



Sales call centre



The sales call centre was encased in glass windows, which increased the reverberation and noise levels



Call centre with additional desks soon to be occupied

WEX is a global leader in providing payment solutions for businesses across a number of industries. An important part of its operations are its call centres, where sales and customer relations staff take customer calls.

WEX's call centre in Camberwell was too noisy due to low partitions and glass windows, which increased the reverberation and noise levels. The excess noise was distracting staff. As the call centre added more desks, the manager was worried that this would exacerbate the noise levels further.

Soundmask installed an in ceiling system after hours to minimise disruption and ensure a smooth transition for staff.

CLIENT

WEX AUSTRALIA PTY LTD

DETAILS

CALL CENTRE

DATE SEPTEMBER 2014

INSTALLER SOUNDMASK AUSTRALIA



megan@soundmask.com.au



1300 734 168 (within Australia)



www.soundmask.com.au



+61 3 9098 8611