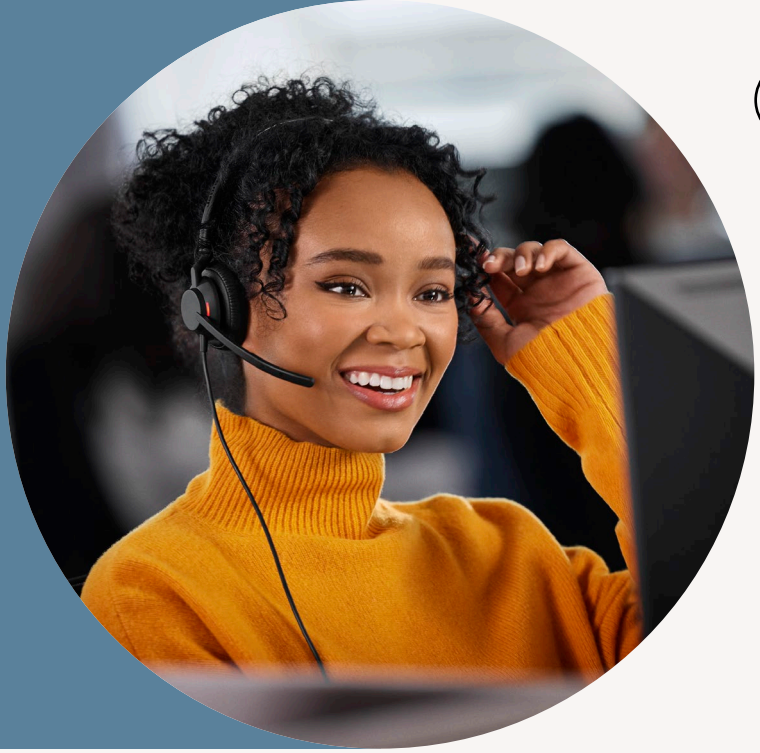
DATA SHEET
UC-CERTIFIED

ENGAGE 50 II

# The best headset for clear customer calls*

Technology for life's new rhythm



## REAL-TIME CALL INSIGHTS

With Engage 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 50 II features 3 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 designed angled 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 the Engage 50 II'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 innovative signal processing 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 the adjustable, 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 LEADING PLATFORMS

With the Engage 50 II, it's easier to connect 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 Google Meet, Works With Chromebook and Zoom, 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.**

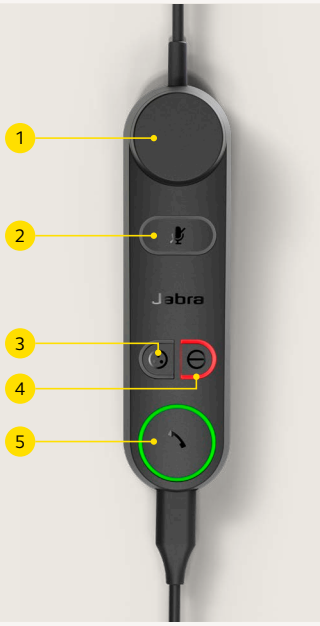
*Refer to Jabra.com/commercial-claims
[1]Free software download required. Integrations available for selected platforms. See Jabra.com/Engageplus for more details.
[2]Software may be needed for configuration. Refer to jabra.com/platforms

## HOW TO START

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

## HOW TO USE THE CONTROL UNIT

| | | |
|---|---|---|
| 1 | | Volume wheel |
| 2 | | Mute/Hold |
| 3 | | Customizable for platform integrations |
| 4 | | Busylight (Re-programmable) |
| 5 | | 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 call controls integrated for select contact center platforms[1] |
| | SmartRinger | Alerts agents to incoming calls |
| | Certifications | Certified for Google Meet, Works With Chromebook and Zoom |
| | 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 speakers | Optimized for speech clarity with BalancedVoice™ processing sound for incoming calls |
| **Transform** | Engage+ software[2] | Real-time actionable insights for enhanced customer conversations |
| | Data analytics SDK | Live data available to help enhance customer support |

*Refer to jabra.com/commercial-claims
[1]Software may be needed for configuration. Refer jabra.com/platforms.
[2]Free software download required. Integrations available for selected platforms. See jabra.com/EngagePlus for more details.
[3]This product works with devices capable of running the latest version of ChromeOS and has been certified to meet Google's compatibility standards. Google is not responsible for the operation of this product or its compliance with safety requirements. Chromebook, Google Meet and the Works With Chromebook badge are trademarks of Google LLC. Engage+ for ChromeOS is subject to future releases. NICE CXone and Google Meet call control has been validated with ChromeOS.

**EN Jabra ENGAGE 50 ll Datasheet UC A4 121222**

©2022 GN Audio A/S. All rights reserved. ®Jabra is a registered trademark of GN Audio A/S.