

# POLY SOLUTIONS GUIDE FOR THE CALL CENTER



Call centers used to be separate areas of your business—with their own location, culture, and communication tools. Fast forward to today and your call centers have evolved into multiple teams that work together closely and are tightly integrated with your wider business. Customer Service Representatives (CSRs), IT, Sales and other workers need devices that fit their roles and deliver a better customer experience, whether your people work in the office, at home, or in hybrid situations.





CSRs - OFFICE



**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, pro-grade 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 that disrupts 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



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**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
- Offers SoundGuard Digital technology for advanced acoustic protection (anti-startle, G616, and TWA)



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**POLY STUDIO P5**

**Precision-tuned webcam that ensures you look your best**

- Exceptional camera optics designed to make you look your best
- Automatic low-light compensation
- Built-in directional microphone
- Integrated privacy shutter
- USB connection to headset adapter



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CSRs - WFH/OFFICE



**CSRS REPRESENT YOUR ENTIRE BRAND. HOW DO THEY CONTINUE TO SOUND PROFESSIONAL WHEN MOVING FROM AN OFFICE TO A WFH ENVIRONMENT?**

**TYPICAL HYBRID 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, pro-grade 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
- Portable, Quick Disconnect (QD) headset for moving from the office to WFH environment seamlessly



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**DA85**

Smarter digital headset adapters making hybrid work a breeze

- Built-in USB-A and USB-C connectors
- Full backwards compatibility for any Poly QD headset
- Full native Microsoft Teams experience (DA85-M only)
- Offers SoundGuard Digital for advanced acoustic protection (anti-startle, G616, and TWA)



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CSRs- WFH



**YOU RELY ON CSRS TO PERFORM AT THEIR BEST. NOW THAT THEY'RE WORKING FROM HOME, YOU NEED GIVE THEM THE RIGHT TOOLS TO 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**

The digital headset that makes hybrid work easier than ever

- Built-in USB-A and USB-C connectors
- Remote firmware and cloud system updates
- Full native Microsoft Teams experience (-M model only)



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**OUTBOUND  
SALES TEAM**



**YOUR SALES TEAMS NEED IN-OFFICE MOBILITY WITH CRYSTAL CLEAR CONNECTIONS.**

**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 7300 OFFICE**

**Ideal for office workers who need workspace, headset mobility, range and connectivity to their desk phone and PCs**

- Ultra-Secure with 256-bit AES encryption
- 2x Better Density compared to other DECT headsets
- Conference in up to three additional Savi headsets
- Up to 13 hours of talk time
- Microsoft Teams certified version available with dedicated Microsoft Teams button



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**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



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IT  
HELPDESK



**YOUR HELPDESK EMPLOYEES NEED A STEREO, BLUETOOTH® HEADSET TO HEAR EVERY CRITICAL WORD.**

#### **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 that removes background noise
- Need a headset that has enhanced voice alerts announcing caller ID, mute and connection status, talk time level, etc.

### **VOYAGER 4220**

**Stereo Bluetooth® headset that lets users focus on work – not the chaos around them**

- Excellent transmit—those on other end of call hear you, not your surroundings
- Block out sound to focus with on-ear passive noise canceling
- Contemporary design with two wearing style options: mono and stereo
- Connect to your mobile and desk phone (D model); add computer (CD model)



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**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, pro-grade 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 720**

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



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**DA85**

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- Built-in USB-A and USB-C connectors
- Full backwards compatibility for any Poly QD headset
- Full native Microsoft Teams experience (DA85-M only)



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