Engage 50 headsets enabled Moneyppenny to transition their whole staff to remote work within three weeks across the UK and US.

**“The Jabra Engage 50 headsets delivered the performance and flexibility that helped assist Moneyppenny to continue to deliver superior customer service despite having to swiftly transition receptionists to working from home.”**

*- Pete Hanlon  
Chief Technology Officer at Moneyppenny*

## **Analytics and integrations keep advanced customer contact businesses ahead**

With live guidance for receptionists and detailed call analytics, the free Jabra Software Developer Kit (SDK) provides direction for receptionists, like on-screen microphone guidance, and rich analytics for the business to deliver a better customer experience.

Moneyppenny had already used the free, open Jabra Software Developer Kit (SDK) to seamlessly integrate the Engage 50 headsets into their Twilio Flex platform for maximum efficiency. This seamless platform integration made the transfer to home working even easier as the receptionists simply used the same software at home to answer customer calls, online queries and Live Chats, to deliver the same high standards of customer service.

People want to speak to a person, not an automated menu, especially in times of uncertainty. For Moneyppenny, meeting customer needs is of prime importance, and during the pandemic call volumes increased by a third and the average call length increased by nearly a quarter.

The Jabra SDK and Engage 50 headsets helped Moneyppenny to maintain customer satisfaction for high quality corporate clients, where call quality is paramount to delivering a premium and brand enhancing customer experience, while equipping employees to work comfortably and safely from home.

## **Enhancing customer experience from home**

It has been an unprecedented time for call handling organizations, but as Moneyppenny has shown, the transition to, and continuation of, hybrid work can be successful with the right technology in place. Headsets and software once used only in the office have proved adaptable enough to provide companies with the reliability and flexibility to continue their operations remotely and make the transition quickly and seamlessly. With the help of Jabra Engage 50 headsets Moneyppenny was able to swiftly transition all of their receptionists to remote work, moving 1,000 receptionists to work from home within three weeks.

Jabra helped to address the core challenges faced by Moneyppenny in their shift to remote work and continues to provide them with the tools necessary today, and in the future, to operate efficiently with a distributed workforce delivering outstanding customer satisfaction.

**“Jabra headsets are designed to provide the reliability, call clarity and ease of use that call handling receptionists need in order to provide outstanding customer service both at home and in the office.”**

*- Mark Derby - Vice President at Jabra*