



# WHY QUICK DISCONNECT (QD) HEADSETS?

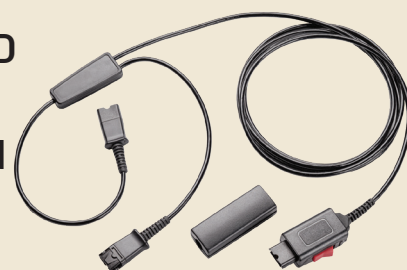


There is significant uncertainty about where employees will work in the foreseeable future as well as what device their headset will connect to. It could be a legacy desk phone in the office, a PC based softphone for hybrid working (in the office or at home), or a smartphone for home working (where an employee lacks reliable broadband). This means your call center headsets need to be flexible and enable connection to any technology that supports them.

## LET'S LOOK AT SOME NUMBERS

# 02

'SIDE-BY-SIDE' IS A HIGHLY EFFECTIVE TRAINING METHOD IN CALL CENTERS. TWO EMPLOYEES (A NEW HIRE AND AN EXPERIENCED ASSOCIATE) SIT SIDE-BY-SIDE AND JOIN IN THE SAME CALLS. THIS IS ENABLED BY A Y-ADAPTER CABLE AND **POLY QUICK DISCONNECT (QD) HEADSETS**.



# 3.5

THE SIZE (IN MM) OF A HEADSET SOCKET ON MANY SMARTPHONES. NEED TO GET EMPLOYEES WORKING FROM HOME SET UP BUT AREN'T SURE IF THEIR BROADBAND WILL SUFFICE? YOU CAN PROVIDE LOCKED DOWN MOBILE PHONES WITH A 3.5 MM HEADSET CONNECTOR AND **RE-USE YOUR EXISTING HEADSETS**.

# 70

THE MODEL NUMBER ON THE POLY DA70 USB ADAPTER THAT ENABLES CONNECTION BETWEEN A PC AND A SOFTPHONE OR SOFT CLIENT. THIS IS A DEDICATED CALL CENTER DEVICE, SO THERE AREN'T ANY MUTE INDICATIONS TO DISTRACT THE EMPLOYEE—LEADING TO **SHORTER CALLS**.



# 700

THE NUMBER OF CONFIGURATION OPTIONS ON THE MDA500 AUDIO PROCESSOR—GIVING A QUICK DISCONNECT (QD) BASED HEADSET **UNLIMITED COMPATIBILITY** WITH DESK PHONES. DON'T WORRY, IT'S EASY TO SETUP AS MOST PHONES WORK WITH THE DEFAULT SETTINGS.



# 30,000

THIS IS THE MINIMUM NUMBER OF TIMES WE TEST THE DISCONNECT AND RECONNECT OF THE QUICK DISCONNECT (QD) CABLE. THAT'S 30 TIMES A DAY, 5 DAYS A WEEK, 48 WEEKS A YEAR, FOR OVER 4 YEARS! ALL TO ENSURE **TOP DURABILITY**.

WANT TO KNOW MORE ABOUT OUR GREAT RANGE OF POLY QUICK DISCONNECT (QD) BASED HEADSETS?



## VIEW OUR CALL CENTER SOLUTIONS

[WWW.POLY.COM/CALL-CENTER-HEADSETS](http://WWW.POLY.COM/CALL-CENTER-HEADSETS)