



# SOLUTIONS GUIDE FOR CALL CENTERS

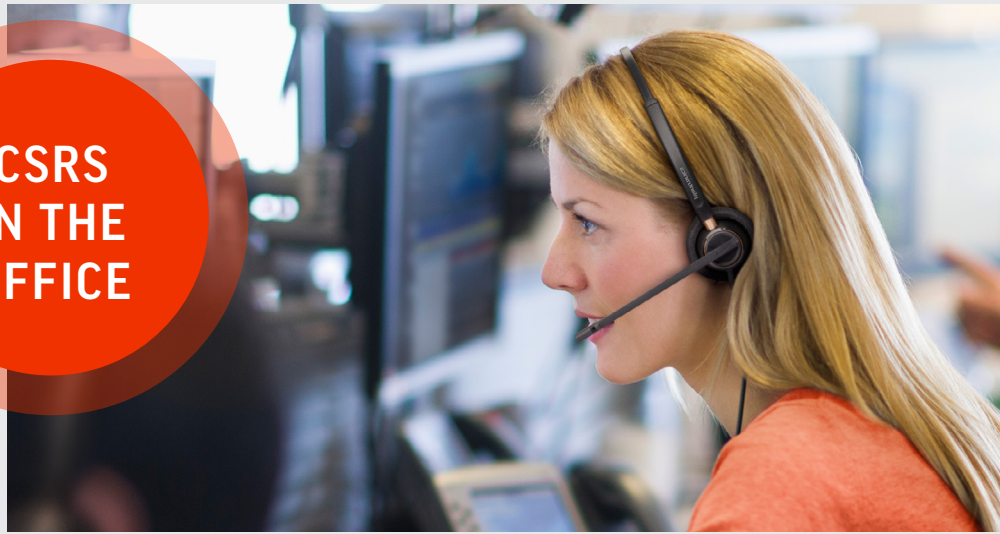
Remember when call centers were separate areas of your business with their own location, culture, and communication tools? Things sure have changed. Teams in call centers today—customer service representatives (CSRs), IT, Sales, and others—work closely together and are tightly integrated with your wider organization. Many are working from home. Some are working in a hybrid capacity. They all need the right tools to help them do their best work, and deliver amazing customer experiences.

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**CSRS  
IN THE  
OFFICE**



CSRs are the voice of your company. Surrounded by colleagues and noise, they need devices that help them focus, and let them look and sound professional.

**TYPICAL OFFICE ENVIRONMENT:**

- Shared desk.
- On calls 90% of the day.
- Haven't moved to the cloud, using legacy, on-premises equipment.

**COMMUNICATIONS NEEDS:**

- Comfortable, pro-grade headsets for all-day, intensive use.
- Excellent microphone pick-up to ensure call clarity with customers.
- Simple controls to easily manage calls and switch between them.
- Protection against background noise that disrupts conversations.
- A great video experience so they can collaborate and sync with team members.

## HERE'S WHAT WE RECOMMEND

### ENCOREPRO 520

The go-to headset for call-center heroes, it has excellent audio quality, proven durability, and all-day comfort.

- Fits great and stays put with six levels of adjustability.
- Keeps conversations flowing with a flexible noise-canceling microphone boom.
- Allows incredible sound quality and clearer conversations with voice-optimized frequency response.



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### MDA500 QD SERIES

A corded switcher/mixer for Quick Disconnect (QD) headsets, it comes in two models that'll integrate mixed-call environments.

- Lets CSRs take calls on desk phones or softphones.
- Offers two models: MDA524 QD for Plantronics standard 4 pin QD headsets and MDA526 QD for Plantronics digital QD headsets.
- Puts call controls at their fingertips—independent volume and mute, call answer, and more.
- Includes SoundGuard Digital technology for advanced acoustic protection (anti-startle, G616, and TWA).



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### POLY STUDIO P5

The professional webcam that makes CSRs look their best, wherever they work.

- Camera keeps the focus on the speaker, not their surroundings.
- Frames in stunning 1080p HD quality that can zoom in up to 4x.
- Makes sure CSRs are heard clearly with a built-in directional microphone.
- With a headset, they can go wired or wireless.
- Helps them avoid not-so-funny video fails with an integrated privacy shutter.



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**HYBRID CSRS IN AN OFFICE OR WFH**



Many CSRs are now taking calls in the office and also from home. Ideally, they'll transition from workplace to workplace and deliver customer service that's consistent and excellent. So, what do they need?

**TYPICAL HYBRID ENVIRONMENT:**

- Private desk in the office or at home.
- In the office, they're using legacy, on-premises equipment.
- If they WFH, they're on a softphone.
- On calls 90% of the day.

**COMMUNICATIONS NEEDS:**

- A comfortable, pro-grade headset designed for all-day use.
- An excellent microphone that makes sure customers hear every word.
- Simple controls to easily manage and switch between calls.
- Protection against background noise that can interrupt conversations.
- A great video experience, so they can collaborate and sync with team members.

## HERE'S WHAT WE RECOMMEND

### ENCOREPRO 520

An over-the-head, binaural, noise-canceling headset with excellent audio quality, proven durability, and all-day comfort.

- Connects to a PC or desk phone with Poly audio processors.
- Ideal for telephone-intensive users.
- Fits great and stays put with six levels of adjustability.
- Seamlessly transitions from the office to working from home.



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### DA85

A smart digital adapter for Poly QD headsets, it makes 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).
- Includes SoundGuard Digital technology for advanced acoustic protection (anti-startle, G616, and TWA).



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**CSRS  
WHO WFH**



Now that many CSRs can work from home full time, what's preventing them from taking a job anywhere? It's important to empower them to do their best work—and keep them happy while they're at it.

**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.
- They may or may not be in a dedicated workspace.

**COMMUNICATIONS NEEDS:**

- A comfortable headset to last them through their shift.
- Excellent microphone pickup that lets customers hear every word.
- Simple controls that let them easily manage and switch between calls.
- Protection against background noise that can interrupt conversations.
- A great video experience, so they can collaborate and sync with team members.

## HERE'S WHAT WE RECOMMEND

### ENCOREPRO 525 USB

The digital customer-service headset that's got everything a CSR could ever want.

- Offers superior audio, all-day comfort, rock-solid reliability, and long-term durability.
- Built for intense usage and uptime—so wearers stay connected.
- Has USB-A and USB-C connectors.
- Allows remote firmware and cloud system updates.
- Fully compatible with Microsoft Teams (-M model only).



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**OUTBOUND  
SALES  
TEAMS**



For sales teams who work within a large, open-floor plan, a good headset is vital. The space will be filled with chatter and noise. And the right devices will let them maintain focus, give them freedom to roam from their desk, and help them close the sale.

**TYPICAL OFFICE ENVIRONMENT:**

- 70-75% outbound phone usage.
- Need the ability to move from a desk to a private office.
- Probably using legacy, on-premises equipment.

**COMMUNICATIONS NEEDS:**

- Sensitive conversations need to stay private.
- Need to tune out office noise and nearby conversations.
- Wireless is key—to allow roaming to private spaces, as needed.
- Simple controls that let them easily manage and switch between calls.

## HERE'S WHAT WE RECOMMEND

### SAVI 7300 OFFICE

An ultra-secure wireless DECT™ headset system that keeps conversations private and grants wireless freedom.

- Ultra-secure with 256-bit AES encryption.
- 2x better density compared to other DECT headsets.
- Lets users 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

A six-line, mid-range IP desk phone that gets the job done—and then some.

- Ideal for high-volume call environments that demand reliability.
- Poly HD voice and Poly Acoustic Fence technology provide voice clarity and eliminate noise and distractions.
- The 3.5" backlit color display shows all lines, so users are more productive and need to scroll less when searching for contacts.



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IT  
HELP  
DESK



Your IT staff is likely taking calls on desktop phones and their mobile devices, too. So, they'll need a device that lets them switch between the two. A stereo, Bluetooth® headset that helps them hear every word fits the bill.

**TYPICAL HELP DESK ENVIRONMENT:**

- Desk in the office.
- Constantly move around the office.
- 60-70% of calls are inbound.

**THEIR COMMUNICATIONS NEEDS:**

- Connection to multiple devices.
- A comfortable and reliable headset that tunes out background noise.
- Enhanced voice alerts announcing caller ID, mute and connection status, talk time level, and any handy feature that makes their life easier.

## HERE'S WHAT WE RECOMMEND

**VOYAGER 4300 UC**

A Bluetooth® office headset that lets them cut wires and lets you cut costs.

- Gives IT workers wireless freedom—up to 50 m/164 ft.
- Powers them up with 24 hours of talk time and all-day comfort.
- Lets them easily switch back and forth between all of their devices and stay productive—at home and in the office.
- Eliminates background noise with dual-mic Acoustic Fence technology.



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**CUSTOMER SUCCESS TEAMS**



Ultimately, you want your customers to succeed. You can help make that happen by outfitting your customer success staff with the right equipment. Think reliable, comfortable, great-fitting headsets that make sure they can hear and be heard clearly, all day, every 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, intensive use.
- Excellent microphone pick-up to ensure clarity with customers.
- Simple controls that let them easily manage and switch between calls.
- Protection against background noise that can interrupt conversations.

## HERE'S WHAT WE RECOMMEND

**ENCOREPRO 720**

Designed specifically for call centers, these headsets boast 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 headband that's lightweight, too.



[LEARN MORE](#)

**DA85**

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