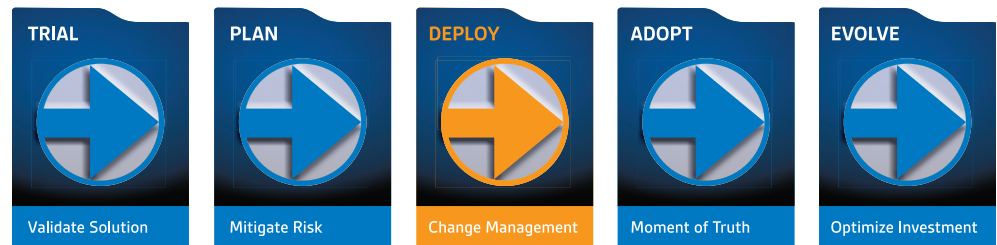# plantronics®

Smarter Working UC Toolkit
Deployment FAQ

The *Smarter Working UC Toolkit, Deployment FAQ* provides responses and direction to typical questions IT organizations raise during deployment of UC audio devices. Part of a series, this FAQ is a companion to the *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.

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

TRIAL	PLAN	DEPLOY	ADOPT	EVOLVE
Validate Solution	Mitigate Risk	Change Management	Moment of Truth	Optimize Investment

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

1. **Why do I need to consider how best to deploy UC audio devices?**
   It sounds simple — just deploy audio devices. But just think about that. If you have several thousand employees, what is the best way to deploy the right audio device to the right employee? What are the logistical scenarios you as an IT organization need to consider and address? What about remote, contract, or temporary employees and those with special needs or hearing impairments? Having a clear approach to deploying audio devices across the organization is required to achieve success.

2. **What are the key things I should consider during deployment?**
   First create a communication plan for employees. Focus on what's happening, when they will receive their new audio device, and what is expected of them. Engage the IT teams responsible for supporting the audio devices and ensure they are trained and ready to enable and support that first Help Desk call. Don't overlook the logistics of receiving and shipping audio devices. Create instant exchange programs for wearing style preferences and high-end upgrades (speakerphone, wireless, mobility), as well as processes for employees who may need an alternative audio device.

3. **What is an instant upgrade or exchange program and do I need one?**
   During the planning phase, you identified types of users and their audio device needs. However, some people may need a different audio device than originally assessed, and in rare occurrences an audio device may not function as intended. Be prepared to do an instant upgrade or exchange. Keep a surplus of select audio devices on hand. Doing so will allow you to address issues immediately should they arise.

4. **What and how should I communicate to users?**
   It's important to continue the communication that began during planning. However, the focus now should be on timelines and expectations. Keep employees informed about

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when they should expect to move to a new communications platform and receive their new audio device. Don't forget to inform them of the enablement and support process. Use corporate communication vehicles such as town hall meetings, company portals, and email. Feature business executives delivering the message whenever possible. A well-informed audience will be less resistant and stressed about the changes.

5.   **How do I best prepare the IT organization?**
     During the deployment phase, consider allowing your IT organization — especially Help Desk and enablement and support personnel — to test as many of the audio devices being deployed as possible. In addition to formal training, hands-on education will accelerate your support team's knowledge, so arm them with tips and tricks, and prepare them for the first support calls. Don't forget to review your support tools and ensure audio devices are represented and categorized appropriately so any trouble tickets will be routed to the correct support personnel.

6.   **How do you recommend distributing audio devices to users?**
     There are several different methods. It is important to take into consideration the physical location of users, the amount of help individuals require, and whether or not there are users who warrant special attention. For a concentration of users based in the same office, consider a centralized collection station for users to pick up and sign for audio devices. Take users through an initial hands-on or video training exercise, giving them tips and advice on how to use and care for the audio device. You may need to mail audio devices to mobile or work from home employees and provide an online training tool or webinar.

7.   **What else does the user need when they receive their audio device?**
     We recommend that you provide a Quick Setup Guide that is specific to the issued audio device and your UC platform. The guides should provide customized instructions on how to configure the new audio device, and make and receive calls. Plantronics recognizes this as a best practice and has created a portfolio of Quick Setup Guides featuring many of the Plantronics UC product families. Customize the Quick Setup Guide with your logo and support numbers, Web site, and contact information. See the references listed at the end of this document for information.

8.   **What else can I do to improve the deployment experience for users?**
     In some cases, delivering the audio device in a professional carrying pouch, perhaps with company logo, can speak volumes to the importance the company is placing on the audio device and business communication. It also provides the employee with a way to store and protect the audio device in the office and when traveling. Consider including a card with contact information for technical assistance, such as support contact details, phone numbers and email addresses.

9.   **Who should install the audio devices?**
     It depends on your employees, the type of audio device, and your UC platform. We recommend that you assess this with a sample user population so that you know how to proceed. While many corded headsets are simply plug and play, some require software, depending on the UC application being used. Wireless audio devices typically require more installation and adjustment of settings, making first use slightly more involved.

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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.

RESOURCE

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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