Planning UC Audio Devices

Undertaking the audio aspect of a Unified Communications (UC) rollout can be daunting. But a well-organized, thoughtfully considered plan that includes user input will make the overall rollout run smoothly and will 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 **Plan Survey** contains two sets of questions that IT organizations can use in building a foundation for their UC rollout. The first set is aimed at UC audio device manufacturers, asking about their company, products, and support programs. The second set of questions are suggestions for IT to ask their internal managers regarding user and environmental requirements. Taken together, the results will help IT select the right manufacturer—and the right devices.

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

UC Toolkit Survey

Questions for Evaluating Manufacturers and Their Products

UC AUDIO DEVICES
- Describe your UC audio device products: What is their development plan, roadmap, and lifecycle?

- What advanced features do your UC audio devices have?
  - Audio processing: ☐ **Yes**   ☐ **No**
  - Noise cancellation: ☐ **Yes**   ☐ **No**
  - Echo mitigation: ☐ **Yes**   ☐ **No**
- Any additional special features?

- What types of UC audio devices do you offer?
  - Corded: ☐ **Yes**   ☐ **No**
  - Wireless: ☐ **Yes**   ☐ **No**
  - Monaural: ☐ **Yes**   ☐ **No**
  - Binaural: ☐ **Yes**   ☐ **No**
  - Bluetooth®:   ☐ **Yes**   ☐ **No**
  - DECT™ 6.0 compliant: ☐ **Yes**   ☐ **No**
- What is the typical battery life and charging time?

COMPATIBILITY
- Are your audio devices certified or optimized to operate with popular UC platforms? (Select all that apply.)
  - Avaya®:   ☐ **Yes**   ☐ **No**   • IBM®:   ☐ **Yes**   ☐ **No**
  - Cisco®:   ☐ **Yes**   ☐ **No**   • Microsoft®: ☐ **Yes**   ☐ **No**
  - Other:

- Is your company ISO 9001 Quality Management Systems certified?   ☐ **Yes**   ☐ **No**

SUPPORT PROGRAMS

- What types of support programs do you provide?
  - Help desk? ☐ **Yes** ☐ **No**
- What are its hours?

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- What are the average hold times?

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  - Online help? ☐ **Yes** ☐ **No**
  - Presales engineers for
    on-site deployment? ☐ **Yes** ☐ **No**
  - Postsales engineers? ☐ **Yes** ☐ **No**
  - Instructor-led training? ☐ **Yes** ☐ **No**
  - Online training? ☐ **Yes** ☐ **No**
  - Quick start guides? ☐ **Yes** ☐ **No**
- What does your warranty cover and what is its duration?

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- Do you offer an advanced exchange program? ☐ **Yes** ☐ **No**

Questions for Internal User Requirements

- How many people in your department are migrating to UC with a new audio device?

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- What is the breakdown among:
  - Full-time employees?
  - Contractors/consultants/temporary workers?

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- Will your head count increase by the date of deployment?

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- Do you have any special-needs considerations
  (that is, hearing impaired, blind)? ☐ **Yes** ☐ **No**
- Are you planning on giving all users the same devices, or do some work in
  different work environments?

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WORKSTYLE QUESTIONS—OFFICE WORKERS
- How many of your office workers are at a cubicle or desk?

_____

- How many have private offices?

_____

- What communication devices do your office workers use? (Check all that apply.)
  - Desk phone
    Desk-centric workers: ☐ **Yes** ☐ **No**
    Private office workers: ☐ **Yes** ☐ **No**

  - Mobile phone:
    Desk-centric workers: ☐ **Yes** ☐ **No**
    Private office workers: ☐ **Yes** ☐ **No**

  - Desktop PC:
    Desk-centric workers: ☐ **Yes** ☐ **No**
    Private office workers: ☐ **Yes** ☐ **No**

  - Laptop:
    Desk-centric workers: ☐ **Yes** ☐ **No**
    Private office workers: ☐ **Yes** ☐ **No**

  - Tablet:
    Desk-centric workers: ☐ **Yes** ☐ **No**
    Private office workers: ☐ **Yes** ☐ **No**

- Do workers use a speakerphone at their desk more than twice a week?
  - Desk-centric workers: ☐ **Yes** ☐ **No**
  - Private office workers: ☐ **Yes** ☐ **No**

- How many of your office workers spend one or more days per week off-site?

- Does your organization have a noisy environment
  (for example, open office, collaborative space)? ☐ **Yes** ☐ **No**

- Do you have workers who require in-office mobility
  (for example, 25—350 feet from their desk phone while
  maintaining a conversation)? ☐ **Yes** ☐ **No**

WORKSTYLE QUESTIONS—VIRTUAL/HOME WORKERS
- How many in your department are virtual workers (that is, with a home office or
  working from home at least one day per week)?

- What communication devices do these off-site workers use regularly?
  - Desktop PC: ☐ **Yes** ☐ **No**
  - Laptop: ☐ **Yes** ☐ **No**
  - Home phone: ☐ **Yes** ☐ **No**
  - Mobile phone: ☐ **Yes** ☐ **No**
  - Tablet: ☐ **Yes** ☐ **No**

WORKSTYLE QUESTIONS—MOBILE WORKERS
- How many in your department work exclusively off-site
  (for example, sales reps, field reps)?

- What communication devices do these off-site workers use regularly?
  - Desktop PC: ☐ **Yes** ☐ **No**
  - Laptop: ☐ **Yes** ☐ **No**
  - Tablet: ☐ **Yes** ☐ **No**
  - Mobile phone: ☐ **Yes** ☐ **No**

ANY ADDITIONAL COMMENTS?

FOR MORE INFORMATION, VISIT:

www.plantronics.com/uctoolkit

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