Contact centers are evolving at an incredible rate. Customer experience is key and nobody wants to be left behind when it comes to service levels. But what are you doing to create the best experience for your customers and your business?

You may be looking to move your operations into the cloud. Or you’re implementing a work-from-home policy. It could be that consolidating real estate is the answer. Whatever is driving your change, it’s crucial to make sure that your customers are heard.

Our solutions help you to make meaningful connections, every day. They’re built on decades of innovation in audio and voice, creating a special understanding of the demands of a modern contact center.

Here are seven ways we can help to create great experiences— for you, your people and your customers.

1. You’re ready for your next step. Going from legacy to latest? Whether you’re shifting to the cloud or innovating with AI, our technology is here to help you get where you’re going. Anytime from traditional desk phones to the latest softphones, simultaneous connectivity and everything in between.

2. You keep control over quality. Work is what you do, not where you are. Our technology helps create the same high level of customer experience, whether your agents are in your office or in their kitchen.

3. Your customers will hear the difference. The calls you take can make or break your relationships with customers. Our technology gives you the clearest sound based on the best acoustic signature for voice, which creates the calm your agents need to deliver on your brand promise.

4. Your tech works, then steps out of the way. Happy agents, better service. Give your people headsets that are comfortable after seven hours as well as seven minutes, so they can concentrate on details not devices.

5. Your thinking is as clear as your calls. Monitor, manage, and maintain every headset from your browser. Our cloud management tool gives you the information to make smarter decisions. And our conversational analysis tool gives you the data you need to hone your agents’ customer experience skills. All easily affordable with a software-as-a-service (SaaS) payment model. The result? A more productive contact center.

6. You focus on your customers. Reliable solutions plus 24/7 support equals uptime. You’ll be up and running quickly with our onboarding and adoption services. Add our complete, global warranty, high-touch support, and our industry-leading response time, and rest assured that you’ll be there for your customers when they need you.

7. You push the limits of communication. Fifty years ago, Plantronics (now together with Polycom as Poly) created the headsets NASA used on its mission to the moon. Ever since, we’ve continued to innovate. That’s why however the contact center evolves, you know you’ll be good to go.

Polycombines leading products and partnerships to help you connect your people and your customers. One to one. One to many. Many to many.