Jabra GN

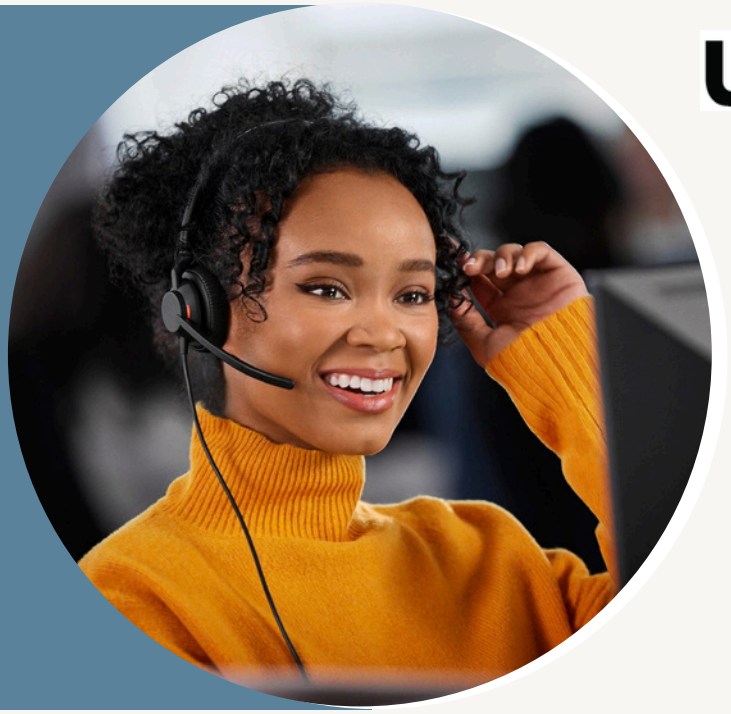
UniLink™

ENGAGE 50 II

The best headset for clear customer calls*

Technology for life's new rhythm

DATA SHEET
MICROSOFT TEAMS CERTIFIED



REAL-TIME CALL INSIGHTS

WithEngage 50 II, calls become more effective, and customer call experience is instantly enhanced, thanks to innovative Engage+ software that provides valuable real-time insights, and on-screen guidance.[1] **This is a contact center headset that's got your back.**

WORLD-CLASS MICROPHONES

Engage 50IIfeatures3 high-quality microphones, working together to deliver clearer speech and incredible background noise cancellation, enabling speech-to-text functions to give spot-on call transcriptions. **Make every interaction a mic-drop moment.**

LIGHTWEIGHT AND COMFORTABLE

Ultra-lightweight, with cleverly designedangled ear cushions for the perfect fit, Engage 50 II stays comfortable, even for long periods. An innovative maze-shaped pattern inside each ear cup relieves pressure while fitting securely on the outer ear, helping you stay relaxed, and focused on your customer.
This is how you engineer comfort.

TOUGH AND FLEXIBLE

We've stress tested everything from boom arm rotation to impact resistance, making Engage 50 II one tough contact center headset – ready to face anything a day in a contact center can throw at it, and built to last. And we're so sure of it, that each headset comes with a 3-year warranty. **Innovative, and built to last.**

IMPRESSIVE SOUND QUALITY

Make every conversation clearer, with noise-isolating earcups and advanced speaker technology that optimizes every word your customer says, even when there's a lot of background noise to contend with. **Focus on what matters, and block out the rest.**

BUILT-IN HEARING PROTECTION

With theEngage 50II's built-in, professional grade hearing protection capabilities, you can focus on your customer, safe in the knowledge that your hearing is well taken care of. Because healthy ears make for happy agents.
And happy agents give great customer service.

CUTTING-EDGE VOICE TECHNOLOGY

With our innovativesignalprocessing algorithm, BalancedVoice™, dynamic range compression is used to bring out the soft parts of your customer's voice, while reducing the loud parts. This brings better balance to every conversation, helping prevent call fatigue and improve productivity. **Increased call efficiency, and perfect feedback scores (well, we can dream).**

SMARTRINGER

With theadjustable, audible ringer on the Engage 50 II, you'll always hear when you have a call coming in, even when you're not wearing the headset. Perfect for trips to the kitchen on a work from home day. Total flexibility, and enhanced efficiency.
Never stress about missing a call again.

WORKS WITH EVERYTHING

With the Engage 50II, it's easier toconnect with your customers, as the headset is fully compatible with all leading contact center and Unified Communications (UC) platforms. There's even integrated call control for Amazon Connect, Genesys Cloud CX, and NICE CXone[2], and it's certified for Microsoft Teams, making for seamless customer interactions across the board.
Playing well with others always pays off.

BUILT-IN BUSYLIGHT

Avoid costly and annoying interruptions, with the built-in busylight on the Engage 50 II, which shows anyone around when it's not a great time to chat, and allows you to stay focused on your customer. **Set clear boundaries, without saying a word.**



Certified for Microsoft Teams

*Refer to Jabra.com/commercial-claims
[1]Free software download required. Integrations available for selected platforms. See Jabra.com/Engageplus for more details.
[2]Software may be needed for configuration. Refer to jabra.com/platforms

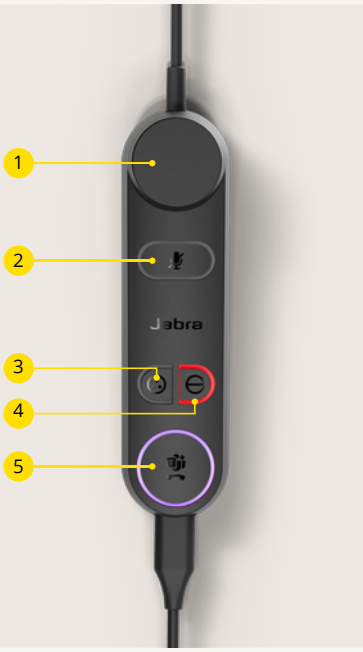


HOW TO START

- Plug the Jabra Engage 50 II into the Control Unit (optional) and then the Control Unit into a USB-A or USB-C port on your computer, depending on the headset and control unit variant.
- Position the microphone near your mouth.

HOWTO USE THE CONTROL UNIT

1	Volume wheel
2	Mute/Hold
3	Customizable for platform integrations
4	Busylight (Re-programmable)
5	Teams notifications/Call handling



For more details check **jabra.com/supportpages/Jabra-Engage-50-II**

	FEATURES	BENEFITS
Connect	Control Unit	Optional programmable detachable link with wheel volume control and integrated call controls for select contact center platforms[1]
	SmartRinger	Alerts agents to incoming calls
	Cer tifications	Microsoft Teams certified. Meets Microsoft Teams Open Office requirements.
	Compatibility	Works with leading contact center and UC platforms
	Plug-and-play	Easy connectivity to your computer or mobile device via USB-A or USB-C
Focus	Comfort	Ultra-lightweight weighing between 45-63g (varies between mono & stereo variants) with unique maze-patterned earcups for pressure relief and padded headband for all-day comfort
	Noise cancellation	Improved noise cancellation for better concentration
	Busylight	Built-in busylight show colleagues when you're on a call
Conversation	3 - microphones	Enables the best headset for clear customer calls*
	Advanced	Optimized for speech clarity with BalancedVoice™ processing sound for incoming calls
Transform	speakers Engage+	Real-time actionable insights for enhanced customer conversations
	software[2] Data	Live data available to help enhance customer support
	analytics SDK	

Refer to jabra.com/commercial-claims [1]Software may be needed for configuration. Refer jabra.com/platforms. Free software download required. Integrations available for selected platforms. See jabra.com/EngagePlus for more details.

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