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. Poly’s audio and video innovations make Zoom communications feel natural and work effortlessly.

CONTACT CENTER AGENTS AND SUPERVISORS 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

CONTACT CENTER AGENTS AND SUPERVISORS 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 ensure they look their best.

RECOMMENDED SOLUTIONS:
- EncorePro 525 USB
- Poly Studio P5
- Voyager 4320
- Poly Sync 10
- Blackwire 8225
CONTACT CENTER MANAGER

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

CONTACT CENTER TECH SUPPORT

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 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
Voyager 5200 UC

CONTACT CENTER MANAGER

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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