

Managing Noise: In the Contact Center

In the contact center, noise remains the biggest complaint among employees¹ and can negatively impact customer satisfaction.³ But managing noise effectively can raise productivity,² improve customer experiences⁴ and impact the bottom line.² Plantronics creates technologies that manage noise to help contact centers be more effective and businesses be more successful.

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	EncorePro 500 Series	Voyager Focus UC	Voyager Legend CS
 <p>RECOMMENDED FOR: CSRs, Supervisors, High-Level Support</p> <ul style="list-style-type: none"> • 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 	 <p>RECOMMENDED FOR: CSRs, Supervisors, High-Level Support</p> <ul style="list-style-type: none"> • 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 	 <p>RECOMMENDED FOR: Help Desk Support</p> <ul style="list-style-type: none"> • Blocks out distractions with active noise canceling • Mobility to take calls to a quiet location • Simultaneously connects to PC and mobile with Class 1 Bluetooth 	 <p>RECOMMENDED FOR: High-Level Support</p> <ul style="list-style-type: none"> • Manage desk phone and mobile device calls from a single headset • Precision tuned triple-mic with enhanced DSP for superior noise cancellation
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¹ Plantronics Persona Research, 2017.

² Oxford Economics, "When the walls come down—the evolution of the workplace."

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

⁴ 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.