



SOLUTIONS FOR AMAZON CONNECT

PROVIDE AMAZING CALL CENTER EXPERIENCES BY CHOOSING POLY AND AMAZON

Poly headsets, handsets, and device management – coupled with Amazon’s innovative Connect call center software – enable brilliant audio. In an industry first, Poly has developed the Poly-integrated Amazon Connect Contact Control Panel (CCP) which enables our customers to accelerate their Amazon Connect deployment and ensure a uniform user experience with Poly headsets and USB adaptors from the get-go.

THE BEST HEADSETS FOR AMAZON CONNECT



DA85



DA75



ENCOREPRO 500



ENCOREPRO 500 USB



SAVI 8200 UC



SAVI 7300



VOYAGER 4200 UC

WHAT IS IT?

Adaptor that enables existing Poly call center headset to be used with Amazon Connect

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A headset with Quick Disconnect for use with DA85/75 in call centers with shared desks

An integrated headset with USB connector for use in call centers with dedicated desks

Premium wireless DECT headset system

Ultra secure wireless DECT headset system

Bluetooth wireless headset enabling connection with computer and smartphone/tablet

KEY BENEFITS

- USB-A and USB-C on the same cable
- Intelligent headset recognition
- Recessed, easy to understand buttons

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- Streamlined design with no distractions

- Comfortable design
- Noise cancelling microphone
- Aircraft grade aluminium joints for reliability

- USB-A and USB-C on the same cable
- Professional durability and long term reliability
- Acoustic hearing protection

- Conference on up to two devices at once
- Keep conversations private and hear clearly
- Enjoy wireless freedom—with an ample range







- Outfit critical conversations with enhanced DECT™ security
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- Be heard in shared spaces with 2X better density
- Perfect choice for financial, healthcare and government

- Roam free and be more productive
- Choose what you hear with superior audio
- Get device flexibility plus easy connectivity

SUPPORTED BY POLY-INTEGRATED AMAZON CONNECT CCP



THE BEST HEADSETS FOR COMBINING AMAZON CONNECT AND LEGACY TELEPHONY

						
	MDA524QD	MDA100	ENCOREPRO 500	SAVI 8200 OFFICE	SAVI 7300	VOYAGER 4200 OFFICE
WHAT IS IT?	Digital adapter with computer and deskphones connection	Analogue adapter computer and deskphones connection	A headset with Quick Disconnect for use with MDA524QD or MDA100 in call centers with shared desks	Premium wireless DECT headset system with deskphones, computer, and smartphone/tablet connection	Ultra secure wireless DECT headset system with deskphones and computer connection	Bluetooth wireless headset enabling connection with computer, deskphone, and smartphone/tablet
KEY BENEFITS	<ul style="list-style-type: none"> Mix and switch audio from deskphones and computer Superior noise and echo cancellation for clearer calls Comprehensive desk phone compatibility with electronic hook switch (EHS) integration (available separately) 	<ul style="list-style-type: none"> Simple and intuitive design minimizes disruptions Easy-to-access switch allows seamless call management from different sources Mute button with visual status makes it easy to silence calls with confidence 	<ul style="list-style-type: none"> Comfortable design Noise cancelling microphone Aircraft grade aluminium joints for reliability 	<ul style="list-style-type: none"> Conference on up to two devices at once Keep conversations private and hear clearly Enjoy wireless freedom—with an ample range 	<ul style="list-style-type: none"> Outfit critical conversations with enhanced DECT™ security Be heard in shared spaces with 2X better density Perfect choice for financial, healthcare and government 	<ul style="list-style-type: none"> Roam free and be more productive Choose what you hear with superior audio Get device flexibility plus easy connectivity
SUPPORTED BY POLY-INTEGRATED AMAZON CONNECT CCP	✓	✓	✓	✓	✓	✓

CALL CENTER AGENTS, SUPERVISORS AND MANAGERS CAN EXPECT A PRO-GRADE USER EXPERIENCE WITH:

- Call answer/end, volume adjustment seamlessly synchronized between Poly headsets and agent's PC
- Quick disconnect/mute recognition, including removal of user from the queue and automatic change of status
- Wide choice of wired and wireless headsets
- Wide choice of supported browsers
- New and improved appearance of CCP with Poly animated Branding
- Data flow through to Plantronics Manager Pro SaaS service
- Identification of Poly headset/device connected to Amazon Connect

The Poly-Integrated Amazon Connect CCP can be downloaded from www.aws.amazon.com/quickstart/connect/poly-ccp/