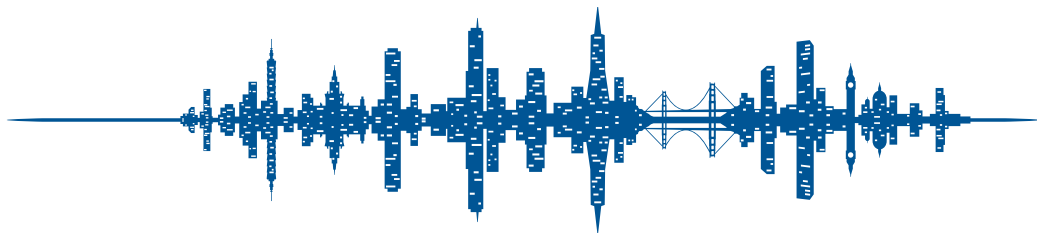


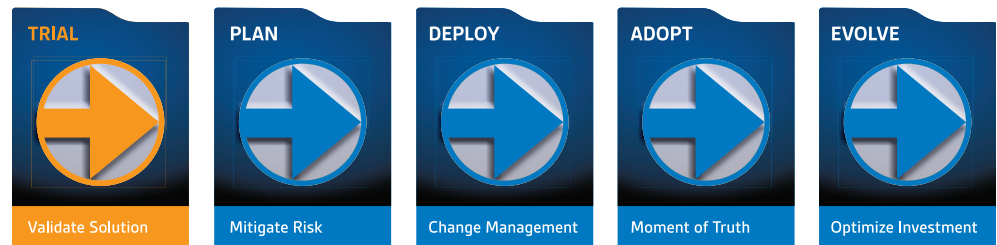
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Smarter Working UC Toolkit Trial FAQ

The *Smarter Working UC Toolkit, Trial FAQ* provides responses and direction to typical questions IT organizations raise during trial and evaluation of UC audio devices. Part of a series, this FAQ is a companion to the *Smarter Working UC Toolkit, Trial 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 to trial UC audio devices?

When deploying many audio devices in your UC environment—including corded headsets, wireless headsets, speakerphones and so on—it's important to appreciate the impact on your infrastructure. Don't forget that UC audio devices will change the way users perform business communication. So it's essential to ensure that the audio devices deployed meet your company objectives, goals, culture, and user needs.

2. This will be our first UC audio device deployment. What do I need to know?

Look at functional roles and the different types of audio devices that users need. For example, do you have office workers who are primarily sitting at a desk all day? Do they work in a noisy office? Do you have mobile workers, such as sales representatives? What about home workers? Depending on their functional role, each user may very well need a different audio device to truly enhance their business communications.

3. How does the consumerization of IT impact your organization?

Consumer technology increasingly influences your IT support strategy. In the past, IT introduced new devices and technology into the workplace. Today, people bring devices into the workplace and often expect them to be supported. We recommend that you take inventory of how people have attempted to meet the need for audio devices and learn lessons about what worked and what did not work.

4. How do I select the audio devices to trial?

If you have established a reasonable understanding of users and their functional roles, you can use this knowledge to start reviewing potential trial products. Start mapping functionality requirements to product features and create a short list of candidates. In addition, don't forget users who have special needs or disabilities, such as hearing impairment or limited physical movement.

5. Do you recommend any particular approach to doing a trial?

One best practice is to recruit representative samples from your user population that have different functional roles to participate in the trial. For example, executive admins and mobile workers are at opposite ends of the user spectrum and have different needs. You might want to identify potential superusers — users that are tech savvy, early adopters, or advocates for IT — to act as an extension of IT by assisting users in their office location during future phases.

6. What kind of scenarios should I test?

Many users work from home, at the airport, in cafes, and other areas with significant external noise. Some users need to use a PC, mobile phone, and a desk phone through the day. Other users need to be mobile in the office, or like to be hands-free at their desk using a corded headset or speakerphone. Make sure that the products you test deliver appropriate performance and portability to allow people to be productive in all these environments. The Plantronics UC Lab facility can test over 24,000 combinations (UC platforms, applications, operating systems, media players, headsets) and is there to help you.

7. Which UC audio device features should I test during the trial?

Focus on basic features as well as the features expected to be used most by the user community. For example, tested features might include audio quality (sending and receiving), ease of use, durability, flexibility, wearing comfort, length of talk time before recharging, portability, plug and play, and general product features such as volume control, mute capabilities, and overall user experience. Develop a trial test plan that meets your business communication goals.

8. Are there any other aspects I should consider in my trial?

We highly recommend that you consider the level of support that your vendor will be able to provide. Does the vendor have the technical know-how to step in when needed? Do you believe the support they offer will meet your business objectives and goals? Are the support processes well defined and easy to follow? Are the support teams knowledgeable and responsive? What type of warranty and exchange program does the vendor offer if you need to return an audio device? Remember not all warranty programs are equal. These are just some additional aspects to consider during your trial.

9. What about users with special needs?

Consider users with special needs, such as a hearing impairment, and understand what audio device would best match their requirements. It's a good idea to factor in special needs requirements in order to make sure everyone feels part of the change process. Be sure to check local guidelines and laws on how to address special needs with the assistance of your HR department.

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 TRIAL RESOURCES

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

RESOURCE

TRIAL RESOURCES	
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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