



PLAN | DEPLOY | **ADOPT**

One in a series on helping IT organizations in their rollout of audio devices for UC

UC Toolkit Survey

# Adopting UC Audio Devices

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

To that end, we've outlined three stages of UC audio deployment: Plan, Deploy, and Adopt. In addition to the FAQs and Checklists for each stage, the Surveys are designed to assist IT in obtaining high user adoption by providing suggested questions to ask to ensure that the deployment is on the right track.

The following **Adopt Survey** contains questions IT can use to gauge and optimize adoption. First, questions evaluate initial user satisfaction regarding audio devices and support; next, they assess ongoing UC program success and future needs.

## FIRST-CALL STATUS

- Which audio device are you using?
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- Who sets up your audio device (for example, IT, myself)?
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- Have you made your first outgoing call using your new audio device?  
 **Yes**  **No**
    - If no, explain:
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- Have you received an incoming call using your new audio device?  
 **Yes**  **No**
    - If no, explain:
- 

## USERS' EXPERIENCE AND SATISFACTION

- Did you find the audio device to be easy to use on your first call?  
 **Yes**  **No**
    - If no, was the problem resolved?  
 **Yes**  **No**
      - If no, explain:
-

A well-organized and detailed follow-through can ensure that users have a positive first experience with their audio device and will continue to use it.

- Do you plan to continue using the audio device?

Yes  No

- Why or why not?

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- How is audio quality when you receive calls?

Excellent  Good  OK  Poor  Very Poor

- If poor or very poor, explain:

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- How is audio quality when you make calls?

Excellent  Good  OK  Poor  Very Poor

- If poor or very poor, explain:

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- How would you rate the overall comfort of your audio device?

Excellent  Good  OK  Poor  Very Poor

- If poor or very poor, explain:

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- Do you feel that the audio device will enable you to be more productive?

Yes  No

- If no, explain:

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- Overall, are you comfortable with the new communication tools being implemented?

Yes  No

- If no, explain:

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**TECHNICAL SUPPORT**

- Have you required technical support for your audio device?

Yes  No

- If yes, whom did you contact:

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- If you contacted the IT help desk, how would you rate the level of support for the first 48 hours after receiving your audio device?

Excellent  Good  OK  Poor  Very Poor  Support not needed

- If poor or very poor, explain:

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**AUDIO DEVICE UTILIZATION**

- How are you enjoying your new UC audio device? Rate your experience:

Excellent  Good  OK  Poor  Very Poor

- If poor or very poor, explain:

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- What percentage of the time do you use your UC audio device as opposed to the desk phone?:
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- After your first use of the UC audio device, has your usage increased or decreased?

Increased  Decreased

- If decreased, explain:

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These suggested questions are designed to assist IT in obtaining a high user adoption and ensure that deployment is on the right track.

- What advantages have your UC platform and UC audio device brought? (Check all that apply.)

- Fewer missed calls
- Greater flexibility
- Improved collaboration
- Checking availability
- Greater mobility
- Three-way calling
- Conference calling
- Other
- None

#### SUPPORT AND OTHER RESOURCES

- Have you used any of the following support options? (Check all that apply.)

- Help Desk
- FAQs
- Online Support Resources
- Manual
- Superuser
- Other

- Do you know where the online support resources are located?

- Yes**  **No**  **N/A**

- How would you rate the online support resources?

- Excellent**  **Good**  **OK**  **Poor**  **Very Poor**

- If poor or very poor, explain:

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- Was the IT service staff able to answer your questions?

- Yes**  **No**  **N/A**

- Have you had a recurring support issue?

- Yes**  **No**

- If yes, explain:

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#### AUDIO DEVICE UPGRADES

- Have you upgraded or replaced your original UC audio device?

- Yes**  **No**

- Was the list of available IT-supported UC audio devices up to date and easy to find?

- Yes**  **No**  **N/A**

- Why did you upgrade or replace your original UC audio device?:

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- How did you select your upgrade or replacement?

- Recommendation from peer
- IT suggestion
- Researched vendor's Web site
- Other

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#### ANY ADDITIONAL COMMENTS?

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#### FOR MORE INFORMATION, VISIT:

[www.plantronics.com/uctoolkit](http://www.plantronics.com/uctoolkit)