

## PLANTRONICS MANAGER PRO

How-to-sell guide

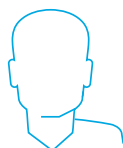
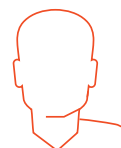
## Discover insights for effortless headset management.

Plantronics Manager Pro is a web-based service that provides IT staff with easy ways to monitor, manage, and maintain their audio device environment. Now, IT can gain insights, simplify headset adoption, and troubleshoot and respond to individual needs with no interruptions to the customer experience, all from one place. With Plantronics Manager Pro, IT can save time and resources, which, in turn, saves their organization money. For the end user, it means consistency. For the business manager, peace of mind. For IT, effortless management.

And for you, it represents a significant opportunity to:

- **Attract new customers** looking for a better way to manage their headset environment and simplify deployment of Unified Communications and contact center technologies enterprise-wide.
- **Provide net new revenue** streams by selling software and managed services to installed customers—existing Plantronics USB headsets can take full advantage of Plantronics management software.
- **Drive ongoing customer** loyalty via annual renewals.

Delivering valuable insights, Plantronics Manager Pro represents an excellent opportunity to engage new customers and upsell those with existing installations. Below we will help you identify the high-level benefits for targeted customers.

FOR THE  
CONTACT CENTER  
CUSTOMERFOR THE  
UNIFIED COMMUNICATIONS  
CUSTOMER**Operational empowerment:**

Delivers complete visibility and control of the USB headset and digital adapter inventory across the business.

Accelerate the adoption and cost efficiencies of Unified Communications by ensuring that every user's first experience is a good one.

**Performance improvements:**

Analyzes conversation dynamics to improve customer satisfaction ratings.

Helps uncover challenges with Unified Communications adoption by exposing usage and configuration patterns.

**Simplified device administration:**

Administrators can remotely create standard templates and configurations to create great experiences for CSRs and meet regulatory compliance.

Administrators can configure and upgrade devices on behalf of the end users, making sophisticated headsets simple to use. This helps accelerate adoption by creating user persona-led configurations that are known to create great experiences.

**Increased ROI:**

By standardizing on Plantronics devices, performance insights will be maximized, giving managers more efficient control.

Help ensure that every new Unified Communications deployment that you sell creates a great first experience for every user.

For more information on how to sell Plantronics software, visit the [Connect Partner Portal software page](#).