

07 REASONS WHY

POLY IMPROVES YOUR CONTACT CENTER

In these challenging times, your customer service representatives (CSR) are more critical than ever to keep your organization connected to your customers. But it can be challenging to increase service levels with a remote team on a cloud platform.

It is critical that your reps connect with your customers with crystal clear audio and video, that the equipment you provide works across multiple environments and endpoints, and that you are incentivizing your team to stay with you now that working from home is a commodity. Poly can help!

HERE ARE 7 WAYS POLY HELPS YOU CREATE GREAT EXPERIENCES—FOR YOU, YOUR PEOPLE, AND YOUR CUSTOMERS.

01



YOU'RE READY FOR YOUR NEXT STEP.

Going from legacy to latest? Whether you're shifting to the cloud or innovating with AI, our technology is ready to help you get where you're going. Anything from traditional desk phones to the latest softphones, simultaneous connectivity and everything in between.

02



YOU KEEP CONTROL OVER QUALITY.

Work is what you do, not where you are. Our technology helps create the same high level of customer experience, whether your agents are in your office or in their kitchen.

03



YOUR CUSTOMERS WILL HEAR THE DIFFERENCE.

The calls you take can make or break your relationships with customers. Our technology gives you the clearest sound based on the best acoustic signature for voice, which creates the calm your agents need to deliver on your brand promise.

04



YOUR TECH WORKS, THEN STEPS OUT OF THE WAY.

Happy agents, better retention. Give your people headsets that are as comfortable after seven hours as seven minutes, so they can concentrate on details not devices.

05



YOUR THINKING IS AS CLEAR AS YOUR CALLS.

Monitor, manage, and maintain every headset from your browser. Our cloud management tool gives you the information to make smarter decisions. And our conversational analysis tool gives you the data you need to hone your agents' customer experience skills. All made affordable with a software-as-a-service (SaaS) payment model. The result? A more productive contact center.

06



YOU FOCUS ON YOUR CUSTOMERS.

Reliable solutions plus 24/7 support equals uptime. You'll be up and running quickly with our onboarding and adoption services. Add our complete, global warranty, high-touch support, and our rapid response time, and rest assured that you'll be there for your customers when they need you.

07



YOU PUSH THE LIMITS OF COMMUNICATION.

Poly solutions have powered everything from the moon landing in 1969 to the 2020 SpaceX Dragon launch that sent two American astronauts to the International Space Station. Today, Poly continues to innovate, and that's why however the contact center evolves, you know you'll be good to go.

Poly audio and video innovations make your human interactions more natural, and elevate the customer experience every time. The all-day comfort and superior sound quality of Poly headsets empowers call center workers to provide exceptional service.

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