

 plantronics®

# INSIGHTWARE

Better insights, better business.

## Plantronics Manager Pro

### Manage, Monitor, Maintain

**Plantronics Manager Pro and Plantronics Hub work together to give enterprises control over their Plantronics audio headsets.**

With Plantronics Manager Pro, your team can stop running from computer to computer to resolve headset problems, saving you time and money. Our easy-to-use tools let you monitor, manage and maintain your headset environment remotely, and your entire business can access – and act on – valuable insights in near real time. You can also:

- Track headsets and their usage across the organisation.
- Push firmware updates to your users.
- Remotely monitor the health of the Bluetooth radio link between the headset and computer.
- Troubleshoot problems remotely.
- Customize user settings to your environment.
- Deliver a better user experience.

Plantronics Manager Pro gives your team full visibility across all your Plantronics headsets, including those connected to mobile devices. Plantronics APIs, included as standard, give you the freedom to transfer data directly into your existing software dashboards or create your own applications.

Plantronics Hub for Windows/Mac/iOS/Android connects with Plantronics Manager Pro to allow users control over settings on their Plantronics audio device, within the parameters you establish.

# Gain Visibility with Analysis Suites for IT

Plantronics Manager Pro includes Asset Management and Adoption. Additional software suites include Call Quality and Analytics, and Health and Safety, which you can add incrementally.

## ASSET MANAGEMENT AND ADOPTION

Manage your entire inventory of audio devices, plan and deploy UCC initiatives, drive adoption and troubleshoot problems with these reports:

- **Device Inventory** – See how many compatible devices there are in your organisation as well as their status.
- **Device Distribution** – See who is using what, including Plantronics and non-Plantronics devices and users without a detected device.
- **Device Adoption** – Track user adoption patterns of Plantronics devices across your organisation.
- **Softphone Adoption** – View status of all supported softphones being used with Plantronics products across your organisation.
- **Incompatible Products** – Check for compatibility conflicts between Plantronics hardware/software and installed softphone versions.
- **Version Status** – Ensure the latest firmware is deployed on all your Plantronics devices and that your software is up-to-date.
- **Policy Compliance** – Monitor user compliance with the hardware and software policies you have defined.
- **User Activity** – Understand headset usage patterns, including incoming and outgoing calls and call duration.

## CALL QUALITY AND ANALYTICS

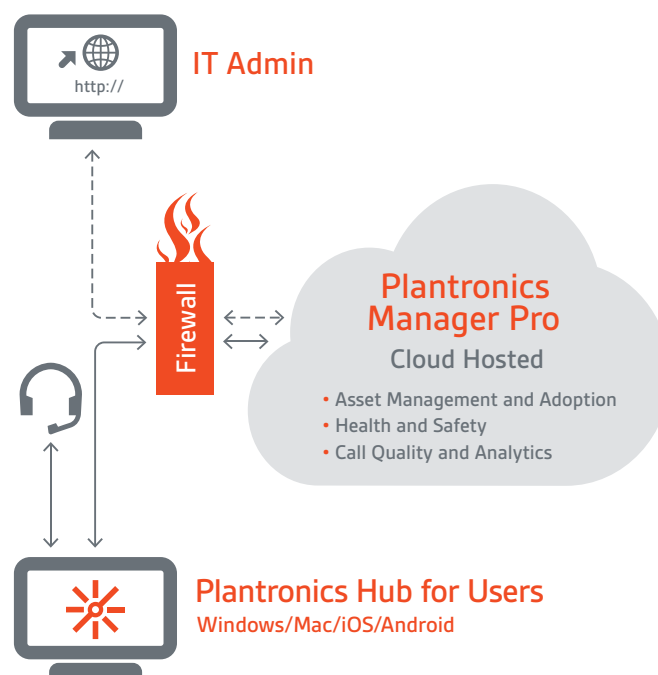
Improve the customer experience by monitoring conversation quality and the reliability of the Bluetooth connection between headsets and computers:

- **Conversation Analytics** – Track conversations to gain insights into who is doing most of the talking, identify long pauses of silence and watch for instances of "overtalk," where both sides of the call are talking at once. Watch for patterns of behaviour that may indicate a training opportunity.
- **Radio Link Quality** – Remotely monitor the quality of the Bluetooth link between headset and computer for each user.
- **Common Actions** – Track user behavior patterns related to mute, volume and Quick Disconnect functionality that may hold insights for training and performance.

## HEALTH AND SAFETY

Monitor employee safety and listening comfort with these reports:

- **Acoustic Events** – Review history of acoustic events that occurred during conversations using Plantronics devices.
- **Noise Exposure** – Measure the Time-Weighted Average (TWA) noise exposure that a user is exposed to during working hours.



## Plantronics Hub for Users

### PROVIDE A BETTER USER EXPERIENCE AND DRIVE PRODUCTIVITY

Plantronics Hub is the software installed on your employees' computers or mobile devices. It gives them the flexibility to adjust the settings on their device to suit their preferences and work style:

- Customize ringtone and ring location and choose preferred language for voice prompts.
- Set call answer/end and mute options and adjust volume.
- Access intuitive user features such as visible mute status, battery status and mute control.