PARTNER PLAYBOOK

Enhancing Polycom Unified Communications Solutions

Going beyond audio
For over 50 years, Plantronics has helped businesses simply communicate. In fact, every company in the Fortune 100 relies on Plantronics audio devices for their business communications.

Making a unified communications implementation a success, can be a challenge. We’re here to make it easier—we provide integrated solutions that work seamlessly with Polycom systems, products that deliver great user experiences from day one, and innovation that prepares the enterprise for tomorrow.

And our innovation goes beyond audio. We’ve opened up the headset for development, nurturing exciting new partnerships with developers who are adding value to their apps with Plantronics—enriching the work-life of users.

Key features

Premium audio technology
Whether we’re designing a Bluetooth® headset or an office headset system, we know what goes into making products that deliver superior sound, and it’s far more than a speaker and a microphone. In the case of a headset, we take into account who, how and where it will be used, and then design to deliver the optimal sound experience.

Intuitive design experience
Our designs are inspired by the human form. Recognizing the fact that not all ears are created equal, we have conducted extensive research into variations of the human ear. Our designers test our headsets on a “wall of ears”—nearly 2,000 silicone molds of ears that test the balance, fit and acoustic seal of our headsets. The result is the lightest possible headset design that fits 97 percent of all ears comfortably.

Intelligence built In
Industry-first Smart Sensor™ technology intuitively directs calls to your phone or headset and allows you to automatically answer by donning the headset.

Outstanding service and support
At Plantronics, our Global Customer Care Charter is our commitment to providing support and service excellence across every aspect of relationship and interaction with Plantronics. We pride ourselves in listening and collaborating with our customers, from around the world, to identify, diagnose and deliver the best possible outcomes.
Qualifying questions

• Do you need a headset that lets you manage calls from one or more of the following devices?
  - Office phone
  - PC/laptop
  - Mobile phone
  - Home phone
• Are you looking for a headset, with the latest audio technology and comfort design, to match a specific work style?
  - Office
  - Mobile
  - Virtual
  - Contact center
• Are you looking for a UC headset that’s been optimized for Polycom UC applications and softphones?
• Is it important for your headset to offer more than just freedom from your PC?

Why choose Plantronics?
Plantronics is dedicated to working with our Strategic Partners to provide clear, consistent and reliable voice collaboration for every working style. Plantronics offers the broadest range of headsets and audio endpoints compatible with Polycom for your diverse enterprise workforce, delivering superior performance, comfort and worldwide service and support.

For details visit www.plantronics.com/uc.

Key differentiators
Plantronics is the clear choice for business-critical communications. Backed by over 50 years of industry experience, our reputation for reliability was built on the highest manufacturing standards and the industry’s most comprehensive product testing.

Plantronics technology enhances unified communications solutions. Our strong relationships with phone manufacturers, PC software makers, and leaders in the latest VoIP and internet multimedia technologies enable us to deliver a broad range of products and solutions.

We make the technology that integrates your people with their platforms, bringing clarity and simplicity to unified communications and throughout the enterprise.

We offer some of the best warranties in the business and provide the industry’s most extensive and experienced global support team.

Our technology investment means comfort, fit, and professional call quality with fewer returns and support issues.

Learn more
To learn more about how Polycom and Plantronics can help your organization, go to www.plantronics.com/uc.

Polycom, Inc.
1.800.POLYCOM
www.polycom.com

Polycom Asia Pacific Pte Ltd
+65 6389 9200
www.polycom.asia

Polycom EMEA
+44 (0)1753 723282
www.polycom.co.uk

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