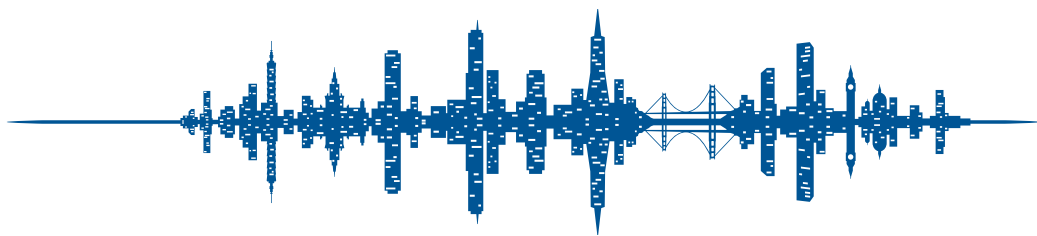


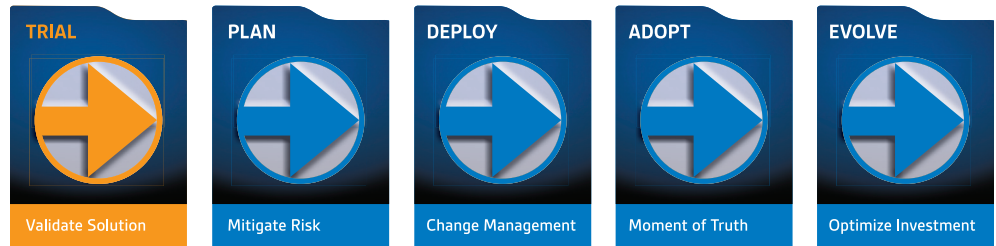
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Smarter Working UC Toolkit Trial Checklist

The *Smarter Working UC Toolkit, Trial Checklist* provides IT with a high-level list of items to consider when evaluating UC audio devices. The checklist is a companion to *Smarter Working UC Toolkit, Trial Guidelines for Success*, which helps IT organizations prepare and conduct the trial and evaluation of UC audio devices on a UC platform. We recommend you read the guide first and use this summary checklist to aid your evaluation process.

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.

| DETERMINE ORGANIZATIONAL AND EMPLOYEE REQUIREMENTS |
|---|
| <ul style="list-style-type: none"> • Identify organizational requirements. |
| <ul style="list-style-type: none"> • Determine whether the focus is on high-volume, cost-effective UC audio devices or high-quality, value-add UC audio devices. |
| <ul style="list-style-type: none"> • Calculate the total cost of ownership (TCO) based on the models used by your organization. |
| <ul style="list-style-type: none"> • Identify employee requirements. |
| <ul style="list-style-type: none"> • Understand the different types of workers in the organization and how requirements differ between them. |
| <ul style="list-style-type: none"> • Document the business processes that are most affected by the implementation of UC audio devices. |
| <ul style="list-style-type: none"> • Specify your UC integration requirements. |
| <ul style="list-style-type: none"> • Make sure that UC audio device standards match your UC platform standards. |
| ESTABLISH USE SCENARIOS AND RECRUIT A TEST TEAM |
| <ul style="list-style-type: none"> • Document what a successful trial entails. |
| <ul style="list-style-type: none"> • Define real-world test scenarios, taking into consideration various user types. |
| <ul style="list-style-type: none"> • Create a trial test plan, including test duration and evaluation methods. |
| <ul style="list-style-type: none"> • Appoint a representative test team. |

| SELECT MANUFACTURERS AND UC AUDIO DEVICES |
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| <ul style="list-style-type: none"> • Determine UC compatibility. Make sure the considered UC audio devices match your UC platform. |
| <ul style="list-style-type: none"> • Evaluate the manufacturer's support processes. |
| <ul style="list-style-type: none"> • Define how much technical know-how you need from your manufacturer to meet your business requirements. |
| <ul style="list-style-type: none"> • Understand how issues are handled. What happens when you have a warranty call or technical issue? |
| <ul style="list-style-type: none"> • Ensure the availability of a range of solutions. Working with a limited number of manufacturers simplifies business and support processes. |
| <ul style="list-style-type: none"> • Investigate UC audio device durability. Understand how long the UC audio device is supposed to last. |
| <ul style="list-style-type: none"> • Know your manufacturer. Evaluate common manufacturer selection criteria, such as financials, technological advantages, social responsibility, etc |
| RUN TESTS AND ANALYZE RESULTS |
| <ul style="list-style-type: none"> • Test the UC platform prior to testing UC audio devices. |
| <ul style="list-style-type: none"> • Select the appropriate tests. Focus on: <ul style="list-style-type: none"> • Intelligibility • Making and receiving calls • Volume adjustment • Muting the line • Intelligibility features • Comfort and ergonomics • Special needs • Installation • In-office mobility and roaming range • Conference calls • Computer notifications • Firmware upgrades • Multipoint connections |
| ACQUIRE UC AUDIO DEVICES |
| <ul style="list-style-type: none"> • Select the right UC audio devices for your UC platform and environment. |

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 TRIAL RESOURCES

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

TRIAL RESOURCES

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|-------------------------------------|---|
| Trial FAQ | Provides responses and direction to typical questions IT organizations raise during trial and evaluation of UC audio devices |
| Trial Guidelines for Success | Helps IT organizations prepare and conduct the trial and evaluation of UC audio devices on a UC platform |
| Trial Checklist | Provides IT with a high-level list of items to consider when evaluating UC audio devices |
| Trial Survey | Provides a list of suggested questions IT organizations can use to assess vendor and product characteristics when selecting audio devices to evaluate |

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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