



PLAN | **DEPLOY** | ADOPT

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

UC Toolkit Checklist

Deploying UC Audio Devices

Undertaking the audio aspect of a Unified Communications (UC) rollout can be daunting. But a well-organized, detailed strategy can help make the deployment of devices seamless for users and help increase user adoption.

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.

This **Deploy Checklist** provides IT with a high-level list of items to consider during the physical deployment of UC audio devices. It's the direct result of our participation in many UC rollouts, empowering users worldwide to do their best work.

CHOOSE THE WAY TO COMMUNICATE THE PROCESS

- Formulate communication and training methods that cater to the various ways people learn. If possible, give choices such as Webinars, intranet downloads, videos, in-person meetings, or posters.

LINE UP TRAINING FOR YOUR SUPPORT STAFF

- Talk to support staff and make the following preparations:
 - Determine support strategy: self-service, full-service, or a combination. Your strategy might depend on the types of users and audio devices.
 - Account for support staff schedules and workloads during the deployment.
 - Provide training.
 - Issue new audio devices to support staff.
- Decide how you'll manage exchanges and upgrades if users determine that the audio device is not appropriate for their needs.

HANDLE LOGISTICS

- Align your delivery strategy with the number of devices and your user types (in-office, virtual, and mobile workers) and decide on one of the following means of distribution:
 - Utilize a central site.
 - Drop off (or install) audio devices at the desks of users.
 - Ship audio devices to remote workers.

SUPPORT INSTALLATIONS

- Communicate to users the resources available to help with installation.
- Consider additional installation help for more complex models (for example, wireless) or specific user groups (for example, executives).
- Prepare support staff and help desk (if they're different) with technical, human, and knowledge resources.
- Perform one more quick check to ensure that everything is in place for your users' first calls on their new audio devices.

FOR MORE INFORMATION, VISIT:

www.plantronics.com/uctoolkit