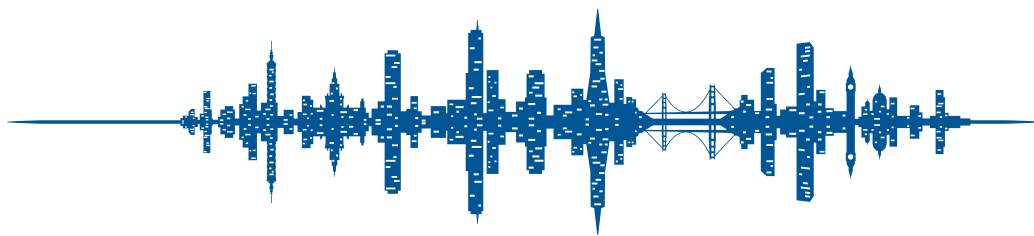


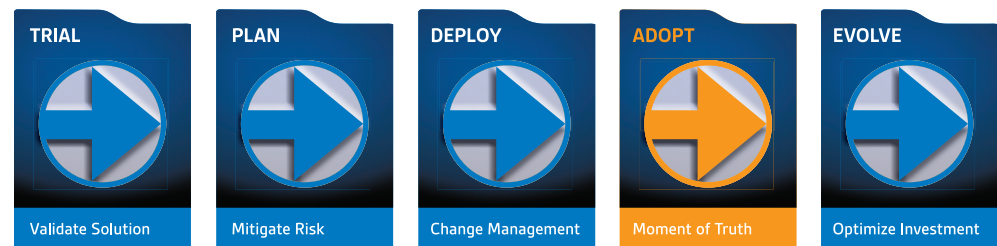
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Smarter Working UC Toolkit Adoption Checklist

The *Smarter Working UC Toolkit, Adoption Checklist* provides IT with a high-level list of items to consider for maximizing UC audio device utilization. The checklist is a companion to *Smarter Working UC Toolkit, Adoption Guidelines for Success*, which provides information on best practices, recommendations, insights from customer experiences, and lessons learned. We recommend you read the guide first and use this summary checklist to aid your process and increase your adoption rate.

In our experience, we find that the introduction of audio devices into an organization usually follows the five steps shown in this figure.



Phases of a Unified Communications (UC) platform and audio device introduction.

SUPPORT THE MOMENT OF TRUTH
<ul style="list-style-type: none"> Focus on the key decision factors that are likely to foster successful first interaction with the new audio devices.
<ul style="list-style-type: none"> Continue to share information about where users can find support materials and learn more about their new audio devices, such as the corporate intranet, wikis, blogs, videos, webinars, and online training.
<ul style="list-style-type: none"> Enhance initial services and prepare to support audio devices. Prepare for ongoing support and the introduction of new employees.
<ul style="list-style-type: none"> Continue training efforts. Strive to help employees learn how to make the most of their new audio devices. Help employees uncover unknown capabilities that help them to do their job more effectively. Encourage them to become comfortable with the new technology so that it can be used on a daily basis.
VERIFY USAGE
<ul style="list-style-type: none"> Interview new users.
<ul style="list-style-type: none"> Record the level and quality of usage that is taking place.
<ul style="list-style-type: none"> Set up feedback lines of communication.
<ul style="list-style-type: none"> Address user anxiety.

MEASURE SUCCESS

- Use baselines that help you understand the progress made.
- Reward people who are using the technology.
- Create a knowledge base.
- Capture successful first calls and initial reactions.
- Survey users and leverage metrics tracked by your UC system.

COMMUNICATE RESULTS

- Communicate results on a regular basis.
- Publish and promote good news stories.
- Ask your executive sponsor to share successes and continue communication with staff.
- Update technical information and document lessons learned.

FOR MORE INFORMATION

The Smarter Working UC Toolkit is the collective wisdom of customer experiences and lessons learned while integrating audio devices into a UC environment. It's a portfolio of best practices, recommendations, and off-the-shelf training tools designed specifically for IT organizations to leverage – ensuring accelerated end-user adoption. To access the Smarter Working UC Toolkit visit plantronics.com/uctoolkit. We'd like you to be part of our community of learning.

ADDITIONAL ADOPTION RESOURCES

The following resources, available at plantronics.com/uctoolkit/adopt, provide supplementary information to help in the adoption process.

ADOPTION RESOURCES

Adoption FAQ	Provides responses and direction to typical questions IT organizations raise during adoption of UC audio devices
Adoption Guidelines for Success	Helps IT organizations prepare for successful user adoption of UC audio devices on a UC platform
Adoption Checklist	Provides IT organizations with a high-level list of items to consider for accelerating UC audio device adoption
Adoption Survey	Provides a list of suggested questions IT organizations can use to assess user satisfaction with the first use of their UC audio device
Video Setup Guides	A library of media-rich, on-demand, training video clips for many Plantronics UC audio devices and UC platforms

RESOURCE

For more information, contact Plantronics at 1-855-UCTOOLS (1-855-828-6657) for US and Canada, or (001) 831-458-7628 (all other countries).

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