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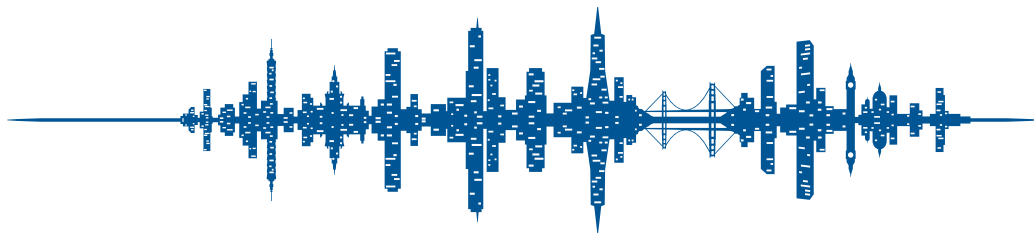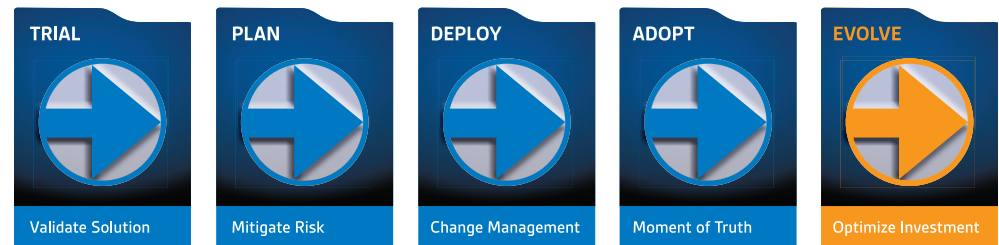
Smarter Working UC Toolkit
Evolve FAQ

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

1. **What does evolve mean?**
    Evolve refers to optimizing your investment by increasing UC audio device usage, refreshing the services your IT department offers, and providing an upgrade path. After initial deployment and adoption, the focus moves to encouraging continued usage, feature utilization, addressing changing user requirements, integrating new technologies, and transitioning to new UC audio devices.

2. **Why should I care now that users have their UC audio devices?**
    When you are proactive and establish an ongoing appreciation of new developments and changing user requirements, you can see new trends before they fully emerge. This proactive approach allows you to further user education and encourage the right behavior — and the company benefits from improved overall business communications and optimized return on investment.

3. **Should I start thinking about an upgrade plan immediately?**
    Yes, we recommend that you start thinking about an upgrade plan immediately. Technology moves quickly. Create short and easy-to-understand comparison charts that allow employees to match the right headset to their evolving requirements. Make it clear who is eligible for what device, and route approvals and purchasing information as appropriate.

4. **How do I best convince slow adopters to come on board?**
    Reluctance often is based on fear of the unknown. Understand concerns and take additional time to explain how slow adopters can best use the UC audio device. People have used desk phones for a long time, so providing them with a UC audio device that has the familiar feel of a phone may allow for quicker adoption.

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5. **How do you recommend managing replacements and upgrades?**

The emphasis should be on an easy and self-explanatory tool, ideally Web-based, that allows instant access to the list of IT approved UC audio devices. You can opt for a self-managed solution or work with your UC audio device manufacturer. Through this tool, employees can see the options available to them and analyze comparisons before making an informed decision. As previously mentioned, make sure you stay on top of new developments in your UC environment.

6. **What can I do to increase UC audio device usage and efficiencies?**

One approach is to use topic-specific, short videos that explain how to do common tasks in a step-by-step fashion. Another approach is to offer hands-on instructor led courses that let users try new features, techniques, and alternative audio devices in a controlled environment. A session of the training course could be focused on how to position and speak into the headset microphone, general voice tone, and speech behavior.

7. **How do I maintain momentum?**

It is not uncommon to start a new project with a lot of energy and then see other projects take over the spotlight. An investment in UC communications requires continued commitment. Continue to leverage your executive sponsors and work with corporate communications to create consistent messaging around the importance of UC audio devices for improving business communications.

8. **How do I know what users want so that I can respond?**

We recommend staying close to your superusers and executive administrators. They are often the first to know what is going on in the office environment. In addition, we suggest walking around the office and talking to users in an informal manner to understand how they are taking advantage of their new communications tool. Of course, adding an informal feedback mechanism for user suggestions and improvements allows you to directly respond to needs and plan enhancements accordingly.

9. **How do I prevent employees from bringing in their own UC audio devices?**

Due to the consumerization of technology, employees are increasingly comfortable deciding which device meets their needs and bringing it into the workplace. Keep your list of approved UC audio devices current with the latest technologies, and make a concerted effort to understand addressing user requirements. Communicate clearly and repeatedly on the consequences of bringing in their own (unsupported) devices.

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, visit *plantronics.com/uctoolkit*.

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