Call centers used to be separate and distinct areas of the business – separated physically, technologically, and culturally. Fast forward to today and the call center has evolved into multiple teams closely integrated with the wider business, and with each other. Customer Service Representatives (CSRs), IT, Sales and other workers need devices that fit their role and can enable great user and customer experiences whether they are in the office, working from home (WFH) or in a hybrid situation.
DAY IN AND DAY OUT, CSRs ARE THE VOICE OF YOUR COMPANY. HOW DO YOU MAKE SURE THEY SOUND PROFESSIONAL?

TYPICAL OFFICE ENVIRONMENT:
• Shared desk in the office
• On calls 90% of the day
• Haven’t moved to the cloud, using legacy on premises equipment

COMMUNICATIONS NEEDS:
• A comfortable headset for all-day use as an intensive phone user
• Excellent microphone pick-up to ensure call clarity with customers
• Simple controls to easily manage and switch between calls
• Protection against background noise interrupting conversations
• A good video experience to collaborate and sync with team members

ENCOREPRO 520
Excellent audio quality, proven durability, and lasting comfort for busy call center agents
• Helps agents stay responsive and comfortable, with six axis adjustability ensuring a great fit
• Ensures accurate positioning with a flexible noise-canceling microphone boom that enables better sound quality and clearer conversations with voice-optimized frequency response
• Offers SoundGuard Digital technology for advanced acoustic protection (anti-startle, G616, and TWA)

MDA500 QD SERIES
Integrate mixed call environments to increase agent productivity with faster call resolution
• Allows CSRs to take calls on desk phones or softphones
• Offers two models: MDA524 QD for Plantronics standard 4 pin Quick Disconnect headsets and MDA526 QD for Plantronics digital Quick Disconnect headsets
• Delivers superior noise and echo cancellation
• Puts independent volume and mute, call answer, and end controls at your fingertips

EAGLEEYE MINI
Compact HD video-conferencing camera for highest quality collaboration
• Provides HD 1080p video, electronic pan, tilt and 4x zoom so facial expressions can be seen
• Auto-adjusts to different lighting conditions so you always have a clear picture
• Get up and running in seconds – no drivers needed
TYPICAL OFFICE/WFH ENVIRONMENT:
- Private desk in office/WFH
- In the office – legacy on-premises equipment
- WFH – softphone
- On calls 90% of the day

COMMUNICATIONS NEEDS:
- A comfortable headset designed for all-day use
- Excellent microphone to ensure call clarity with customers
- Simple controls to easily manage and switch between calls
- Protection against background noises interrupting conversations
- A good video experience to collaborate and sync with team members

ENCOREPRO 520 (OFFICE/WFH)
Excellent audio quality, proven durability, and all-day comfort for busy call center agents
- Over-the-head, binaural, noise-canceling headset that connects to a PC or desk phone with Poly audio processors – ideal for telephone-intensive users
- Helps agents stay responsive and comfortable, with six axis adjustability ensuring a great fit
- Offers SoundGuard Digital for advanced acoustic protection (anti-startle, G616, and TWA)
- Portable, Quick Disconnect (QD) headset for moving from the office to WFH environment seamlessly

DA80 (WFH)
Audio protection with the Quick Disconnect (QD) USB audio processor
- Give your call center agents audio protection
- Make managing inventory easy for IT
- Get walkaway convenience with Quick Disconnect

EAGLEEYE MINI (WFH)
Compact HD video-conferencing camera for highest quality collaboration
- High definition 1080p video, electronic pan, tilt and 4x zoom so facial expressions can be seen
- Auto-adjusts to different lighting conditions so you always have a clear picture
- Get up and running in seconds – no drivers needed
CSR ARE THE VOICE OF YOUR COMPANY. NOW THAT EMPLOYEES ARE WORKING FROM HOME, YOU NEED TO EQUIP THEM WITH THE RIGHT TOOLS SO THEY CAN SOUND PROFESSIONAL

TYPICAL WFH ENVIRONMENT:
• New to remote working – moved from traditional phone to softphone
• Shift work may be day or night
• On calls 90% of the time
• Workstation may or may not be in a dedicated space

COMMUNICATIONS NEEDS:
• A comfortable headset to last you through your shift
• Excellent microphone pick-up to ensure clarity with live customers
• 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

ENCOREPRO 525 USB
Excellent audio quality, proven durability, and all-day comfort for busy call center agents
• Over-the-head, binaural, noise-canceling headset that connects to PC via USB and is ideal for intensive PC softphone users
• Helps agents stay responsive and comfortable, with six axis adjustability ensuring a great fit
• Ensures accurate positioning with a flexible noise-canceling microphone boom
• Offers SoundGuard Digital technology for advanced acoustic protection (anti-startle, G616, and TWA)

EAGLEEYE MINI
Compact HD video-conferencing camera for highest quality collaboration
• High definition 1080p video, electronic pan, tilt and 4x zoom so facial expressions can be seen
• Auto-adjusts to different lighting conditions so you always have a clear picture
• Get up and running in seconds – no drivers needed
TYPICAL OFFICE ENVIRONMENT:
• Private desk in the office
• 70-75% outbound phone usage
• Need the ability to move from desk into a private office
• Use of legacy on-premises equipment

COMMUNICATIONS 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

SAVI 8220 OFFICE
For seamless management of PC, mobile, and desk phone calls
• Enterprise-grade DECT™ headset with Active Noise Canceling (ANC) (S8220)
• Noise canceling microphone with close conversation limiting
• Line of sight range up to 590 feet/180 meters
• Up to 13 hours talk time with over-the-head (OTH) models (S8210/S8220)

VVX 350
For high-volume call environments that demand reliability
• 6-line, mid-range IP desk phone
• Poly HD voice and Poly Acoustic Fence technology that provides voice clarity and eliminates noise and distractions
• A large 3.5" backlit color display showing all lines, so users are more productive and scrolling less when searching for contacts
YOUR HELPDESK EMPLOYEES NEED A STEREO, BLUETOOTH® HEADSET SO THEY CAN HEAR WHAT MATTERS.

TYPICAL OFFICE ENVIRONMENT:
- Desk in the office
- Constantly moving around the office
- 60-70% inbound calls

COMMUNICATIONS NEEDS:
- Need to connect to multiple devices
- A comfortable and reliable headset with ANC
- Need a headset that has enhanced voice alerts announcing caller ID, mute and connection status, talk time level, etc.

VOYAGER FOCUS UC
Stereo Bluetooth® headset that lets users focus on work – not the chaos around them
- Wireless connection for ultimate flexibility across laptops, Bluetooth-enabled desk phones, mobile phones, and tablets
- Ability to move and change locations with up to 98 feet (30 meters)
- Up to 12 hours (10 hours with ANC on) of talk time
- Brilliant audio that removes distracting sounds that keep you from focusing or being heard clearly
- Intuitive features and a comfortable design delivering a great experience

LEARN MORE
YOUR CUSTOMER SUCCESS TEAMS NEED A RELIABLE HEADSET TO HEAR AND BE HEARD CLEARLY ALL DAY.

TYPICAL OFFICE ENVIRONMENT:
- Private desk in the office
- Intensive phone use, 90% of the day
- Planned meetings with customers

COMMUNICATIONS NEEDS:
- A comfortable headset for all-day use as an intensive phone user
- Excellent microphone pick-up to ensure clarity with live customers
- Simple controls to easily manage and switch between calls
- Protection against background noise interrupting conversations

ENCOREPRO 700 SERIES
Contact center headsets with superior audio and exceptional durability for the ultimate customer experience
- Excellent noise canceling for accurate voice interactions and fewer repeats
- Voice-optimized frequency response for clearer conversations
- Unique telescoping microphone and pivoting boom
- A strong and durable reinforced lightweight headband

DA80
Audio protection with the Quick Disconnect (QD) USB audio processor
- Give your call center agents audio protection
- Make managing inventory easy for IT
- Get walkaway convenience with Quick Disconnect