

JABRA BIZ™ 2400 II

PRODUCT PRESENTATION



THE BEST JUST GOT BETTER

AGENDA

- 1** Evolution of the customer conversation
Why sound will become even more important in customer service environments
- 2** The re-invention of Jabra BIZ 2400
How we have approached the challenge of making the best better
- 3** Jabra BIZ 2400 II product introduction
Made for quality conversations



EVOLUTION OF THE CUSTOMER
CONVERSATION

THE QUALITY CONVERSATION CAN DO MORE THAN JUST COMPETE WITH THE NEW WAYS CONSUMERS INTERACT WITH THEIR FAVORITE BRANDS

CORE CHANNELS IN 2020

WEBCHAT
40%

PHONE
36%

SOCIAL MEDIA
11%

VIDEO
7%

MAIL
4%

OTHER
2%

1

Call time will go up 40%

New media types win market share, but the conversation are still beating social media and email.

2

Increase business success with quality conversations

Classic metrics as First Call Resolution is still important, but a satisfied customer is 2,5 time more likely to do business with the same company again.

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COMPANIES WITH HIGH FOCUS ON QUALITY CUSTOMER CONVERSATIONS ARE RIGHT NOW REVOLUTIONIZING HOW THEY OBTAIN SUCCESS

KEY TECHNOLOGIES IN 2020

INTELLIGENT
ROUTING
32%

MOBILE
TECHNOLOGIES
23%

BIG
DATA
17%

CLOUD
TECHNOLOGY
14%

AGENT
WEBCAHT
13%

OTHER
1%

1

Let the customer talk to someone who truly knows

Key technology will be 'intelligent based routing'

2

When it really matters, conversation is king

In 2020 web chat will marginally beat phone as the most important customer touch point, but 'complex problem solving' will be more important than complaint handling, outbound, cross sell and transactional dialogues all together.

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CAN YOU HAVE A
QUALITY
CONVERSATION
WITHOUT QUALITY SOUND?



A woman with blonde hair, wearing a blue blazer over a white collared shirt and a decorative necklace, is shown in profile wearing a black Jabra Biz 2400 II headset. She is looking down, likely at a computer screen. The background is a blurred office environment with other people.

THE RE-INVENTION
JABRA BIZ 2400 II

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WHEN LAUNCHED IN 2009 BIZ 2400 OFFERED

BEST IN CLASS AUDIO

BEST IN CLASS COMFORT

BEST IN CLASS TCO

WIDEBAND AUDIO

KEVLAR CORD

360° FREE SPIN BOOM ARM

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NOW WE HAVE IMPROVED BIZ 2400 WITH IMMENSE FOCUS ON A FEW, BUT VERY IMPORTANT AREAS

1

Conversation quality is more important than ever

Upgrade in quality of microphone and speaker

2

High conversation quality requires limited distractions

Upgrade in comfort



JABRA BIZ 2400 II SERIES PRODUCT INTRODUCTION



HEAR MORE

Enables users to genuinely understand customers challenges with a best-in-class conversation zone perfectly combining speakers and the flexible microphone boom arm in a sound solution



FEATURE AVAILABILITY

- Noise cancellation: all variants
- Ultra noise cancellation: QD
- Breath resistant microphone: all variants
- HD audio: QD
- Hi-Fi sound: USB

FEATURES

MICROPHONE & BOOM ARM

Be heard clearer than ever with optimal positioning of the boom arm and best-in-class microphones



FEATURE AVAILABILITY:

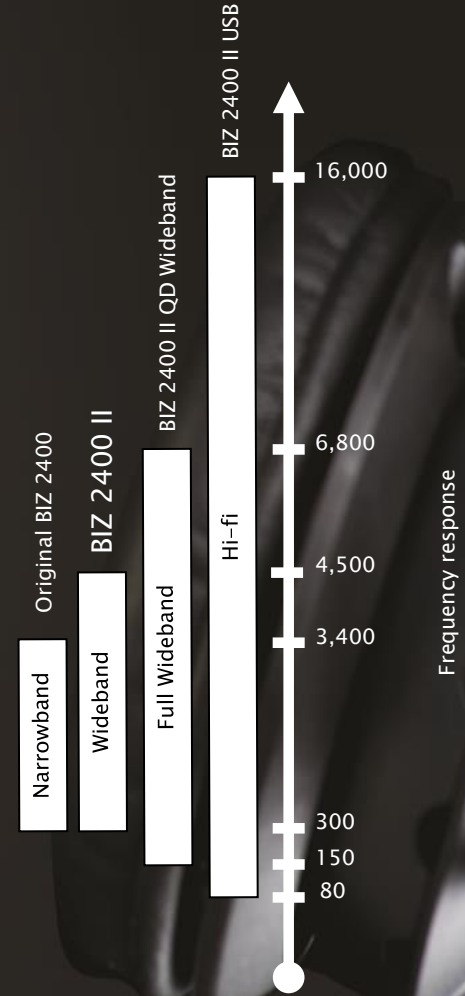
- Boom arm: All variants

Noise cancellation:

- NC & UNC on QD
- NC on USB

FEATURE SPEAKER

Increased speaker level wideband as standard delivers best in class customer sound experience.



FEATURE AVAILABILITY:
All QD variants

DO MORE

Set users completely free to be in the conversation zone, so customer challenges can be solved all day with a supreme headset comfort and quality.



FEATURE AVAILABILITY

- Headband padding: all variants
- Comfortable ear cushions: all variants
- Easier snap-off ear cushions: all variants
- Dedicated USB variants
- Control unit with secure fit: USB
- Peak stop: all variants
- IntelliTone: USB

FEATURE

COMFORT

The comfort experience is the total user experience during the entire working day. BIZ 2400 II supports those who listen and talk for a living with headband cushion, increased ear cushions size and easy cushion snap on/off.

FEATURE AVAILABILITY:
All variants

FEATURE

DEDICATED VARIANTS

2 dedicated USB controllers
available dependent on
technical environment



FEATURE AVAILABILITY:
USB variants

BE MORE

Imagine if phone based conversations could be as impactful as face-to-face conversations - get that together with an unmatched total cost of ownership.



FEATURE AVAILABILITY





- Kevlar cords: all variants
- 360 degree boom arm: all variants
- 3 years warranty: all variants
- Pouch included: all variants
- Jabra Xpress: USB

GET THE COMPLETE FEATURE OVERVIEW

BIZ 2400 II SERIES			
VARIANTS	QD	USB	
SOUND	●	●	Ultra noise cancelling microphone
	●	●	Noise cancelling microphone
	●	●	Breath resistant microphone
	●	●	HD Voice <small>(Wideband)</small>
	●	●	Hi-Fi Sound
	●	●	360° boom arm
COMFORT	●	●	Re-programmable control unit
	●	●	Control unit with secure fit
	●	●	3-in-1 wearing style <small>(mono only)</small>
	●	●	Headband cushion
	●	●	Extended connectivity <small>(mobile link / Bluetooth)</small>
	●	●	Peak Stop
	●	●	IntelliTone
TOTAL COST OF OWNERSHIP	●	●	3 years warranty
	●	●	360° boom arm
	●	●	Jabra Xpress
	●	●	Kevlar cords
	●	●	Pouch included

2 BASIC VARIANTS IN THE JABRA BIZ 2400 II SERIES

– MADE FOR DIFFERENT USER TYPES

USER TYPE	QD		USB (CC/BT)	
	Mono	Duo	Mono	Duo
 At the desk	●	●	●	●
 On the go				
 Around the office				
 Contact center	●	●	●	●
MSRP USD & EURO	189 (3-in-1 version)	199	189/199 (3-in-1 version)	199/209

All USB variants are made in MS versions with certifications from all leading vendors. UC certifications are pending upon launch date. Explore details about all variants and mono/duo and MS/UC combinations at www.jabra.com

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BIZ 2400 II MIGRATION SHEET – EMEA

Description	BIZ 2400 Item no.		BIZ 2400 II Item no.	Description
QD variants				
Jabra BIZ 2400 Mono 3-in-1	2406-300-104	->	2406-820-204	Jabra BIZ 2400 II Mono, 3-1 NC std.
Jabra BIZ 2400 Mono 3-in-1	2406-320-104			
Jabra BIZ 2400 Mono 3-in-1	2406-800-104			
Jabra BIZ 2400 Mono, 3-in-1	2406-820-104			
Jabra BIZ 2400 Mono 3-in-1	2406-890-104			
Jabra BIZ 2400 Duo	2409-300-104	->	2409-820-204	Jabra BIZ 2400 II Duo NC std.
Jabra BIZ 2400 Duo	2409-320-104			
Jabra BIZ 2400 Duo	2409-800-104			
Jabra BIZ 2400 Duo	2409-820-104			
Jabra BIZ 2400 Duo	2409-890-104			
Jabra BIZ 2400 Mono 3-in-1 IP	2486-820-104	->	2486-820-209	Jabra BIZ 2400 II Mono 3-1, NC std. WB
Jabra BIZ 2400 Duo IP	2489-820-104	->	2489-820-209	Jabra BIZ 2400 II Duo NC std. WB
Jabra BIZ 2400 3in1 WB Balance	2486-825-109	->	2486-825-209	Jabra BIZ 2400 II Mono 3-1, NC std. WB balanced
Jabra BIZ 2400 Duo WB Balance	2489-825-109	->	2489-825-209	Jabra BIZ 2400 II Duo, NC std. WB balanced
Jabra BIZ 2400 Mono Headband	2403-700-104	->	2406-720-209	Jabra BIZ 2400 II Mono 3-1, UNC std.
Jabra BIZ 2400 Mono Headband	2403-790-104			
Jabra BIZ 2400 Duo	2409-700-104	->	2409-720-209	Jabra BIZ 2400 II Duo, UNC std.
Jabra BIZ 2400 Duo	2409-790-104			
USB variants				
Jabra BIZ 2400 MS USB Mono	2496-823-104	->	2496-823-209	Jabra BIZ 2400 II Mono USB 3-1, BT MS
Jabra BIZ 2400 USB Mono	2496-829-104	->	2496-829-209	Jabra BIZ 2400 II Mono USB 3-1, BT UC
Jabra BIZ 2400 MS USB Duo	2499-823-104	->	2499-823-209	Jabra BIZ 2400 II Duo USB, BT MS
Jabra BIZ 2400 Duo USB	2499-829-104	->	2499-829-209	Jabra BIZ 2400 II Duo USB, BT UC
No existing product	N/A	->	2496-823-309	Jabra BIZ 2400 II Mono USB 3-1, CC MS
No existing product	N/A	->	2496-829-309	Jabra BIZ 2400 II Mono USB 3-1, CC UC
No existing product	N/A	->	2499-823-309	Jabra BIZ 2400 II Duo USB, CC MS
No existing product	N/A	->	2499-829-309	Jabra BIZ 2400 II Duo USB, CC UC

IMPORTANT DATES TO REMEMBER

- 1** April 13th 2015
Launch of BIZ 2400 II QD variants
- 2** June 15th 2015
Launch of BIZ 2400 II USB variants
- 3** December 31st 2015
EOM (End-Of-Manufacturing)
of existing BIZ 2400 series





THANK YOU

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