Adopting UC Audio Devices

Undertaking the audio aspect of a Unified Communications (UC) rollout can be daunting. But well-organized and detailed follow-through can ensure that users have a positive first experience with their audio device and continue to use it, while growing overall UC adoption throughout the organization.

To that end, we've outlined three stages of UC audio deployments: Plan, Deploy, and Adopt. For each stage, we've compiled FAQs and supporting Checklists to help you through the entire process.

The following **Adopt Checklist** provides IT with a high-level list of items to consider for maximizing UC audio device utilization and ongoing investment. It's the direct result of our participation in many UC rollouts, empowering users worldwide to do their best work.

ENSURE THAT SUPPORT IS AVAILABLE FOR THE FIRST CALL—MOMENT OF TRUTH

☐ Continue to share information about where users can find support: corporate intranet, wikis, videos, Webinars, and online training for audio device setup and for setting up the audio device with a specified softphone.

VERIFY USAGE

☐ Interview new users.

☐ Set up feedback lines of communication.

☐ Record the level and quality of usage that is taking place.

☐ Address user anxiety.

MEASURE AND COMMUNICATE SUCCESS

☐ Use baselines to help you understand progress.

☐ Track metrics recorded by your UC system.

☐ Survey users and record their initial reactions to the first call.

☐ Publish and promote success stories through internal newsletters, blogs, and social media; feature users who make the UC audio device part of their day.

☐ Work with corporate communications on consistent, long-term messaging. Reinforce the idea that the UC platform is a long-term program and will not be superseded by the next corporate initiative. Ask your executive sponsor to share personal successes.

PLAN | DEPLOY | **ADOPT**
One in a series on helping IT organizations in their rollout of audio devices for UC

UC Toolkit Checklist

ADDRESS NEW CONCERNS AND REFRESH SERVICES

☐ Conduct a follow-up study to accomplish these goals:
- Measure user satisfaction.
- Decide whether fundamental changes (such as work environment or workstyle) have created challenges that require a new or different audio device.
- Respond with an approach that proactively considers users' issues in the following ways:
  - Address concerns and provide alternatives when needed.
  - Engage slow adopters by empathizing with their hesitation and offering to demonstrate simple features.

☐ Update technical information; document lessons learned. Make sure that changes to the UC platform, including new features or different settings, are properly tested and communicated.

☐ Establish a physical location where employees can do a quick check of their device, replace batteries, adjust settings, obtain new earpads, and have questions answered.

SUPPORT UPGRADES

☐ Keep the list of UC audio devices current at all times.

☐ Be proactive when testing new devices. Test devices early and add them to the approved list so that untested devices don't enter into your supported environment.

☐ Establish an upgrade process that is easy to understand.

☐ Support replacements:
- Develop a warranty process and make the claim process easy to understand.
- Provide tools that enable users to select a new UC audio device.

FOR MORE INFORMATION, VISIT:

www.plantronics.com/uctoolkit

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