

7 TIPS FOR BETTER CALL CENTER EXPERIENCES IN THE HYBRID WORK ERA

For you, your staff, and your customers.

Customer service representatives (CSRs) are at the front lines of critical customer interactions. So how do you deliver great customer service with a hybrid or distributed workforce? How do you incentivize CSRs to stay on the job when they can work from home from anywhere? How do you keep customers happy when they can't speak to someone in person? We're here to help.



Start with the right tools

Go from legacy to the latest. Shift to the cloud. Innovate with AI. Any upgrade — massive to minor — can help streamline your operation so your CSRs can keep up with the high volume. Pro tip: Top-of-the-line softphones, simultaneous connectivity, and high-quality headsets can help them do their best work.



Keep control over quality

Many CSRs are balancing a hybrid working model — some days working from home, some days in the office. Set them up with the technology they need to create the same high level of customer experience, wherever they're working.



Set up great connections

Hard-to-hear calls can cause mistakes, misunderstandings, and extended conversations. And background noise can lead to customer dissatisfaction. Getting the audio right will generate more efficient interactions, with fewer mistakes, and better overall customer satisfaction.



Make CSRs comfortable

Protect them from venting customers and raised voices by providing headsets with advanced acoustic shock protection to minimize heightened sound levels. For employees who've spent their careers using corded headsets, a wireless headset that's as comfortable after seven hours as seven minutes can make a big difference to morale and engagement.



Help IT breathe easier

With the right cloud-management system in place, your IT staff can monitor, manage, and maintain every headset from their browser. They'll have the information they need to manage all Poly devices from one place and make smarter decisions. Think about software-as-a-service (SaaS) — and plan on a more productive call center.



Avoid dreaded downtime

When your solutions are reliable and your call center has 24/7 support, your CSRs keep working. Calls are answered. Customers are helped. Everybody's happy. But don't stop there. Add a global warranty, high-touch support, and our rapid response time. There'll be no stopping your call center from achieving super stardom.



Pick the right partner

You need a partner that can keep your team supplied with the latest and best equipment. Poly can do just that. In fact, our 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.

Keep your call center (and CSRs) going strong

By making simple changes to your call center, you can be better prepared for whatever comes next. Our award-winning headsets and video solutions are purpose-built for human connections, so you can power exceptional service, no matter where your CSRs are working.

Ready to connect?

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