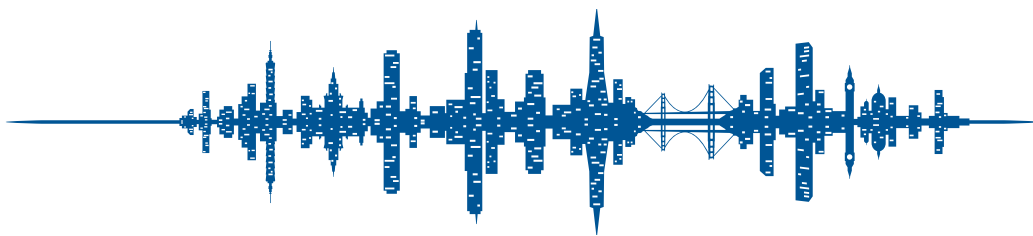


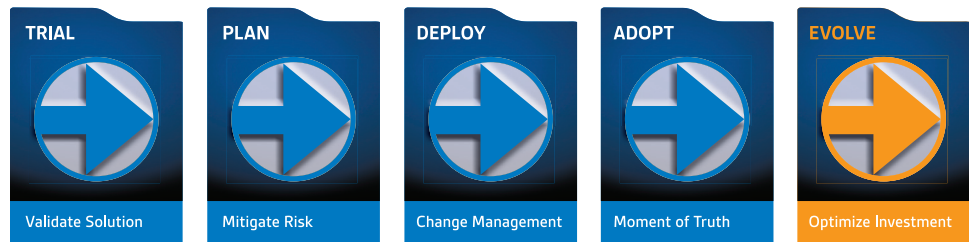
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Smarter Working UC Toolkit Evolve Checklist

The *Smarter Working UC Toolkit, Evolve Checklist* provides a high-level list of considerations IT organizations can use for optimizing UC audio device investment. The Checklist is a companion to the *Smarter Working UC Toolkit, Evolve Guidelines for Success*, which provides best practices, recommendations, and insights from customer experiences and lessons learned. We recommend using this checklist, and referring to the guide for additional detail when needed, to help evolve the use of UC audio devices to optimize investments in your UC environment.

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



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

DRIVE UTILIZATION
<ul style="list-style-type: none"> • Promote success. • Publicize users who make the UC audio device part of their daily routine. • Utilize Web sites, newsletters, blogs, and social media to share how people change the way they communicate.
<ul style="list-style-type: none"> • Communicate commitment. • Demonstrate evidence that the UC platform and UC audio device is a long-term program that will not be superseded by the next new corporate initiative. • Work with your Corporate Communications office on consistent long-term messaging.
<ul style="list-style-type: none"> • Engage slow adopters. • Address hesitation when transitioning from headsets to UC audio devices. • Address concerns and provide alternatives when needed.
<ul style="list-style-type: none"> • Assess employee satisfaction. • Conduct a follow-up study. • Find out how employees are doing, whether their work environment has changed, if they travel a lot or are in a noisy environment, etc.
<ul style="list-style-type: none"> • Adjust policies (depending on your device integration strategy). • Consider policies that increase usage of the UC platform, such as requiring the use of UC audio devices for internal conference calls.
<ul style="list-style-type: none"> • Re-evaluate employee needs, as people learn over time what they want and need to be successful. • Keep track of these changes to prevent employees from bringing other devices that they believe meet their needs into your supported environment.

<ul style="list-style-type: none"> • Leverage superusers. • Leverage executive admins. • Realize that superusers and executive admins are your eyes and ears in the work environment. • Keep in contact and make sure you are aware of any potential issues in the workforce.
<ul style="list-style-type: none"> • Offer training. • Evolve your training to include more advanced features. • Consider short training videos (~3 to 5 minutes) for employees that want to find out how to make something work.
REFRESH SERVICES
<ul style="list-style-type: none"> • Schedule updates. • Make sure that changes to the UC platform, including new features or different settings, are properly tested and communicated.
<ul style="list-style-type: none"> • Offer one-on-one support. • Consider establishing a physical location where employees can do a quick health check of their device, replace batteries, adjust settings, obtain new ear pads, and get questions answered.
SUPPORT UPGRADES
<ul style="list-style-type: none"> • Establish an upgrade process. • Make the process easy to understand and locate on the Web. • Keep the list of devices current at all times. • Be proactive with testing. Technologies move fast. Employees are increasingly comfortable bringing devices into the workplace. • Test devices early and add them to the approved list. This helps to prevent untested devices from making their way into your supported environment.
<ul style="list-style-type: none"> • Develop a warranty process. • Create steps that make the warranty claim process easy to understand. • Provide employees with the tools needed to quickly obtain a new UC audio device.
<ul style="list-style-type: none"> • Support replacements. • Consider a readily available, online tool that guides employees through the UC audio device selection and approval process. • Consider providing comparison tools. These tools can help users select the UC audio device that meets their needs, and help speed the process.

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 EVOLVE RESOURCES

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

RESOURCE

EVOLVE RESOURCES	
Evolve FAQ	Provides responses and direction to typical questions IT organizations raise when evolving the use of UC audio devices
Evolve Guidelines for Success	Helps IT organizations prepare and respond to evolving UC audio device requirements and maximize the company's UC platform investment
Evolve Checklist	Provides IT organizations with a high-level list of items to consider for increasing UC audio device usage
Evolve Survey	Provides a list of suggested questions IT organizations can use to assess ongoing user satisfaction with their UC audio device
iPad App	Enables off-line access to resources, mobilizing IT so they can provide in-person office assistance to end users

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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