



LPS DIRECT

ONE VISION, ONE VENDOR,
ONE EXTRAORDINARY SPACE

CALL CENTER SETUPS FOR LPS DIRECT



DESIGN

PROJECT OVERVIEW: LPS Direct was tasked with designing, building, and furnishing a call center setup for a corporate client. The aim was to create an efficient, comfortable, and technologically advanced workspace that supports high call volumes and enhances employee productivity.

DESIGN CONCEPT: The design emphasized ergonomic workstations, featuring adjustable chairs and desks to reduce physical strain for employees working long shifts. Noise reduction strategies were implemented using sound-absorbing panels and partitions to minimize background noise, enhancing call clarity. The layout was efficiently organized to foster teamwork, ensure supervisors could easily assist their teams, and maintain necessary walkways and privacy. Robust telecommunication systems were integrated, including high-quality headsets and reliable software to handle high call volumes

effectively. Comfort features for employees, such as footrests, wrist supports, and adjustable lighting, were provided to create a comfortable working environment, reducing fatigue and improving productivity.





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BUILD

INSTALLATION CHALLENGES: Comprehensive space planning was undertaken to develop a layout that maximized efficiency, facilitated easy communication between team members, and allowed quick access to support staff. An advanced technology infrastructure was established, ensuring a robust setup with reliable internet, high-quality headsets, and scalable telecommunication systems to support high call volumes and data management needs. Effective acoustic management techniques and materials were employed to minimize background noise, ensuring clear communication between agents and clients. Ergonomic furniture was selected, including adjustable chairs and desks to support the comfort and health of employees during long shifts, reducing the risk of strain or injury. Optimal lighting and ventilation systems were designed to create a comfortable work environment, reducing eye strain and maintaining air quality.



FURNISH

DESIGN SELECTIONS: The call center was furnished with ergonomic chairs and desks, chosen to promote good posture and comfort, reducing the risk of musculoskeletal issues from prolonged sitting. High-quality, noise-cancelling headsets were provided to ensure clear communication, vital for maintaining professionalism and efficiency in customer interactions. Adjustable monitor arms were implemented to allow employees to adjust their screens to an optimal viewing distance and angle, reducing eye strain and enhancing ergonomic comfort. Privacy panels were used between workstations to minimize noise pollution and visual distractions, helping maintain focus and productivity. Personal storage solutions, such as lockers or drawers, were provided to enable a clutter-free workspace that supports efficiency and organization.

LPS Direct designed, built, and furnished a call center setup that met the client's specific needs. The project highlighted the company's ability to provide flexible, high-quality solutions within budget while ensuring minimal disruption to the client's operations. The end result was a functional, stylish, and efficient workspace that enhanced overall productivity, fostered teamwork, and improved communication among employees. This environment not only boosted individual performance but also facilitated better collaboration and support, contributing to the overall success of the client's operations.