



PLAN | **DEPLOY** | ADOPT

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

UC Toolkit FAQs

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 audio 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.

After you have selected and purchased your UC audio devices, use these **Deploy FAQs** to address typical questions that IT organizations raise about the devices' physical deployment. This is the direct result of our participation in many UC rollouts, empowering users worldwide to do their best work.

1. WHY IS DEPLOYMENT OF UC AUDIO DEVICES SO IMPORTANT?

A smooth deployment will help ensure user adoption. It sounds simple—just deploy audio devices. But if you have several thousand employees, what is the best way to deploy the right audio device to the right employee? What are the logistical scenarios an IT organization needs to consider and address? What about remote, contract, or temporary employees? A clear approach to deploying audio devices across the organization is required to achieve success.

2. WHAT ARE THE MOST IMPORTANT ITEMS TO CONSIDER?

Communication. Be sure to maintain communication with your user base. A well-informed audience feels it has more personal investment and will be more open and less stressed about the changes.

Logistics. Consider how you plan to ship and install each audio device, especially to remote users.

Training and support. Engage the IT support teams and ensure that they're trained and ready to distribute and support the devices.

3. WHAT SHOULD I COMMUNICATE TO USERS DURING THE DEPLOYMENT STAGE?

The focus should be on timelines and expectations. Tell users what's happening, when it's going to occur, and what's expected of them. Also, don't forget to inform them of the training and support process. Regular communication is key.

4. WHAT ARE THE BEST METHODS OF COMMUNICATING ABOUT THE DEPLOYMENT?

A variety of communication methods cater to how your users learn best. Address their learning styles to give them a deeper sense of ownership and help you ensure that everyone

"We have deployed more than 2,000 various Plantronics wired and wireless headsets worldwide, and the support umbrella to our global team is extremely important to the successes of our operations. The one-stop support is key to this success."

—IT Professional,
Global 500 Organization

Source: TechValidate survey of Plantronics customers, 2013.

has had a chance to get familiarized. Possible vehicles include all-hands meetings, company portals, and emails. Enlist your company executives to help deliver the message whenever possible. When users feel that senior executives have to walk through the same on-boarding and support, it helps reinforce goals and softens resistance to change.

5. HOW DO I BEST PREPARE THE IT ORGANIZATION?

Estimate with IT management how much bandwidth should be allocated to the support of UC audio devices. To engage the staff, enable the IT department—especially the help desk and UC support personnel—to try as many of the deployed audio devices as possible. In addition to formal training, hands-on education accelerates the knowledge of your support team members. Arm them with tips and tricks and prepare them for the first support calls.

6. WHAT ARE THE BEST PRACTICES FOR DISTRIBUTING AUDIO DEVICES?

It's important to take into consideration the physical location of users, the amount of help that individuals require, and whether or not there are users who warrant special attention—for example, top executives. For a concentration of users based in the same office, consider a centralized station for them to pick up and sign for audio devices. Take them through an initial hands-on or video training exercise. Of course, you might need to mail audio devices to mobile or virtual employees and provide an online training tool or Webinar.

7. WHAT ELSE DOES THE USER NEED WHEN RECEIVING THEIR AUDIO DEVICE?

We recommend that you provide a Quick Setup Guide that is specific to the issued audio device and your UC platform. Guides should provide customized instructions on how to configure the new audio device and how to make and receive calls. Plantronics recognizes this as a best practice and has created a portfolio of Quick Setup Guides featuring many of the Plantronics UC product families. Also, consider including a card with phone numbers and email addresses that employees can use for technical assistance.

8. WHO SHOULD INSTALL THE AUDIO DEVICES?

This depends on the technical comfort of your employees, types of audio devices, and UC platform. Many corded headsets are plug and play, so installation is simple. Others require software, depending on the UC application used. Wireless audio devices are slightly more involved, take longer to install, and might require settings adjustments, making it more likely that users will require IT support.

FOR MORE INFORMATION, VISIT:

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