

Privacy Analysis for A Great Company's Call Center, Anytown, USA

Space Description: 70,000 square foot call center, where employee phone conversations are highly distracting in adjacent cubicles.

Physical Parameters:

Ceiling height: 8 feet	Ambient background noise: Quiet HVAC noise
Ceiling tile quality: Average NRC = 0.8	Speech volume: Average male voice
Partition height: 57 inches	Talker height: Average seated (3.75 feet)

Speech Privacy index (SPI): a measure of speech privacy, as a percentage of unintelligible speech, in a given area.

0% – 70%	70% – 80%	80% – 95%	95% – 100%
No Privacy → Very Limited Privacy	Minimal Privacy	Normal Privacy	Confidential Privacy

Diagram 1:
No sound masking installed

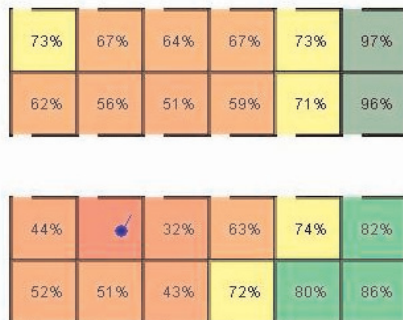
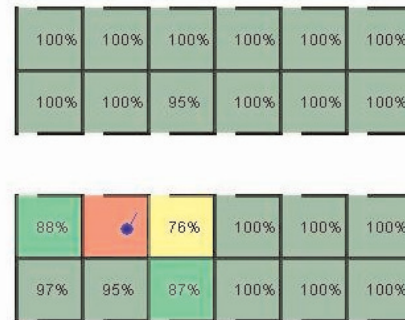


Diagram 2:
Oasis Qt™ sound masking installed



Oasis Qt™ sound masking provides normal speech privacy (or better) for ALL co-workers

	Current Environment % of Co-workers	With Oasis Qt™ Sound Masking % of Co-workers
No Privacy Minimal Privacy (SPI < 80%)	78%	4%
Normal Privacy (SPI = 80% – 95%)	13%	9%
Confidential Privacy (SPI > 95%)	9%	87%

Analysis:

Workplace acoustics at A Great Company's Call Center are extremely poor. In the current environment, a speaker has very limited privacy from the majority (78%) of coworkers. Conversely, if A Great Company's Call Center installs Oasis Qt™ sound masking, a speaker in the same scenario would now be within confidential privacy range of the majority (87%) of coworkers – and within normal privacy limits of over 95% of his coworkers!

There are three general ways to address poor workplace acoustics — the ABC's — Absorption, Blocking and Covering:

To improve **absorption** means replacing existing ceiling tiles and/or cubicle partitions with higher-grade sound absorption materials. Better **blocking** involves the addition of higher cubicle partitions, the construction of walls between co-workers, or the re-arrangement of cubicles and workstations to put greater distance between co-workers.

Both the “A” and “B” options are expensive and disruptive — and more importantly, do not have as great an impact on reducing distractions as the addition of a sound masking system. **Covering** — by installing an Oasis Qt™ sound masking system — is the least expensive option and has the greatest impact on improving workplace acoustics.

For a complimentary customized privacy analysis, contact:

Mark Bell, *Sales Engineer*

Tel: (800) 219-8199 x108 / Fax: (617) 349-3788

mbell@cambridgesoundmanagement.com

Qt Quiet technology™ sound masking systems are:

- **Direct Field** — for a uniquely uniform sound with no “hot” spots
- **Pre-Programmed** — for a remarkably unobtrusive experience
- **Plug & Play** — for the simplest specification and installation
- **Flexible** — for installation in any environment
- **Adaptable as paging and music distribution systems**
- **Created by acoustical experts** — with decades of experience built into each system

Cambridge Sound Management, LLC, located in Cambridge, MA, is the developer of Qt *Quiet technology™*, a low-voltage distributed audio system for sound masking, paging and background music distribution in the workplace. Our systems are sold direct and by select partners worldwide; they are deployed in over 7 million square feet of space. Installations range from modest home offices to spaces of unlimited size. Applications range from providing acoustical comfort in open workspaces to settings such as doctor's offices, where sound masking is used to ensure confidential speech privacy.

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