

SOLUTIONS FOR YOUR HYBRID WORKING CONTACT CENTERS

CONTACT CENTER PLACES AND SPACES

Contact centers used to be separate areas of your business – with their own location, culture and communication tools. Today, they have evolved into multiple teams that work together closely, tightly integrated with the wider business. They're collaborating internally and should be seen and heard equally. They're delivering customer experiences externally, needing the same result. The right Poly devices support working from many spaces: home, an office or hybrid working.

CSRs IN THE OFFICE

Day in and day out, customer service representatives (CSRs) are the voice of your company. How do you make sure they sound professional?

Communication needs:

- A comfortable, pro-grade headset for all-day use.
- Excellent microphone pick-up to ensure call clarity.
- Simple controls to easily manage and switch between calls.
- Protection against background noise that disrupts conversations.
- A good video experience to collaborate and sync with team members.
- Excellent audio quality, proven durability, and lasting comfort.
- Integrate mixed call environments to increase agent productivity with faster call resolution.
- Precision-tuned webcam that ensures they look their best.

RECOMMENDED SOLUTIONS:



EncorePro 520



MDA500 QD Series



Poly Studio P5



CS540



EncorePro 525 USB

CSRs WORKING FROM HOME

You rely on CSRs to perform at their best. Now that they're working from home, you need give them the right tools.

Communication needs:

- A comfortable headset to last through their shift.
- Excellent microphone pick-up to ensure clarity.
- Simple controls to easily manage and switch between calls.
- Protection against background noise interrupting conversations.
- A good video experience to collaborate with team members and visually connect with customers.
- The digital headset that makes hybrid work easier than ever.
- Precision-tuned webcam that ensures they look their best.

RECOMMENDED SOLUTIONS:



EncorePro 525 USB



Poly Studio P5



Voyager 4320



Poly Sync 10



Blackwire 8225

OUTBOUND SALES TEAMS

Sales teams need workspace, headset mobility, range, and connectivity to their desk phone and PCs.

Communication needs:

- Sensitive conversations need to stay private.
- Need to tune out office noise and nearby conversations.
- Wireless to roam – move into a private space for certain conversations.
- Simple controls to easily manage and switch between calls.
- High-volume call environments that demand reliability.
- Need workspace, headset mobility, range and connectivity to their desk phone and PCs.

RECOMMENDED SOLUTIONS:



Voyager Focus 2



Voyager 4310



Poly Studio P5



Savi 7310

IT HELP DESK

Your helpdesk employees need a stereo, Bluetooth® headset to hear every critical word.

Communication needs:

- Need to connect to multiple devices.
- A comfortable and reliable headset that removes background noise.
- Need a headset that has enhanced voice alerts announcing caller ID, mute, and connection status, talk time level, etc.
- Bluetooth® headset options that let users focus on work – not the chaos around them.

RECOMMENDED SOLUTIONS:



Blackwire 8225



Voyager 4320



Poly Studio P5



Poly Studio P15



5200 UC

CUSTOMER SUCCESS

Your customer success teams need a reliable headset to hear and be heard clearly all day.

Communication needs:

- A comfortable, pro-grade headset for all-day use as an intensive phone user.
- Excellent microphone pick-up to ensure clarity with customers.
- Simple controls to easily manage and switch between calls.
- Protection against background noise interrupting conversations.
- Contact center headsets with superior audio and exceptional durability for the ultimate customer experience.
- Smarter digital headset adapters making hybrid work a breeze.

RECOMMENDED SOLUTIONS:



EncorePro 720



DA85



Poly Studio P15



Voyager Focus 2



CS540

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