

## ENGAGE 40

# New levels of customer satisfaction

Technology for life's new rhythm



### REAL-TIME CALL INSIGHTS

With Engage 40, calls become more effective, and customer experience is instantly enhanced, thanks to innovative Engage+ software that provides valuable real-time insights, and on-screen guidance.<sup>1</sup> **This is a contact center headset that's got your back.**

### WORLD-CLASS MICROPHONES

Engage 40 features two high-quality microphones, working together to deliver clearer speech and incredible background noise cancellation. This intelligent contact center headset enables 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 40 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. **Because a comfortable agent is a happy agent.**

### TOUGH AND FLEXIBLE

We've stress tested everything from boom arm rotation to impact resistance, making Engage 40 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. **Engage 40: built for "oops".**

### 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. **We're all about easy listening.**

### BUILT-IN HEARING PROTECTION

With the Engage 40'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).**

### NEXT-LEVEL CALL HANDLING

Engage 40 has an inline control unit so you can handle calls at lightning speed with call answering, mute, and volume buttons right at your fingertips. With programmable buttons built for even more efficiency, your everyday actions just got simpler. **Consider your calls handled.**

### WORKS WITH EVERYTHING

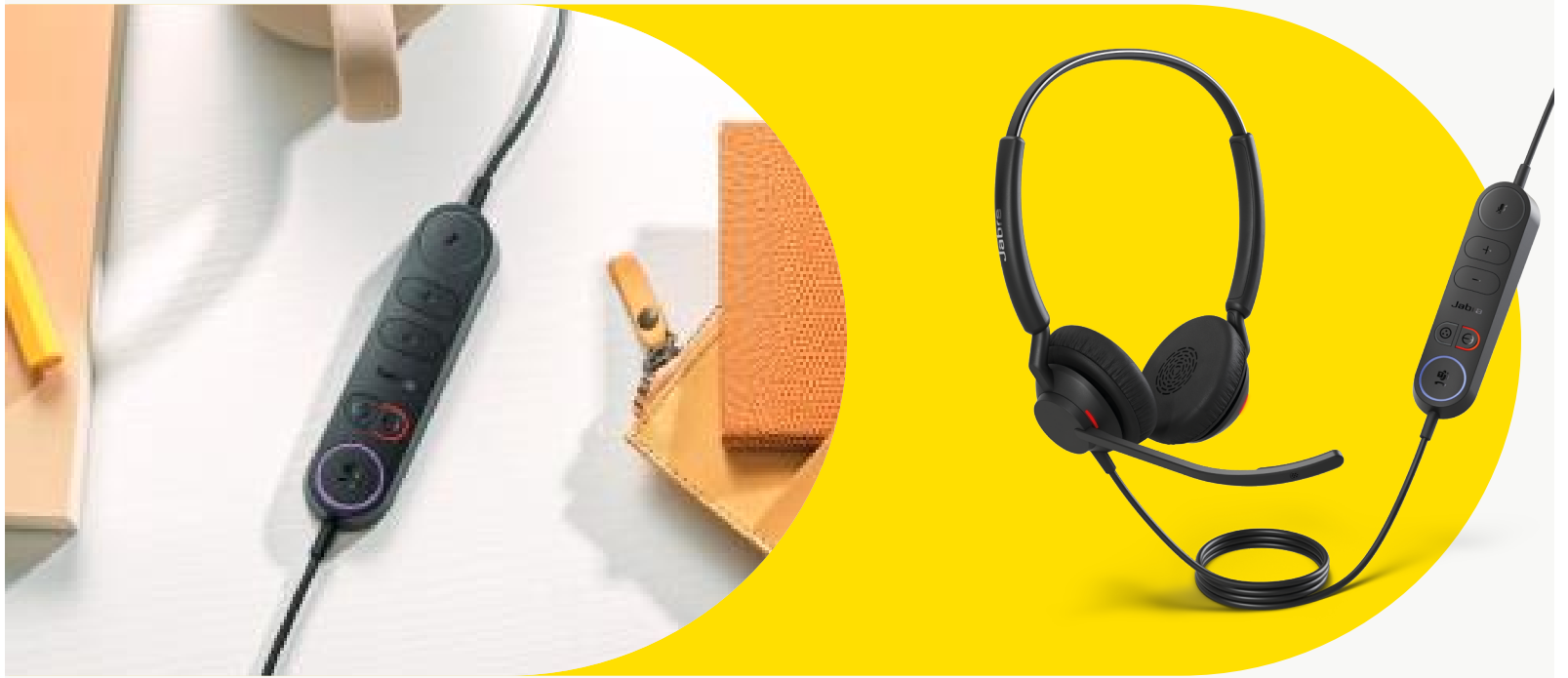
With the Engage 40, it's easier to connect with your customers, as the headset is fully compatible with all leading contact center and Unified Communications (UC) platforms. There's even integrated call control for Amazon Connect, Genesys Cloud CX, and NICE CXone<sup>2</sup>, and it's certified for Microsoft 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 40, 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.**



<sup>1</sup>Free software download required. Integrations available for selected platforms. See [jabra.com/Engageplus](https://jabra.com/Engageplus) for more details.  
<sup>2</sup>Software may be needed for configuration. Refer to [jabra.com/platforms](https://jabra.com/platforms)

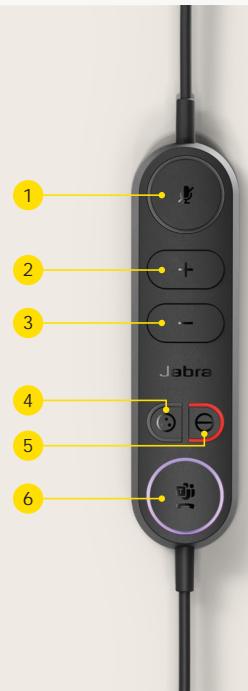


## HOW TO START

- Plug the Jabra Engage 40 into either a USB-A or USB-C port on your computer (depending on the USB variant of the headset).
- Position the microphone near your mouth.

## HOW TO USE THE CONTROL UNIT

- |   |  |  |
|---|--|--|
| ① |  | Mute/Hold                              |
| ② |  | Volume Up                              |
| ③ |  | Volume Down                            |
| ④ |  | Customizable for platform integrations |
| ⑤ |  | Busylight (Re-programmable)            |
| ⑥ |  | Teams notifications/Call handling      |



For more details check [jabra.com/supportpages/Jabra-Engage-40](https://jabra.com/supportpages/Jabra-Engage-40)

	FEATURES	BENEFITS
<b>Connect</b>	Control Unit	Programmable in-line unit to answer & control calls easily
	Call Control	Integrated with selected contact center platforms <sup>1</sup>
	Certifications	Microsoft Teams certified. Meets Microsoft Teams Open Office requirements.
	Compatibility	Works with leading contact center and UC platforms
<b>Focus</b>	Plug-and-play	Easy connectivity to your computer or mobile device via USB-A or USB-C
	Comfort	Ultra-lightweight weighing between 45-63g (varies between mono & stereo variants) with unique maze-patterned earcups for pressure relief
	Noise cancellation	Improved noise cancellation for better concentration
<b>Conversation</b>	Busylight	Built-in busylight show colleagues when you're on a call
	2-microphones	For clearer speech and incredible background noise cancellation
	Advanced speakers	Optimized for speech clarity with BalancedVoice™ processing sound for incoming calls
<b>Transform</b>	Engage+ software <sup>2</sup>	Real-time actionable insights for enhanced customer conversations
	Data analytics SDK	Live data available to help enhance customer support

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<sup>2</sup>Free software download required. Integrations available for selected platforms. See [jabra.com/EngagePlus](https://jabra.com/EngagePlus) for more details.

