

Actionable Insights

USE CASES



Accelerating digital transformation — with actionable insights

By harnessing the power of voice and analytics, enterprises and contact centers can speed up digital transformation





FOR ENTERPRISES



Moving to cloud-based UCC

- Integrated voice, data and communications applications
- Access anytime, anywhere, any device, any network



FOR CONTACT CENTERS



Moving from analog to digital voice communications

- Potential for rich data analytics
- Stitching together different customer channels to provide a superior, omnichannel experience

Headsets play a critical role

ENTERPRISE EMPLOYEES NEED:

- Collaboration solutions that are easy to use and match the way they work

IT needs to know:

- Are employees using the right versions of software and firmware?
- Are people using the solutions? Do they have the right configuration?
- What third-party services are being accessed?

CONTACT CENTER EMPLOYEES NEED:

- Professional-grade audio devices that help them be productive all day long

IT needs to know:

- Are there any technical issues between audio devices and apps?
- Are customer service representatives (CSRs) using the most effective customer-engagement practices?
- Are devices configured properly?



UCC planning and deployment

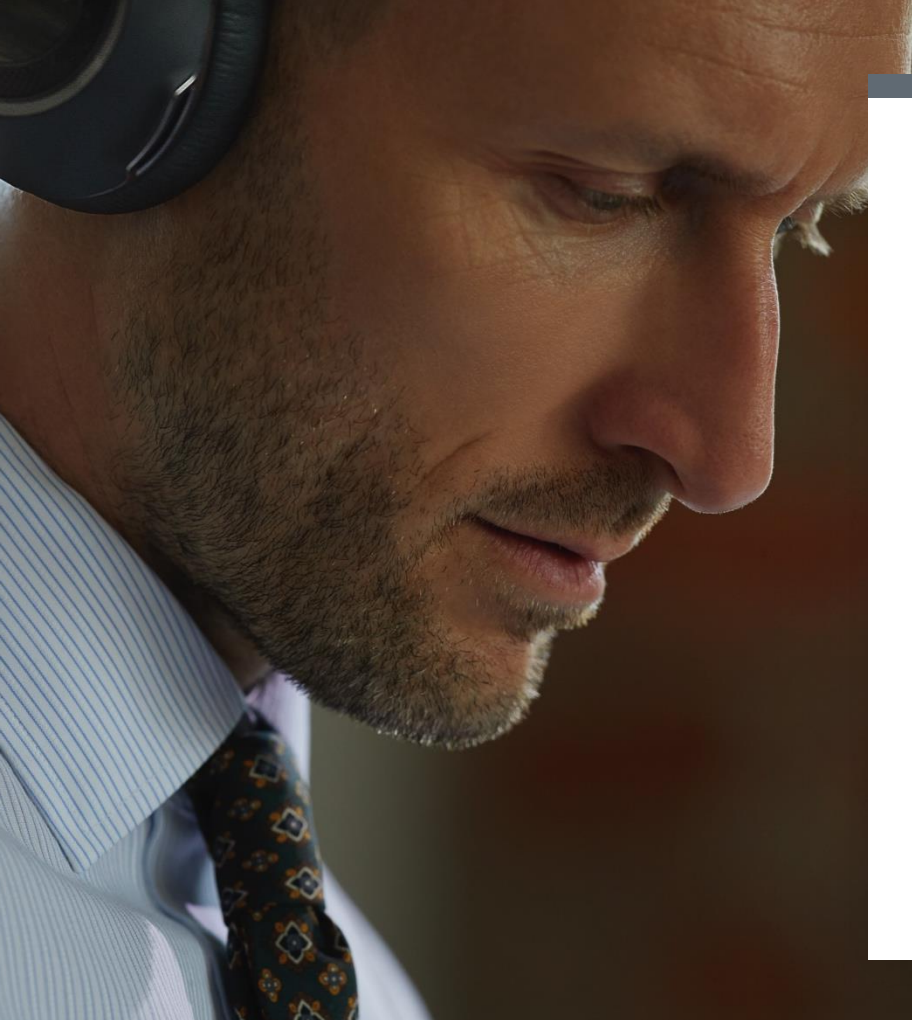


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USE CASE

An enterprise wants to roll out UCC across the company but they want to do it right and be able to measure results. Pre-deployment, they use Plantronics Manager Pro to get a clear understanding of devices currently in use, select users for a pilot test and assign assets. They can then track usage and identify potential roadblocks to adoption before rolling out to the entire company.

After full deployment, they can use the same tools to track adoption and monitor usage.



Driving adoption



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USE CASE

A company has recently rolled out new headsets to an entire department and wants to make sure that they've been activated and are being used regularly.

Using Plantronics Manager Pro, IT can create reports that show if and how the headsets are being used. This enables them to reach out to specific individuals and groups who might need assistance with configuration or benefit from additional training to help them feel comfortable with their new equipment.



Enhancing the user experience



An employee has just been issued a new headset that can connect wirelessly to a desk phone, mobile phone and softphone simultaneously.

But the employee wants to customize the headset so it will work the way they want it to.

With Plantronics Manager Pro, working with Plantronics Hub, IT can configure or even pre-configure the device, making it plug-and-play with minimal instruction, time and involvement on the part of the user.



Enhancing the customer experience



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USE CASE

A contact center has a target to improve its customer satisfaction rating. Using Plantronics Manager Pro, IT can monitor conversations and track periods of overtalk or silence, which could indicate disagreements between customers and CSRs.

If these seem to be occurring within a particular group, these employees can be targeted with extra training on best practices for dealing with angry or confrontational callers.



Managing inventory



USE CASE

IT has been asked by the purchasing department to provide a forecast for the number of headsets needed as the company transitions to softphones for its sales force and CSRs.

With Plantronics Manager Pro, IT can see which headsets users have today and whether they will work with the new softphones being deployed. They can quickly run an inventory report to see who has headsets, what type they are, their operational status and to which softphones they are connected.



Maintaining devices



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USE CASE

IT has just received an email notification of a firmware update for a headset that contains a new feature they've been waiting for. They want to test it and then update all headsets in the department.

With Plantronics Manager Pro, IT can schedule the firmware update to occur when they want it to and push it out to select individuals or groups. In addition, IT has complete visibility into the progress of these updates. No manual updates are required from the user or from IT.



Meeting regulatory compliance



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USE CASE

A brokerage firm has to comply with industry regulations governing the use of Bluetooth headsets by their traders. To achieve this, they have chosen Plantronics DECT headsets, which meet and exceed the required level of security.

Plantronics Manager Pro provides near-real-time monitoring of devices to help ensure those in use are DECT-compliant. At the same time, IT has the ability to disable and lock Bluetooth settings in all headsets using Plantronics Manager Pro. This in turn reduces the firm's risk associated with an audit because they can provide assurance that Bluetooth has been disabled.

About Plantronics

Discover how Plantronics can help you

- A recognized industry leader in audio technology
- Offers enterprise-grade USB-connected headsets that work seamlessly with UCC and contact center offerings from Avaya, Cisco, Genesys, Microsoft, etc.
- Offers Plantronics Manager Pro, a subscription-based software-as-a-service, sold separately, that lets you monitor, manage and maintain your entire inventory from your web browser



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and digital transformation

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