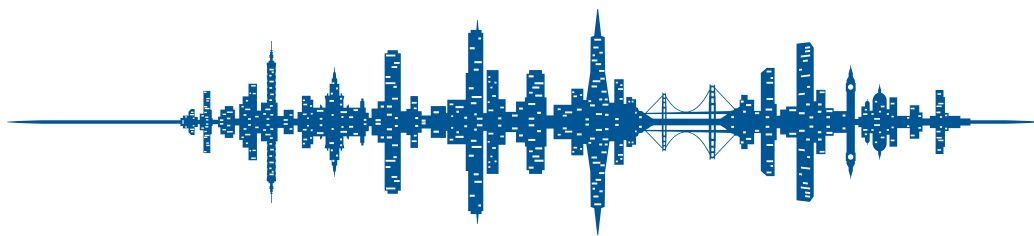


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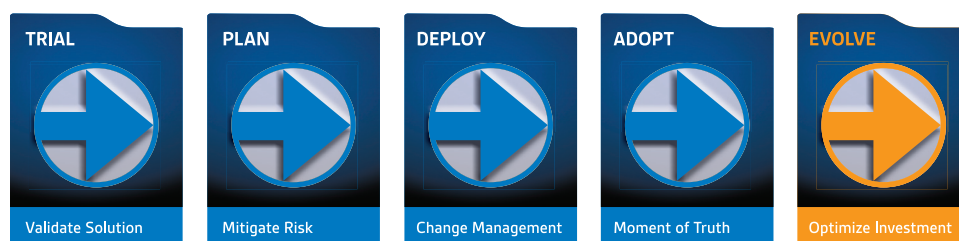


Smarter Working UC Toolkit

Evolve Survey

The *Smarter Working UC Toolkit, Evolve Survey* is a list of suggested questions IT can use to assess ongoing user satisfaction with UC audio devices. The questions are designed to assist IT in optimizing investment in the UC platform through better utilization of the UC environment. Positive responses indicate a higher level of usage, while lower responses can help IT find and cultivate opportunities for employees to expand their knowledge and use of UC audio devices in order to take advantage of a state-of-the-art 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

| UTILIZATION | | | | | |
|---|-----------|-----------------------------|-----------|-----------|-----------|
| How would you rate the transition to using a UC audio device? | Excellent | Very Good | Good | Poor | Very Poor |
| What percentage of the time do you use your UC audio device versus desk phone? | | | | | |
| Since you first started using the UC audio device, has your usage increased or decreased? | | | Increased | Decreased | |
| What do you need to start using it more? | | | | | |
| How would you rate the sound quality of your UC audio device? | Excellent | Very Good | Good | Poor | Very Poor |
| When do you use your UC audio device? Check all that apply: | | | | | |
| • External calls | | • Internal calls | | | |
| • External conference calls | | • Internal conference calls | | | |
| • Webinars | | • Video conferences | | | |
| • When mobile | | • Other | | | |

| | | | | |
|---|--|-------------------------|------------|-----------------|
| What advantages has your UC platform and UC audio device brought? Check all that apply. | | | | |
| • Fewer missed calls | | • Greater flexibility | | |
| • Improved collaboration | | • Checking availability | | |
| • Greater mobility | | • None | | |
| • Three-way calling | | • Other | | |
| • Conference calling | | | | |
| Do you have a superuser in your group or in your work area? | | | Don't know | No |
| If yes, do you ever ask the superuser for assistance? | | | Yes | No |
| If no, why not? | | | | |
| Have you participated in or used any UC audio device learning or training tools? | | | Yes | No |
| If yes, which training? Check all that apply. | | | | |
| • Department meetings | | • Colleagues | | |
| • Quick Setup Guides | | • Superuser | | |
| • Classroom training | | • Town hall meetings | | |
| • Video Setup Guides (videos) | | • Other | | |
| What other learning opportunities would be helpful? | | | | |
| SERVICES | | | | |
| Have you used any of the following support options? Check all that apply. | | | | |
| • Help Desk | | • FAQ | | |
| • Online support resources | | • Manual | | |
| • Superuser | | • Other | | |
| Are the self-help support resources available sufficient? | | | Yes | No |
| Which self-help resources have you referenced? Check all that apply. | | | | |
| • Reference Guides | | • Quick Setup Guides | | • Online videos |

| | | | | | |
|---|-------------|-------------------------------|-------------|---------|-----------|
| • Interactive Setup Guides (videos) | | • Superuser | | • FAQ | |
| • Other | | | | | |
| What additional self-help resources do you need? | | | | | |
| Do you know where the online support resources are located? | | | Yes | No | N/A |
| How would you rate the online support resources? | Excellent | Very Good | Good | Poor | Very Poor |
| Were you able to resolve an issue using online support resources without calling the Help Desk? | | | Yes | No | N/A |
| If you called the Help Desk, was the response time acceptable? | | | Yes | No | N/A |
| How long did it take to resolve the issue? | | | | | |
| 5 - 30 min | 30 - 60 min | 1 - 4 hours | 4 - 8 hours | > 1 day | Never |
| Was the IT service staff able to answer your questions? | | | Yes | No | N/A |
| If yes, check the ways in which the IT service staff communicated with you. | | | | | |
| • Met with me in person | | • Provided answers via IT FAQ | | | |
| • Met with me over the phone | | • Demonstrated functions | | | |
| • Explained areas for optimization | | • Shared desktop with me | | | |
| • Other | | | | | |
| Have you had a recurring support issue? | | | | Yes | No |
| If yes, please describe. | | | | | |

| UPGRADES | | | |
|---|--|------------------|-----|
| Have you upgraded or replaced your original UC audio device? | | Yes | No |
| Was the list of available IT supported UC audio devices up to date and easy to find? | | Yes | No |
| | | No | N/A |
| Why did you upgrade or replace your UC audio device? | | | |
| • Broken | | • Needs changed | |
| • Needed different functionality | | • New technology | |
| • Preferred a different style | | • Other | |
| How did you select your upgrade or replacement UC audio device? Check all that apply. | | | |
| • Consulted comparison chart | | • IT suggestion | |
| • Tried a colleague's UC audio device | | • Other | |
| Did IT purchase your upgrade UC audio device? | | Yes | No |
| If no, is your new UC audio device on IT's list of approved devices? | | Yes | No |
| 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 EVOLVE RESOURCES

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

| 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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