

# Managing Noise: In the Contact Center

In the contact center, noise remains the biggest complaint among employees<sup>1</sup> and can negatively impact customer satisfaction.<sup>3</sup> But managing noise effectively can raise productivity,<sup>2</sup> improve customer experiences<sup>4</sup> and impact the bottom line.<sup>2</sup> Plantronics creates technologies that manage noise to help contact centers be more effective and businesses be more successful.

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

EncorePro 700 Series	EncorePro 500 Series	Voyager Focus UC	CS500 Series	Savi 8200 Series
 <p><b>RECOMMENDED FOR:</b> CSRs, Supervisors, High-Level Support</p> <ul style="list-style-type: none"> <li>Extendable microphone boom for optimal noise cancellation</li> <li>Durable cable and reinforced, lightweight headband</li> <li>Adjustable fit for all-day comfort</li> <li>Must be used with DA series adapter to access insights through Plantronics Manager Pro</li> </ul>	 <p><b>RECOMMENDED FOR:</b> CSRs, Supervisors, High-Level Support</p> <ul style="list-style-type: none"> <li>Aircraft-grade aluminum joints for all-day comfort and lightweight durability</li> <li>Microphone positioning guides help ensure optimal voice pick-up and noise cancellation</li> <li>Must be used with DA series adapter to access insights through Plantronics Manager Pro</li> </ul>	 <p><b>RECOMMENDED FOR:</b> Help Desk Support</p> <ul style="list-style-type: none"> <li>Blocks out distractions with active noise canceling</li> <li>Mobility to take calls to a quiet location</li> <li>Simultaneously connects to PC and mobile with Class 1 Bluetooth</li> </ul>	 <p><b>RECOMMENDED FOR:</b> Supervisors, Help Desk Support, High-Level Support</p> <ul style="list-style-type: none"> <li>Move wirelessly up to 350 feet from desk</li> <li>Noise-canceling microphone blocks background noise</li> <li>Collaborate with ease by conferencing in up to three headsets</li> <li>Must be connected to PC with an APU-75 (UC adapter) to access insights through Plantronics Manager Pro</li> </ul>	 <p><b>RECOMMENDED FOR:</b> Help Desk Support, Supervisors, High-Level Support</p> <ul style="list-style-type: none"> <li>DECT mono and stereo noise canceling headset design</li> <li>Active noise canceling to improve productivity in the office</li> </ul>
<a href="#">LEARN MORE</a>	<a href="#">LEARN MORE</a>	<a href="#">LEARN MORE</a>	<a href="#">LEARN MORE</a>	<a href="#">LEARN MORE</a>

<sup>1</sup> Plantronics Persona Research, 2017.

<sup>2</sup> Oxford Economics, "When the walls come down—the evolution of the workplace."

<sup>3</sup> Dimensional Research for ZenDesk, Customer Service and business results: A survey of customer service from mid-size companies, 2013.

<sup>4</sup> Plantronics Noise in the Workplace Global Study, 2017.

# Management tool for IT



## Plantronics Manager Pro\*

- Get a comprehensive view of headset inventory, firmware and software versions
- Improve user performance and experience by ensuring compatibility between audio device firmware and softphone application
- Easily schedule and remotely deploy device firmware upgrades
- Adjust and implement setting configurations to ensure a seamless end-user experience while locking in regulatory compliance settings
- Conveniently troubleshoot and diagnose user issues from any web browser

\*Plantronics Manager Pro is a Software-as-a-Service sold separately, and for use with compatible headsets.