

# 5 REASONS POLY IS THE BEST CHOICE FOR CONTACT CENTERS

Poly audio and video solutions improve customer experience with clear communication everywhere your employees work.

Over 60% of consumers say the pandemic raised the standard for customer service<sup>1</sup>. Here are 5 reasons to choose professional-grade audio and video from Poly to give your customers – and CSRs – a better experience.



## 01 A broad contact center portfolio

**Poly** brings 60 years of industry leadership with durable, best-in-class headsets, webcams, and deskphones built for contact centers. We have **solutions** built to match the unique workstyles of each of your CSRs. Your employees will look and sound their professional best, wherever and however they work.



## 02 Crystal clear audio with a variety of headsets and wearing styles built for comfort and extended wear

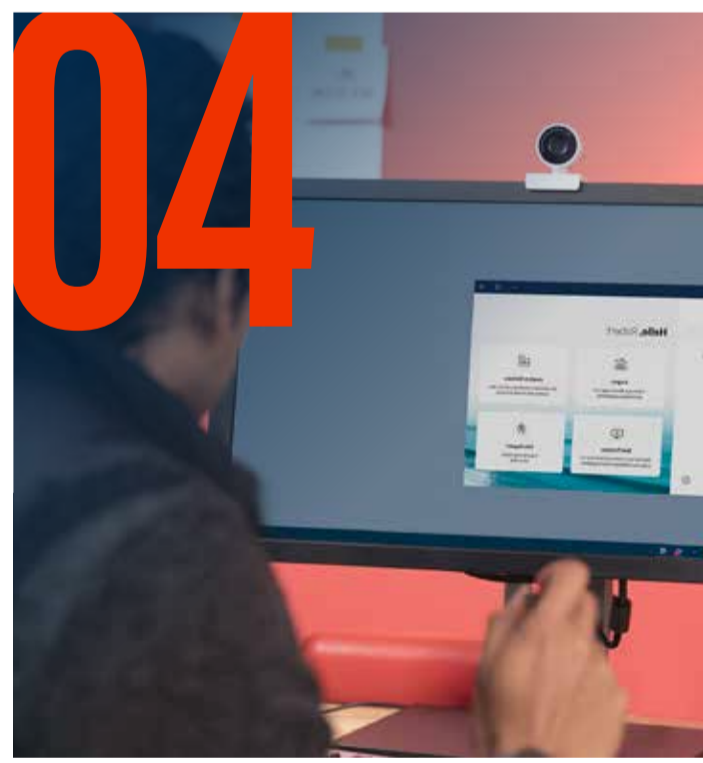
Our range of **headsets** provides better experiences with features including:

- Clarity based on the best acoustic signature for the human voice.
- Acoustic Fence technology to minimize distractions and keep conversations private.
- Active noise canceling to keep background noise out of conversations.
- Built for all day use with proven durability and superior comfort.
- Choice of corded ease or cordless freedom to move.
- Cross-platform functionality.



## 03 Professional-quality video for face-to-face conversations

Compact and rugged, our high-definition **webcams** connect CSRs to their teams and customers. Exceptional optics and automatic low light compensation show everyone in their best light.



## 04 Browser-based management with interaction insights

Centrally deploy, audit, manage, and **maintain your Poly devices** from your browser. Our conversational analysis tool provides the insights to hone agents' customer experience skills.



## 05 The right support if you need it

Get employees up and running quickly with onboarding and adoption **services**. Keep things running with 24/7 and high-touch **support**, advanced hardware replacement, and a complete global warranty.

## Make a better choice for your customers, CSRs, and business

70% of organizations see a direct link between customer service and business performance<sup>2</sup>. Create more human connections and power exceptional service with our award-winning headsets, webcams, and deskphones, no matter where your CSRs are working.

### Ready to connect?

[View Poly Contact Center solutions](#)

[Contact a Poly product expert](#)

<sup>1</sup>Zendesk, Customer Experience Trends Report 2022, <https://www.zendesk.com/customer-experience-trends/#report>

<sup>2</sup>Zendesk, Customer Experience Trends Report 2022, <https://www.zendesk.com/customer-experience-trends/#report>