



INSIGHTWARE

Better insights, better business.

Plantronics Manager Pro and Plantronics Hub for Windows/Mac

Manage, Monitor, Maintain

Plantronics Manager Pro and Plantronics Hub work together to give enterprises total control and flexibility over their Plantronics audio headsets and devices.

With Plantronics Manager Pro, the entire business can access—and act on—valuable insights, virtually right away. With easy-to-use tools for monitoring, managing, and maintaining your headset environment, your staff can meet compliance regulations, track assets and deploy firmware updates, improve conversation quality, debug problems remotely, identify usage patterns, and monitor acoustic events. Plantronics Manager Pro enables your IT team to deliver a better user experience, all while saving time and resources.

Plantronics Hub for Windows/Mac is a client application that is required with Plantronics Manager Pro and allows end users to control the settings on their Plantronics audio device within the parameters established by IT.

Plantronics Manager Pro—Analytic Suites

Plantronics Manager Pro includes Asset Analysis. The additional software suites including Usage Analysis, Conversational Analysis and Acoustic Analysis are optional and can be added on incrementally.

ASSET ANALYSIS:

Manage the entire audio device deployment with Asset Analysis. Capture detailed inventory tracking, check softphone and firmware versions, and detect potential known conflicts before they happen.

- **Device Inventory**—View total count and status for all headset audio devices in your organization.
- **Device Distribution**—View the distribution of devices among users, including Plantronics and non-Plantronics devices and users without a detected device.
- **Softphone Status**—View status of all softphones being used with Plantronics products across your organization.
- **Conflicts Detected**—Identify configurations of installed softphone and Plantronics Hub versions with known compatibility conflicts.
- **Version Status**—Improve users' performance and experience by ensuring the latest firmware and software are deployed in all your Plantronics hardware and software.

USAGE ANALYSIS:

Generate insights to gauge headset adoption, understand usage patterns and common actions to help identify potential training opportunities across the organization.

- **Call Summary**—Understand device usage patterns including headset calls made/received and call duration.
- **Common Actions**—Identify user behavior patterns related to mute, volume, and Quick Disconnect functionality that may hold insights for training and performance.
- **Device Adoption**—Discover adoption patterns of Plantronics products across your organization.

Plantronics Hub

EMPOWER USER PRODUCTIVITY

- Enable device-level call control with call answer/end, mute, and volume adjust with supported softphone and UC clients
- Access intuitive user features such as visible mute status, battery status, and mute control
- Simplify the end user experience across multi-supported softphones

For more information or to receive a live demo of Plantronics Manager Pro, please contact your Authorized Plantronics Reseller.

CONVERSATION ANALYSIS:

Using Conversation Analysis improves the quality of conversations and improves the adoption of voice applications by capturing details such as the percentage of speech on each side of the call, the amounts of silence and over-talk.

- **Conversation Details**—Improve the quality of conversations by identifying individuals and/or physical locations where the percentage time of over-talk during conversations is higher than normal.

ACOUSTIC ANALYSIS:

Helping Health and Safety, HR and compliance teams ensure employee safety and compliance with regulations using data provided by Acoustic Analysis to capture insight into the history of the acoustic environment including number of mitigated acoustic events and daily noise exposure averages.

- **Acoustic Events**—Review history of acoustic events that occurred during conversations using Plantronics products.
- **Daily Noise Exposure**—Identify Time-Weighted Average (TWA) noise exposure that a user is exposed during the working hours.

