

USB Training Headset with AI Noise Reduction

AC-304TR

FEATURES

- USB Type A agent headset with training functions
- Connects securely with HS-1500BT headset worn by the coach
 - Secure design prevents connections to other Bluetooth devices
- Multi-microphone design with AI Noise Reduction technology eliminates background office and hybrid work sounds, providing clear and noise-free communications to customers
- 0.7 meter cable from controller to USB plug
- 1.7 meter cable from controller to headset

TYPE

- Stereo headset with ambidextrous boom mic for left/right side use
- Lightweight, over-the-head adjustable headband
- Soft, easy-to-clean leatherette earpads
- Foam earpad covers also included

CONNECTIVITY

- AC-304TR and HS-1500BT pairing / re-connect distance 1.5 to 3 meters
- AC-304TR and HS-1500BT connection distance 20 to 30 meters
- HS-1500BT headset used by coach
- HS-1500BT connection simultaneously to dongle on coach PC and agent's AC-304TR headsets

The AC-304TR is an agent training headset with best-in-class AI Noise Reduction that eliminates virtually all background noise in contact centers and other noisy work environments. The AC-304TR allows for the coach of the agent to connect into the call with the customer to monitor or take over the conversation with the customer.

The in-line controller connects to a PC via USB-A and features conveniently accessible volume and mic mute for the agent, as well as a Bluetooth pairing button for simple connection to the coaches' headset and a mic source button for selection between the agent or coach headset microphone.

The coach with the HS-1500BT can connect with an agent's AC-304TR headset by pressing the Bluetooth button for two seconds on the AC-304TR dongle, then disconnect from the agent call by pressing the Bluetooth button for one second. The coach can then seamlessly move to the next agent needing assistance and connect to their call by pressing the Bluetooth button on that agent's AC-304TR dongle.

Once setup and programmed, the AC-304TR will only connect with the HS-1500BT with which it was pre-programmed, utilizing Bluetooth encryption security with a unique pairing code that is randomly and automatically generated by the HS-1500BT and AC-304TR dongle. Without knowing this pairing code, no other device will be able to access the Bluetooth connection, providing the highest level of security.

Individual Item
UPC: TBD
DIM: TBD
Weight: TBD

Master: 24
DIM: TBD
Weight: TBD

