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 can help increase user adoption.

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.

This **Deploy Survey** contains questions that IT can ask users about their satisfaction level with the audio device deployment. The input from the survey enables IT to make immediate adjustments when appropriate and to be aware of areas that need improvement in future deployments.

Questions for Evaluating Manufacturers and Their Products

DISTRIBUTION OF AUDIO DEVICES

• Have you received your audio device?
  ☐ **Yes** ☐ **No**
  ◦ Which audio device did you receive?:

_____

  ◦ If no, do you know why?:

_____

• If you received your audio device, how was it distributed to you (for example, IT dropped it off, IT set up a meeting and came to install it)?:

_____

• If you picked up your audio device, was the process simple and straightforward?
  ☐ **Yes** ☐ **No**   ☐ **N/A**

COMMUNICATION WITH USERS

• How would you rate the communication about why you were receiving an audio device?
  ☐ **Excellent**   ☐ **Good**   ☐ **OK**   ☐ **Poor**   ☐ **Very Poor**

  ☐ **I did not receive any communication**
  ◦ If poor or very poor, explain:

_____

PLAN | **DEPLOY** | ADOPT

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

UC Toolkit Survey

• How would you rate the communication about when and how you would receive your audio device?

☐ **Excellent**   ☐ **Good**   ☐ **OK**   ☐ **Poor**   ☐ **Very Poor**

☐ **I did not receive any communication**
  ◦ If poor or very poor, explain:

_____

• How could the communication have been improved?

_____

TRAINING AND SUPPORT

• Did you receive adequate training for your audio device before your first use?

☐ **Yes**   ☐ **Somewhat**   ☐ **No**

• What type of first-use training did you receive for your audio device? (Check all that apply.)

☐ Instructor-led
☐ Video Setup Guides
☐ Printed Quick Setup Guides
☐ Help Desk
☐ One-on-one Training
☐ Other

• How would you rate the training that was provided when you received your audio device?

☐ **Excellent**   ☐ **Good**   ☐ **OK**   ☐ **Poor**   ☐ **Very Poor**
  ◦ If poor or very poor, explain:

_____

• How could the training have been improved?

_____

• When you received your audio device, were you provided with support contact information?

☐ **Yes** ☐ **No**

• If you did not receive training and it were now offered, would you participate?

☐ **Yes** ☐ **No**

ANY ADDITIONAL COMMENTS?

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FOR MORE INFORMATION, VISIT:

www.plantronics.com/uctoolkit

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