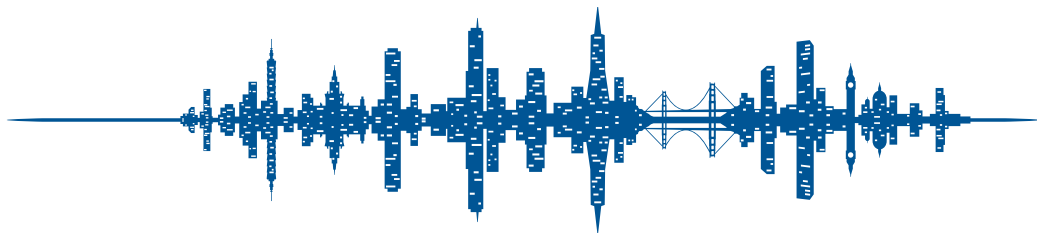


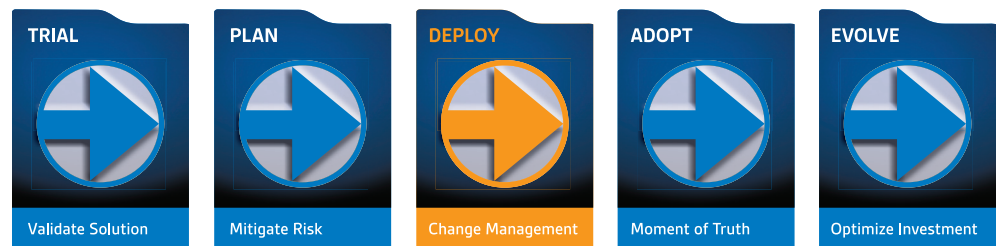
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Smarter Working UC Toolkit Deployment Checklist

The *Smarter Working UC Toolkit, Deployment Checklist* provides IT with a high-level list of items to consider during the UC audio device deployment phase. The checklist is a companion to *Smarter Working UC Toolkit, Deployment Guidelines for Success*, which provides information on best practices, recommendations, insights from customer experiences, and lessons learned while integrating audio devices into UC environments. We recommend you read the guide first and use this summary checklist to aid your deployment process.

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.

COMMUNICATE THE PROCESS	
<ul style="list-style-type: none"> • Acknowledge that people communicate and learn in different ways. 	
<ul style="list-style-type: none"> • Select appropriate communication and training venues for the audience, such as online resources, intranet downloads, videos, in person (group) meetings, posters, door hangers, and live and recorded webinars. 	
PROVISION SUPPORT AND CONDUCT TRAINING	
<ul style="list-style-type: none"> • Address user concerns about the need to spend time getting acquainted with the new audio device technology. 	
<ul style="list-style-type: none"> • Determine your support strategy: self-service, full service, or a balanced combination. • Remember that your support strategy may depend on the types of users and audio devices in your environment. 	
<ul style="list-style-type: none"> • Align support staff schedules and workloads to ensure the proper level of assistance is available during the deployment phase. 	
<ul style="list-style-type: none"> • Provide training to your IT support staff on the new audio devices. 	
<ul style="list-style-type: none"> • Issue the new audio devices to your support staff. • Compile a list of common questions based on their experiences. 	
<ul style="list-style-type: none"> • Articulate the upgrade and exchange processes you support, in case users discover the audio device received is not appropriate for the nature of their jobs, or have a preference for the style of headset (binaural or monaural) they'd like to use. 	

HANDLE LOGISTICS
<ul style="list-style-type: none">• Consider the size of the roll out, such as the number of audio devices involved.• Align your delivery strategy with your user types, such as executives and their admins, communication-intensive workers, remote workers, and mobile workers.
<ul style="list-style-type: none">• Select your distribution strategy:<ul style="list-style-type: none">• Utilize a central distribution site• Drop off (and possibly install) audio devices at the user's desk• Ship audio devices to off-campus and remote workers
SUPPORT INSTALLATIONS
<ul style="list-style-type: none">• Communicate the resources available to help with the installation process.
<ul style="list-style-type: none">• Consider installation help for more complex (wireless) models and specific user groups.
<ul style="list-style-type: none">• Prepare Help Desk with technical, human, and knowledge resources.
<ul style="list-style-type: none">• Address disposal (recycling) of packaging materials.
<ul style="list-style-type: none">• Prepare your organization and enable a positive moment of truth (first use).

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 DEPLOYMENT RESOURCES

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

DEPLOYMENT RESOURCES	
Deployment FAQ	Provides responses and direction to typical questions IT organizations raise during deployment of UC audio devices
Deployment Guidelines for Success	Helps IT organizations prepare for the successful deployment of UC audio devices on a UC platform
Deployment Checklist	Provides IT organizations with a high-level list of items to consider during a UC audio device deployment
Deployment Survey	Provides a list of suggested questions IT organizations can use to assess end user satisfaction levels with audio device deployment
Quick Setup Guides	A library of step-by-step instructions for installing and configuring many Plantronics UC audio devices
UC Audio Device Catalog Tool	An online tool that assists IT in managing their supported UC audio devices and guiding employee selections

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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