YL-USB Y TRAINER CABLE

Yealink USB-Y trainer cable (1 piece)

Product Overview

Yealink USB-Y trainer cable (1 piece), This cable can Connect two Yealink uh or bh headsets to one PC simultaneously



Specifications

Overview Summary:

The Yealink USB-Y Trainer Cable is designed for modern call centres and training environments where supervisors and agents need to share live calls efficiently. It connects two Yealink UH or BH USB headsets to a single PC, enabling real-time collaboration without additional software or complex setup. Ideal for structured training, quality assurance, and customer service operations, it ensures smooth communication between all parties.

With features such as audio splitting, silent monitoring, whisper coaching, and call takeover, this cable supports the full supervision workflow from onboarding to escalation handling. It is a practical solution for improving agent performance and maintaining consistent service quality. Order online in South Africa today and buy now to streamline your training and support operations.

Performance tier: Professional

Uses:call centre training, quality assurance monitoring, agent coaching, live supervision, onboarding support, escalation management

Overview:

Yealink USB-Y Trainer Cable for UH and BH Headsets
The Yealink USB-Y Trainer Cable is designed for professional call center training and live supervision environments where two users need to connect Yealink UH or BH series USB headsets to a single PC at the same time. It enables supervisors and agents to participate in the same live call, supporting structured training, real-time assistance, and quality control without disrupting customer interactions. This makes it a practical solution for onboarding, performance coaching, and escalation management in modern contact centres.

Description:

The Yealink USB-Y Trainer Cable provides a streamlined way to connect two USB headsets to one computer, enabling shared call handling between a supervisor and an agent. It supports key training workflows such as silent monitoring, whisper coaching, audio sharing, and full call takeover. The solution is plug and play, requires no additional software, and is built to improve communication accuracy, agent confidence, and overall service quality in real-time call environments.

Features:

Call Centre Training and Supervision Applications
The USB-Y Trainer Cable is specifically developed for structured training scenarios where direct interaction between supervisor and agent is essential. It allows both users to listen to the same call while maintaining independent control depending on the selected training mode. This ensures that coaching can happen without disrupting the customer experience.

It is commonly used in environments where consistent service quality and fast agent development are priorities, particularly in customer support, technical helpdesks, and sales operations.

Real-Time Coaching and Monitoring Functions
This solution supports multiple supervision methods designed for effective live call management:

Audio split allows both agent and supervisor to join the same live conversation simultaneously without software configuration. This enables immediate collaboration during customer interactions.

Silent monitoring enables supervisors to listen to ongoing calls without being detected by the customer or interrupting the conversation flow, making it suitable for quality assurance and performance evaluation.

Whisper coaching allows supervisors to guide agents during live calls without the customer hearing instructions. This helps improve agent confidence and reduces handling errors in real time.

Call takeover provides supervisors with the ability to step in directly when necessary. The customer is seamlessly transferred to the supervisor while the agent remains connected for learning purposes.

Key Operational Benefits
The Yealink USB-Y Trainer Cable enhances call centre efficiency by supporting hands-on training and immediate intervention. It reduces the need for post-call feedback loops by enabling corrections during live interactions. It also improves agent development speed and helps maintain consistent service standards across teams.

Key advantages include:

- Plug and play USB connectivity with no additional software required
- Supports dual headset connection for supervisor and agent
- Enables real-time coaching during active calls
- Improves training efficiency and reduces onboarding time
- Enhances quality control through live monitoring capabilities

Technical Compatibility and Design Purpose
This cable is built for Yealink UH and BH series USB headsets and is intended for use in PC-based communication environments. It is engineered for stable audio transmission and reliable simultaneous headset operation, ensuring consistent performance during extended training sessions.

The product SKU for ordering and reference purposes is USB-Y-TRAINER-CABLE, and it is commonly deployed in enterprise call centre setups where structured agent supervision is required.

Summary of Use Case Value
By combining monitoring, coaching, and takeover functions in a single USB-based solution, the Yealink USB-Y Trainer Cable

supports a complete training lifecycle from onboarding new agents to handling complex customer escalations. It reduces communication gaps between supervisors and agents and ensures that customer interactions remain smooth, controlled, and professional throughout the call.

Product Information Online

For the latest product information, availability and purchasing details, please visit the product page:

Product page:
https://www.comx-computers.co.za/YL-USB-Y-TRAINER-CABLE-Yealink-USB-Y-trainer-cable-1-piece-p-339218.php

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