

Plantronics Wins Contact Centre Supplier Of The Year At Annual Irish CCMA Awards

Reinforcing Plantronics Leading Position as World Class Innovators Giving World Class Service

DATE, LOCATION -Plantronics, the world's leading provider of communications headsets for office, home and mobile use, has been named *Contact Centre Supplier of the Year* at the annual Irish Contact Centre Managers Association (CCMA) Awards which took place on Thursday 15th November at the Burlington Hotel, Dublin.

The awards are a celebration of the best practices and service excellence in Irish contact centres, a sector which currently employs about 20,000 people in Ireland, with this figure expecting to rise to 40,000 by 2010.

Plantronics a world leader in sound innovation, currently supplies the majority of contact centres and businesses throughout the country with communication solutions including the award winning Eircom contact centre on Marlborough St., Dublin.

Commenting on the award, Paul Clark, Plantronics Director for the UK and Ireland said; "We are delighted to receive this recognition for our longstanding commitment to the contact centre industry in Ireland. Plantronics is the only headset supplier with dedicated staff based in Ireland, and this award is testament to this team's dedication, enthusiasm and hard work."

Paul Dunne Channel Manager, Plantronics UK & Ireland Business Solutions Unit added; "With the ever increasing emphasis on health and safety in the workplace, we have seen more and more businesses choosing to install wireless headsets in order to enhance the working environment for their employees which in turn leads to increased productivity in the workplace. Wireless headsets empower office workers to multi-task with far greater ease; from simply being able to talk and type more effectively, to make and take calls whilst moving around the room."

Plantronics develops headsets for the office, contact centre, personal mobile, entertainment and residential markets and is a world leader in sound innovation. Plantronics headsets were first chosen for space missions as part of the critical communications lifeline for astronauts when a Plantronics headset carried the historic first words from the moon: "That's one small step for man, one giant leap for mankind."

For further information on Plantronics visit www.plantronics.com

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About Plantronics

In 1969, a Plantronics headset carried the historic first words from the moon: "That's one small step for man, one giant leap for mankind." Since then, we've become the headset of choice for mission-critical applications such as air traffic control, 911 dispatch, and the New York Stock Exchange. Today, this history of Sound Innovation™ is the basis for every product we build for the office, contact centre, personal mobile, entertainment and residential markets. The Plantronics family of brands includes Plantronics, Altec Lansing, Clarity, and Volume Logic. For more information, go to www.plantronics.com