

Jabra Headsets Help Pittsburgh Pirates Ticket Sales Rise Above the Noise



THE CHALLENGE

A day in the life of a professional sports ticket sales rep isn't over until they've shut themselves in the breakroom or walked halfway across the stadium to avoid the noise of the office. These employees often work in very close quarters with one another, which can be challenging when repeated phone calls is the name of the game.

For Pittsburgh Pirates ticket sales, representatives on various teams within the organization make upward of 80 calls each day. That's a lot of chatter, and the wrong equipment can exacerbate any difficulty this task already poses. Pirates' reps found themselves in this very struggle recently, plugging away with outdated, corded headsets that connected analog-style to computers and didn't leave much to the imagination when it came to hearing neighbors' conversations.

SOLUTION AT A GLANCE

Jabra Evolve2 65

- Noise isolation keeps communications clear
- Integrates seamlessly with leading UC platforms
- Wireless design facilitates flexible work

THE PLAYERS

The Pittsburgh Pirates sales teams call PNC Park home. Situated on the banks of the Allegheny River, the park regularly receives praise for its beautiful location and construction. Though they sit in a picturesque place to work and play, the offices within the steel- and limestone-framed wonder are not built for acoustics or modern communications efforts.

Jabra's line of professional headsets lets everyone from sales rep to office manager enter their own private office, wherever their actual desk may be. Built for the modern worker, the Jabra headphones offer flexibility, even in noisy offices and integrate seamlessly with unified communications systems. And because of their wireless construction, they let team members work distraction-free anywhere they go.



“Using Jabra technology has been seamless. People are taking meetings at their desk, which was never done before. The headsets work so well, and people like them so much, that it's become easy for people to work from home, as well — they take the headphones home with them. In short, Jabra Evolve2s have made a world of difference to how sales reps perform their duties day-to-day.”

Aaron Pedigo, Manager of New Business Development at Pittsburgh Pirates

The sales team supports a billion-dollar business, and it needed a quality headset that could empower reps to do their jobs better and more efficiently, whether in the office or at home.

* See Jabra.com/commercial-claim



THE SOLUTION

The Pirates sales team comprises four different divisions. Retention works with the existing season-ticket base, showing them just what it means to be part of the Pirates family. New business seeks potential new customers. Groups helps organizations make scenic PNC Park the backdrop of their next big get together. Customer service ensures the optimal experience for everyone. Between these divisions, the sales team is about a 25-person organization.

By turning to Jabra Evolve2 65 headsets, every member of this team enjoyed a significantly more comfortable work experience. The mobile headsets passively cancel out noise on either end of the line, meaning reps and customers alike heard the conversation rather than background noise. Jabra headsets integrate with RingCentral, the Pirates' UC system of choice, and allow reps a hands-free and cord-free arrangement.



Learn more here:

[Pittsburgh Pirates](#)

[Evolve2 65](#)

[Jabra professional headsets](#)



With headphones for the modern office, the Pirates' sales team was able to increase the volume of daily customer touchpoints. This increase in turn increased the efficiency with which the team can find new customers, sell tickets and keep current customers coming back to the park. Jabra's technology has made it so easy for the team to do its job, some even forget to leave them at the office.