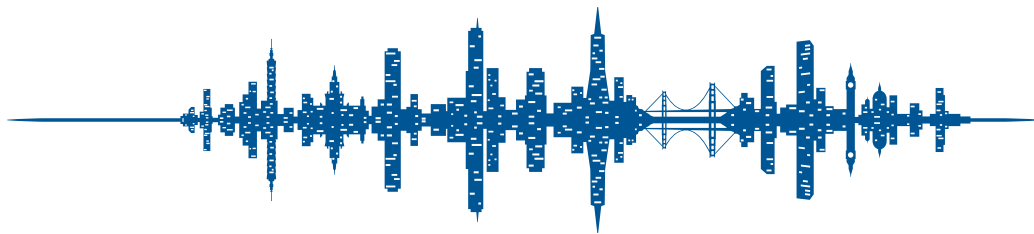


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# Smarter Working UC Toolkit

## Planning FAQ

The *Smarter Working UC Toolkit, Planning FAQ* provides responses and direction to typical questions IT organizations raise when planning UC audio device deployments. Part of a series, this FAQ is a companion to the *Smarter Working UC Toolkit, Planning 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.



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

**1. Why do I need a plan for my UC audio device deployment?**

UC audio devices, such as headsets, are increasingly becoming a critical element for maximizing UC platform investments. Selecting the right audio device — corded, wireless, speakerphone and so on — depends on each user's functional role, personal characteristics and work location. These factors, and more, need to be considered and planned carefully if you want your organization to have a highly successful adoption and quality experience that enhances business communications.

**2. What are the key things to plan for?**

User adoption is by far the biggest milestone. It is a critical stage in getting the most from your company's UC investment. Transitioning users from traditional devices, such as telephones, to a PC with voice over IP (VoIP) and a new UC platform, as well as ensuring each user has the right audio device for their functional role, comes to a head during that very first call.

**3. Why should I care?**

It is very important to make sure that the first call a user makes is a huge success. We call this the moment of truth. Outfitting everyone with a headset without planning and helping the user understand how to best use this new productivity tool could lead to suboptimal business results and limited adoption of the UC platform.

**4. How do I integrate UC audio devices into my overall UC strategy?**

Sometimes audio devices augment existing telephony infrastructure. Sometimes they are a component of a phone replacement strategy. Hybrid scenarios are also possible. Our products allow you to choose your level of integration. However, it is important to understand your company's overall UC objectives and align the audio device strategy accordingly.

**5. Why do I need to establish a strategy for deploying audio devices?**

There are several approaches that you can pursue. Each has different implications for IT organizations and users. Determining and planning for the right scenario for your organization is strongly recommended. A solid audio device deployment strategy is the foundation for mitigating risk and achieving the goals and key business objectives associated with your UC environment.

**6. What are the typical strategies being employed today?**

Three strategies cover the most often employed approaches. In the IT Managed strategy, IT controls all aspects of headset selection and deployment. In the IT Business Partnership strategy, IT and business work in unison. In the IT Standards Driven strategy, IT sets audio device standards but business units control acquisition.

**7. Why do I need to assess user needs? Where would I start?**

We recommend speaking with HR and department managers to understand user needs and define user profiles. Discuss what kind of audio device is appropriate for what type of employee. Take people's wishes and concerns into consideration. This will pay off during the adoption phase. Utilize your existing communication vehicles and consider distributing surveys to obtain feedback on user needs.

**8. What about users who want wireless audio devices?**

There are different wireless headset technologies available. Each has its place with respect to the level of user functionality and mobility required. Getting this balance right is important to users and for successful business communication. The *Smarter Working UC Toolkit, Wireless Voice in the Office Environment* white paper provides an overview of DECT™ and Bluetooth® wireless headset technologies, as well as suggested integration best practices.

**9. Do I need to create an employee communication plan?**

Whenever you are making a change in how employees work, it is best to explain why and how it will benefit them in an ever-changing workplace that requires dynamic communication and collaboration. Keeping employees informed of the planned deployment — and expectations on them — is key to smooth and successful deployment and adoption. A number of best practices for employee communications are outlined in the *Smarter Working UC Toolkit, Planning Guidelines for Success*.

**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](http://plantronics.com/uctoolkit). We'd like you to be part of our community of learning.

RESOURCE

### ADDITIONAL PLANNING RESOURCES

The following resources, available at [plantronics.com/uctoolkit/plan](http://plantronics.com/uctoolkit/plan), provide supplementary information to help in the planning process.

PLANNING RESOURCES	
<b>Planning FAQ</b>	Provides responses and direction to typical questions IT organizations raise when planning UC audio device integration
<b>Planning Guidelines for Success</b>	Helps IT organizations prepare for the successful introduction of UC audio devices on a UC platform
<b>Planning Checklist</b>	Provides IT with a high-level list of items to consider when planning UC audio device integration
<b>Planning Survey</b>	Provides a list of suggested questions IT organizations can use to assess user UC audio device needs and environmental conditions
<b>Wireless Voice in the Office Environment White Paper</b>	A technology overview for IT organizations covering the most common wireless technologies used for UC audio devices
<b>Wireless Voice Office Assessment Tool</b>	An online tool that provides a recommended direction for an installation of DECT 6.0 wireless UC audio devices
<b>Global Deployment Workbook</b>	Guides IT tasked with global, or national, deployments of UC audio devices consisting of multiple locations

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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