

FIRE BRIGADE CALLS ON JABRA TO IMPROVE COMMUNICATION, SAVE LIVES

The Fire and Rescue Service of the Czech Republic employs 980 people, many of whom handle emergency calls coming in from both the “150” national emergency and the “112” single European emergency call number.

CALL THE BRIGADE – NEW COMMUNICATIONS TECHNOLOGY NEEDED

Responsible for Prague and 14 other cities throughout the country, the Fire and Rescue Service of the Czech Republic serves as the first responders for residents in need of immediate help for fires and other, often life threatening emergencies. As first responders, nothing is more important than an agent’s ability to quickly and efficiently handle each call - particularly ones in which residents are in immediate peril.

The brigade realized it needed a major, communications technology upgrade when its agents began complaining about their existing IP phones. In addition to poor sound quality, the phones did little to shield agents from ambient noise from other agents working throughout the office. At the same time, agents sacrificed comfort as they juggled maintaining control of the desk phones while keeping two hands “free” to quickly access their computers.

Realizing they needed to maintain a fully operative center to assure fast response times and not endanger residents in need, the Fire and Rescue Service searched for an improved alternate to their desk phones. The brigade quickly opted for the functionality and comfort that headsets can provide, and introduced Plantronics devices to their agents. Unfortunately, it didn’t take long before agents experienced problems with the new headsets and the brigade, once again, needed to research alternative options. The specific requirements included a better level of comfort and optimal sound quality - including noise

COMPANY

Customer:	The Fire and Rescue Service of the Czech Republic
Website:	www.praha.hzscr.cz
Country:	Czech Republic
Industry:	Rescue Services

PROFILE

The Fire and Rescue Service of the Czech Republic serves Prague and 14 other locations throughout the country responding to both the “150” National Emergency Call Number and the “112” Single European Emergency Call Number.

BUSINESS CHALLENGE

The Fire and Rescue Service of the Czech Republic needed a headset that would provide better call quality, noise cancellation and comfort for agents responding to emergency calls.

PHONE SYSTEM

Alcatel Lucent


JABRA SOLUTION

Products: Jabra PRO™ 9470, Jabra GN2100 and Jabra GN9120 Flex

BUSINESS BENEFITS

- Call clarity
- Better working conditions for employees
- Durability and perseverance of products
- Affordability





“When callers report a fire or accident, our agents now are better able to hear them and provide faster and more accurate instructions, which is of the utmost importance when lives are at stake.”

Colonel Oldrich Gosman, department director, Linka 112

cancelation. The headsets also needed to integrate with the brigade’s existing phone system, Alcatel Lucent. The brigade selected Jabra.

JABRA TO THE RESCUE: A SOLUTION WITHOUT COMPROMISE

“After testing Jabra products, we knew that Jabra satisfied all of our needs and would improve the functionality of our call service,” said Colonel Oldrich Gosman, department director, Linka 112. “In fact, the main reason we chose Jabra is for the benefits it provides. When callers report a fire or accident, our agents now are better able to respond, providing faster and more accurate instructions, which is of the utmost importance when lives are at stake.”

Using both the corded Jabra GN2100 and the wireless Jabra GN9120 headsets, call center agents are able to more efficiently assist residents in need. With their hands now free, agents are more nimble and can more easily work on their computers to perform crucial tasks, such as confirming a resident’s location, dispatching fire brigade vehicles and informing police and other medical personnel. The management team, which is using the Jabra PRO™ 9470, also reports high satisfaction with their new communications technology.

MORE INFORMATION

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