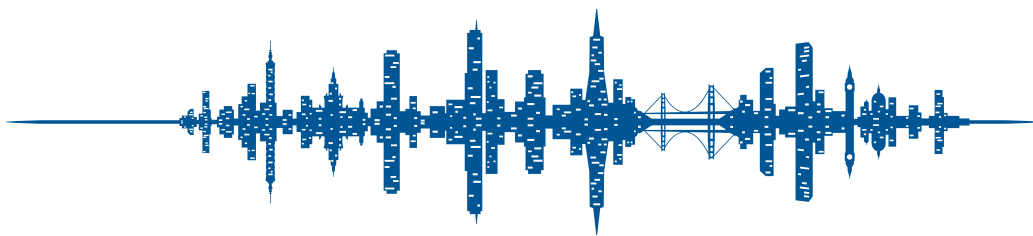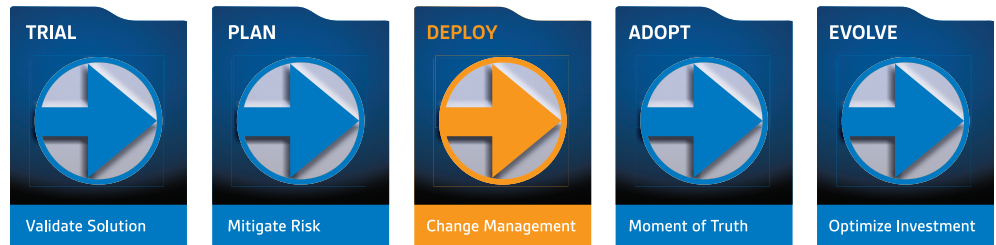# plantronics®

Smarter Working UC Toolkit
Deployment Survey

The *Smarter Working UC Toolkit, Deployment Survey* is a list of suggested questions IT can use to ask end users about their satisfaction level with the audio device deployment. The questions are designed for IT to determine whether the physical delivery of equipment, communication, and offered training and support resulted in users feeling positive or negative about their new audio devices. This valued user input allows IT to make immediate adjustments where appropriate, and be aware of areas that need more preparation focus in future deployments.

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.

DISTRIBUTION			
Have you received your audio device?	Yes	No	
If no, do you know why?			
Which audio device did you receive?			
If you received your audio device, how was it distributed to you? Examples: mail room dropped it off, IT dropped it off, an associate picked it up, IT set up a meeting and came to install.			
If you picked up for audio device, did you know where and when to go?	Yes	No	N/A
If no, please explain			

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COMMUNICATION			
Did you understand why you were receiving an audio device?	Yes	Somewhat	No
If no, please explain.			

How would you rate the communication about when and how you would receive your audio device?	Excellent	Good	OK	Poor	Very Poor
If poor or very poor, please explain					
Do you have any recommendations on how the communication could have been improved?					

TRAINING AND SUPPORT			
Did you receive adequate training for your audio device before your first use?	Yes	Somewhat	No
If no, please explain.			

What type of first use training did you receive for your audio device?
Check all that apply.

• Instructor-led		• Interactive Setup Guides	
• How-to video		• Printed Quick Setup Guides	
• Help Desk		• One-on-one training	
• Did not receive training		• Other	

Did the training materials, provided when you first received your audio device, answer all of your questions?	Yes	No	Did not receive materials
If no, what additional materials do you suggest should be available?			

When you received your audio device, were you provided with support contact information in case you experienced a problem during your first use?	Yes	No
If no, what format would you recommend for receiving this information? Examples: email, hard copy.		
If you did not receive training and it was now offered, would you participate?	Yes	No
If 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 DEPLOYMENT RESOURCES

RESOURCE

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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