



PLAN | DEPLOY | ADOPT

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

UC Toolkit Checklist

Planning for 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 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 **Plan Checklist** provides IT with a high-level list of items to consider when evaluating audio devices and planning the overall project. It's the direct result of our participation in many UC rollouts, empowering users worldwide to do their best work.

DETERMINE ORGANIZATIONAL AND EMPLOYEE REQUIREMENTS

- Identify organizational requirements for UC audio devices and determine what type of devices fit these parameters (high-volume, cost-effective or high-quality, value-add).
- Identify employee requirements, based on their workstyles, to determine the appropriate UC audio device (that is, corded, wireless, multi-device connectivity, and so on).
- Specify your UC integration requirements. Ensure that UC audio device standards match UC platform standards.

ESTABLISH USE SCENARIOS AND RECRUIT A TEST TEAM

- Outline the parameters of a successful pilot. Define real-world test scenarios that reflect actual user workstyles.
- Create a pilot plan, including test duration and evaluation methods.
- Recruit a representative test team.

SELECT MANUFACTURERS AND UC AUDIO DEVICES

- Evaluate the manufacturer's support. Determine how much technical know-how you need from your manufacturer.
- Investigate UC audio device durability from third-party resources.
- Evaluate device offerings. Compare volume and value versus value-add features. Identify a product range that reflects the workstyles of users.
- Acquire the audio devices you will pilot.

"Because of the diverse product line and superior sound quality and how comfortable they are, Plantronics products are now the standard in our organization for headsets, from executives to the contact center."

—Senior Executive,
Nonprofit Organization

Source: TechValidate survey of Plantronics customers, 2013.

RUN TESTS AND ANALYZE RESULTS

- Test the UC platform on the acquired devices.
- Select the appropriate tests, including the following:
 - Installation
 - Intelligibility
 - Making and receiving calls
 - In-office mobility and roaming range
 - Call control—volume and mute
 - Conference calls
 - Comfort and ergonomics
 - Multipoint connections

ESTABLISH A STRATEGY FOR THE INTRODUCTION OF AUDIO DEVICES

- Identify who will install the audio devices and how they will install and support them.
- Define a strategy that balances complexity and cost.
- Understand the level of control you need within your business requirements paradigm—IT managed, IT business partnership, or IT standards driven.

INTEGRATE WITH THE UC STRATEGY

- Consider the level of integration and future role(s) of existing technologies, if any.
- Determine the cascading effects of your approach on timelines, types of audio devices required, and support strategies. For example, different effects will result from the following approaches:
 - Rip and replace
 - Hybrid strategy with sunset plan
 - Hybrid

PREPARE FOR CHANGE

- Identify and nurture ownership from departments or individuals who might have objections.
- Prepare employees by recruiting an executive sponsor to help you communicate your program to employees.
- Develop a thorough communications plan that focuses on what will happen and the benefits of changes.
- Recruit and train super-users to facilitate knowledge and provide support.

DEFINE SUCCESS

- For the coming adoption phase, identify metrics, including utilization rates and successful "moments of truth" (first call made or other measures).

FOR MORE INFORMATION, VISIT:

www.plantronics.com/uctoolkit