

# INTRODUCING THE NEW POLY SUPPORT PORTAL



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We are so excited to share that our new Poly Support Portal will go live soon!

The new portal is offering online support for the entire Poly product and services portfolio and consolidates our current support sites for personal devices, voice, video and cloud services.

It was designed with two guiding principles:

1. Personalization and
2. Product-led Self-Service

Following is a list of some updates and new features that you will find:

- Product and product detail page search to enable product-led self-service functions.
- New redesigned Product Detail Page with easy access to product specific support content and software.
- Knowledge integration into case management process and intuitive navigation options that include tailored recommendations.
- Upon sign in, a personalized user dashboard with access to registered products, support entitlements, as well as case and product replacement management functions.
- Easy access to most common self-service functions via a new quick links menu.
- Register a product from multiple entry points across the entire support portal.

