

<http://www.callcentrehelper.com/new-keyboard-launched-to-boost-productivity-in-call-centres-2866.htm>

New keyboard launched to boost productivity in call centres

Electrone Europe has launched the Electrone Call-centre 150 keyboard, in response to requests from the call centre and related industries which require a hi-degree of pre-programmable key actions to improve the productivity of call centre operators.



The Electrone Call-Centre 150 keyboard is equipped with up to 150 user-programmable keys, some of which can be illuminated. It also has a USB hub and can include a built-in LCD display as an option. Electrone and its partners are also able to configure the keyboards for specific software applications. In addition the programmable keys tops can be colour coded and customised to enable users to enter data quickly and efficiently. This increases productivity and eases the strain of tedious repetitiveness through reducing key and/or mouse actions, making it the ideal keyboard solution for call centre operations which involve multiple routine entry functions.

The user-friendly graphical user-interface (GUI) software lies at the heart of the Electrone Call-centre 150 keyboard, permitting intuitive selection of keys for programming. Once set, programs are saved, downloaded and stored in the keyboard, eliminating the need for special drivers. In addition, the keys are arranged in logical groups of panels, making applications simple to target.

Stuart Thorn, CEO at Electrone comments, "This new product allows Electrone to evolve our product offering in the market to existing and prospective customers. Considering the vast number of software applications in the call centre environment, we can now configure keyboards specifically to a customer's preferred application."

Thorn continues, "This robust keyboard is designed to work 24 hours a day, 365 days a year, if necessary, perfect for call centre operations."

Product Features

With a logical spread of panels and standard USB connectivity, the Electrone Call-centre 150 is ideal for any application. In addition to its suitability for the expanding call centre market, this keyboard accelerates the automation of any user application requiring standard forms or a relational database.

- Standard USB Port with Secondary Keyboard Port Passthrough, USB

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- Up to 150 Programmable Keys
- Key Switches rated at 1,000,000 cycles of operation
- Removable transparent key tops to enable labelling
- Power coated metal enclosure
- 12 month limited warranty
- Various Language layouts