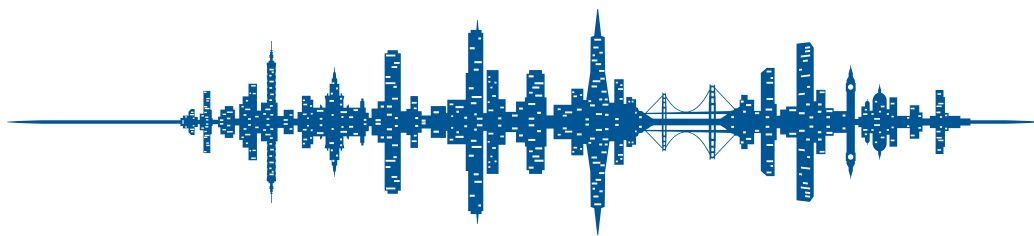


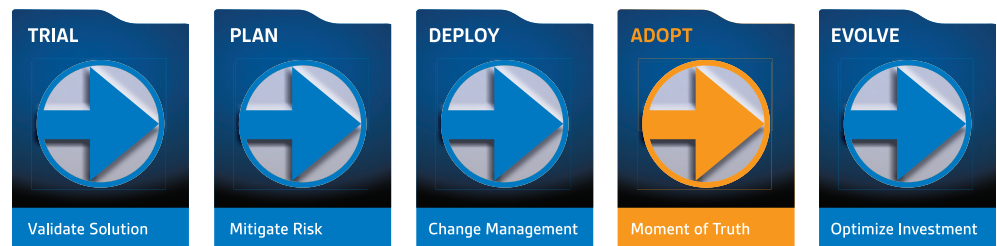
plantronics®



Smarter Working UC Toolkit Adoption Survey

The *Smarter Working UC Toolkit, Adoption Survey* is a list of suggested questions IT can use to gauge user satisfaction levels with the first use of audio devices, and the initial support offered. The questions are designed to assist IT in knowing if the headsets are being used, if the users were happy with their initial product experience, and to assess any support improvements. Positive responses indicate a higher level of adoption, while lower responses can help IT understand what they can do to increase adoption levels.

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.

AUDIO DEVICE						
Which audio device are you using?						
How long have you been using this audio device?						
Who set up your audio device? Examples: IT, myself, co-worker.						
Have you made your first outgoing call using your new audio device?						Yes No
If no, please explain.						
Have you received an incoming call using your new audio device?						Yes No
If no, please explain.						
Did your audio device work seamlessly when you made your first call?						Yes No
If no, please explain the problem.						
Was the problem resolved?						Yes No
How long did it take to resolve the problem?						
1 - 15 min	15 - 30 min	30 - 60 min	1 - 4 hrs	4 - 8 hrs	> 1 day	Never

TECHNICAL SUPPORT					
Did you require technical support for your first call using the audio device?		Yes	No	N/A	
If yes, who did you contact? Check all that apply or add to the list.					
• IT Help Desk		• Plantronics support			
• Telecom department		• My supervisor			
• Co-worker		• Other (please list)			
If you contacted the IT Help Desk, how would you rate the level of support offered to you for the first 48 hours after receiving your audio device?					
Support not needed	Excellent	Good	OK	Poor	Very Poor
If poor or very poor, please explain.					
SATISFACTION					
Did you find the audio device easy to use for your first call experience?		Yes	No	N/A	
If no, please explain.					
Do you plan to continue using the audio device?		Yes	No	N/A	
If no please explain.					
What are your initial feelings about the audio device? Check all that apply. (Note: These questions may not be appropriate for your end users based on which audio device they are using.)					
• Love it		• Took a few tries but now works fine			
• Works as expected		• Need my cell phone supported			
• Limited ability to be mobile when needed		• Would prefer something more portable			
• Would prefer a wearing style that covers both ears					
How would you rate the overall audio quality of your audio device when you receive calls? (Note: Audio quality issues can be introduced by the audio device or the software application.)					
Excellent	Good	OK	Poor	Very Poor	

If poor or very poor, please check the factors you are experiencing.				
• Echo		• Problems with mute		
• Too loud		• Voice goes in and out		
• Too quiet		• Other		
How would you rate the overall audio quality of your audio device when you make outbound calls? (Note: Audio quality issues can be introduced by the audio device or the software application.)				
Excellent	Good	OK	Poor	Very Poor
If poor or very poor, please check the factors you are experiencing.				
• Echo		• Problems with mute		
• Too loud		• Voice goes in and out		
• Too quiet		• Other		
How would you rate your initial reaction to the overall comfort of your audio device?				
Excellent	Good	OK	Poor	Very Poor
If poor or very poor, please explain.				
Did you find the controls to answer, end, and mute calls on the headset useful?		Yes	No	Didn't know they were available
Based on your initial usage of the audio device, do you feel it will allow you to be more productive during the day? Examples: hands-free, more flexible work space.			Yes	No
Please explain.				
Based on your initial usage of the audio device, are you comfortable with the new communication tools being implemented?			Yes	No
Please explain.				
Additional comments:				

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

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).

©2012 Plantronics, Inc. All rights reserved. Plantronics, Simply Smarter Communications and the Sound World graphic are trademarks or registered trademarks of Plantronics, Inc. All other trademarks are the property of their respective owners. 01/12

RESOURCE