



The Hybrid Work Era

3 WAYS TO HELP CSRs DO THEIR BEST WORK

In contact centers today, customer service representatives (CSRs) are balancing a hybrid working model – sometimes working from home, sometimes in the office – while maintaining the lines of communication with your company’s most vital asset: the customer. How can you help your CSRs succeed in this hybrid work era?



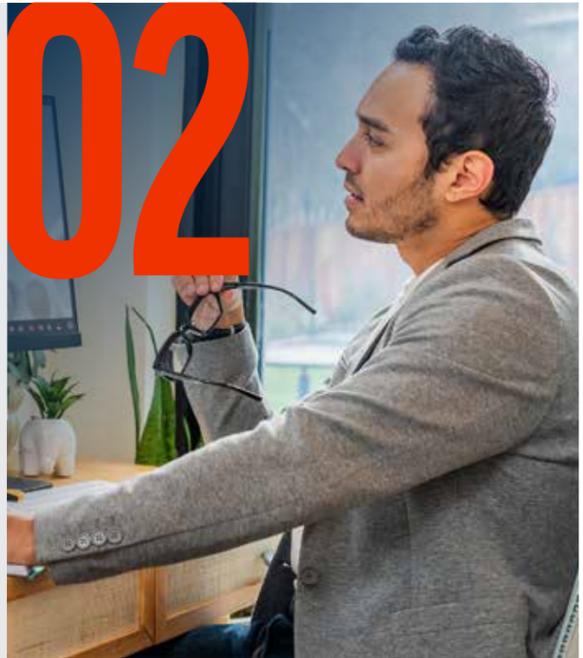
Give them the right tools to build real connections with customers

61% of customers have higher standards for customer service than before the pandemic.¹ When they rely too heavily on digital channels, such as chat, corporations fall short of creating meaningful customer experiences. It’s a fact: Live phone interactions are what customers want. **Enterprise-grade audio and video solutions are an absolute must to make sure reps look and sound their professional best, regardless of location.**



Set them up to work seamlessly from the cloud

70% of customer service and support employees want to continue working from home after the pandemic ends.² You’ll need devices that work with cloud contact center platforms to accommodate that. **When choosing audio and video devices, make sure they’re multi-platform compatible and can be managed through the cloud to track inventory and usage, as well as troubleshoot any issues that arise.**



Empower them to be productive, wherever they are

72% of Metrigy success group participants see value in equipping employees with high-quality UC endpoints including cameras, headsets, and speakerphones.³ **Provide workers with reliable, comfortable equipment and you’ll make a massive difference to morale and engagement.** (We challenge you to find a **Poly headset** a CSR doesn’t like.)

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For more information on how to position your CSRs for success, download our eBook, [The Hybrid Work Era: New Advantages for Contact Centers](#).

Ready to connect? We’re here to help.

Poly creates premium audio and video products so your CSRs can create great customer experiences and do their best work – anywhere, anytime, every time. Our headsets, video and audio-conferencing products, desk phones, analytics software, and services are designed and engineered to connect everyone on a call with incredible clarity.

poly.com
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1.800.765.9266

¹ Zendesk. “[Zendesk Customer Experience Trends Report 2022](#),” 2022.

² Gartner Group. “[Gartner Survey Reveals 70% of Customer Service and Support Employees Want to Continue Working from Home After the Pandemic Ends](#),” February 2021.

³ Metrigy. “[Metrigy Unified Communications Management and Endpoints 2021-2022](#),” January 2022