

FOR CONTACT CENTER

Harness the power of voice and analytics to accelerate digital transformation



For contact centers, moving from analog to digital communications is essential for future success — and voice is a critical component of this transformation. Digital communications allow customer service representatives (CSRs) to connect more seamlessly with customers and deliver a better customer experience. This transition also supports the monitoring of call quality and other rich data analytics.

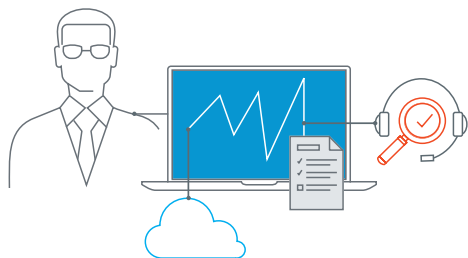
Headsets are a critical component in a contact center environment. They need to be comfortable and durable and work seamlessly with contact center solutions to help CSRs have clear, productive conversations with customers.

Headsets are also a valuable source of actionable insights. Are you providing an excellent customer experience? Are you optimizing your voice channel? With omnichannel access and powerful analytics, you can provide the best customer experience possible.



Plantronics Manager Pro* provides these analytics, which are a source of actionable insights that can help you accelerate the digital transformation of your business.

Actionable insights: The key to digital transformation



Plantronics Manager Pro

Gain actionable insights into voice quality to help make digital transformation easier and seamless.

- Analyze audio for clarity and consistency so you can take steps to ensure a consistent, positive voice experience for CSRs and customers.
- Gather valuable analytics for conversation analysis and acoustic monitoring and protection.
- Manage inventory and ensure compatibility with your systems.



Plantronics Hub A client application that allows end users to control the settings on their Plantronics audio device.

Keep reading to learn more about the audio tools supported by **Plantronics Manager Pro**.

*Plantronics Manager Pro is subscription-based software-as-a-service that is sold separately.

Harnessing the power of voice

This guide is designed to help you identify the key types of contact center workers and the solutions that best match their needs to provide positive customer experiences and accelerate your contact center's digital transformation.

PERSONA	DESCRIPTION	KEY CHALLENGE
Customer Service Representative (CSR)	Needs to handle urgent requests from customers quickly and efficiently.	Hearing and being heard by customers.
Help Desk Support	Manages intense, often lengthy, customer calls.	Wearing headset all day (comfort, battery issues).
Supervisor	Supports CSRs with call assistance and training.	Background noise and audio quality on escalated calls.
High-Level Support	Guides and supports CSRs on most challenging calls.	Mobility within office to help with urgent situations.



EncorePro 700 Series

RECOMMENDED FOR:
CSRs, Supervisors,
High-Level Support

- Extendable microphone boom for optimal noise cancellation
- Durable cable and reinforced, lightweight headband
- Adjustable fit for all-day comfort
- Must be used with DA series adapter to access insights through Plantronics Manager Pro



EncorePro 500 Series

RECOMMENDED FOR:
CSRs, Supervisors,
High-Level Support

- Aircraft-grade aluminum joints for all-day comfort and lightweight durability
- Microphone positioning guides help ensure optimal voice pick-up and noise cancellation
- Must be used with DA series adapter to access insights through Plantronics Manager Pro



Voyager Focus UC

RECOMMENDED FOR:
Help Desk Support

- Blocks out distractions with active noise canceling
- Mobility to take calls to a quiet location
- Connects to PC and mobile



CS500 Series

RECOMMENDED FOR:
Supervisors,
High-Level Support

- Move wirelessly up to 350 feet from desk
- Noise-canceling microphone blocks background noise
- Collaborate with ease by conferencing in up to three headsets
- Must be connected to PC with an APU-75 (UC adapter) to access insights through Plantronics Manager Pro



Savi 700 Series

RECOMMENDED FOR:
High-Level Support

- Connects to desk phone, PC and mobile
- Noise-canceling microphone blocks background noise
- Move wirelessly up to 350 feet from charging base
- Collaborate with ease by conferencing in up to three headsets
- Insights through Plantronics Manager Pro limited to PC connection

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