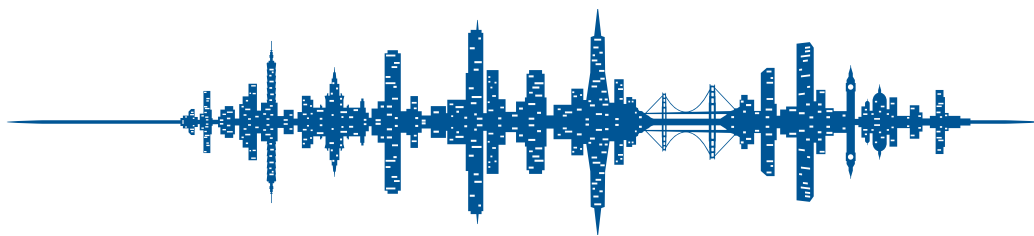


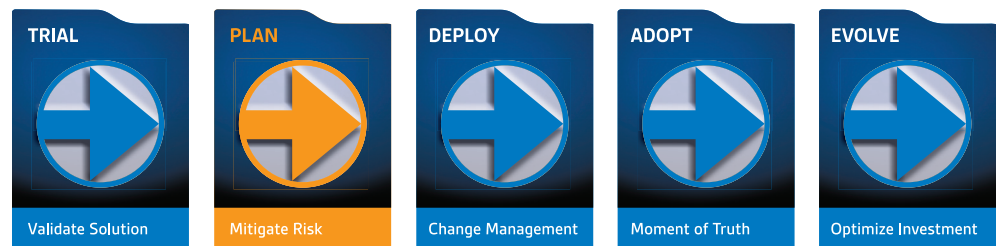
plantronics®



Smarter Working UC Toolkit
Planning Survey

The *Smarter Working UC Toolkit, Planning Survey* is a list of suggested questions IT can use to ask business unit managers about their departments' user and environmental requirements. The questions are designed to help IT obtain standard information needed to begin educated product planning. Every company is unique, so the survey questions should be adjusted to obtain the specific answers IT requires. Depending on your survey audience size, consider using an online survey software company to administer, track, and report your results.

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.

USER CONSIDERATIONS	
How many people in your department?	
What is the breakdown between:	
• Full-time employees	
• Contractors	
• Temporary workers	
• Consultants	
• Other non-full-time employees	
How many will receive an audio device?	
Will your headcount be increased by (date of deployment)?	Yes No
If yes, by how many?	
Do you have any special needs considerations? Examples including blind, hearing impaired.	Yes No
Do you plan to give everyone the same audio device, or are you interested in seeing recommendations based on environment?	
Will alternate audio devices be qualified for individual departments to purchase after the deployment?	Yes No

ENVIRONMENT CONSIDERATIONS	
How many in your department are primarily cubical/desk centric, in-office workers?	
What communication devices do they use regularly?	
• Desk phone	Yes No
• Mobile phone	Yes No
• Desktop PC	Yes No
• Laptop	Yes No
• Other	
Do they use a speakerphone at their desk more than twice a week?	Yes No
How many in your department have private offices or workspaces?	
What communication devices do they use regularly?	
• Desk phone	Yes No
• Mobile phone	Yes No
• Desktop PC	Yes No
• Laptop	Yes No
• Other	
Do the private office workers use a speakerphone at their desk more than twice a week?	Yes No
How many in your department work on-site and on the road (up to 20 percent on the road)?	
How many in your department have a formal home office or work from home at least one day per week?	

How many in your department work exclusively off-site? For example, field reps and home-based workers.		
What communication devices do they use regularly?		
• Desktop PC	Yes	No
• Laptop	Yes	No
• Home phone	Yes	No
• Mobile phone	Yes	No
Do you have a collaborative or phone-intensive (noisy) environment?	Yes	No
Do you have associates that require mobility (25 to 350 feet) within the office? Examples include an executive grabbing a coffee, collaborative worker moving to a private area, or engineer that physically needs to look at a product while on a call.	Yes	No
Is there a need or desire to support more than one communication device, such as a mobile phone, desk phone, or PC?	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.

RESOURCE

ADDITIONAL PLANNING RESOURCES

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

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

©2012 Plantronics, Inc. All rights reserved. Plantronics, Simply Smarter Communications and the Sound World graphic are trademarks or registered trademarks of Plantronics, Inc. All other trademarks are the property of their respective owners. 01/12