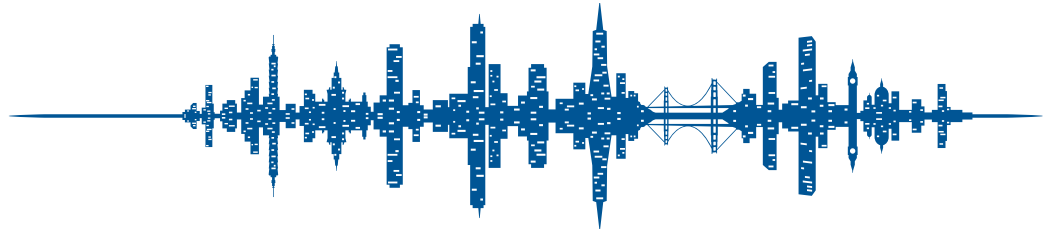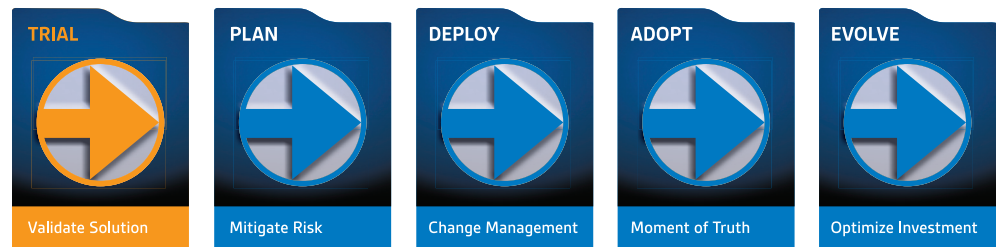# plantronics ®

Smarter Working UC Toolkit
Trial Survey

The *Smarter Working UC Toolkit, Trial Survey* is a list of suggested questions IT organizations can use to ask UC audio device manufacturers about their company, product line, and support programs and processes. The questions are designed to help IT obtain baseline information needed to select the right manufacturer for your business needs and begin the UC audio device evaluation and selection process. 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 tool 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.

TRIAL	PLAN	DEPLOY	ADOPT	EVOLVE
Validate Solution	Mitigate Risk	Change Management	Moment of Truth	Optimize Investment

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

COMPANY		
Where are your headquarters?		
How many people do you employ?		
How much do you invest in R&D each year? (Please provide monetary amount.)		
How many quarters have you been profitable over the last three years?		
Has your company or product(s) been highlighted by industry analysts in the last three years?	Yes	No
If so, in which industry analyst publications can we find a discussion of your company and offerings?		
Who are your strategic partners?		
What are your policies for recycling used audio devices?		
Are you active in your local community?	Yes	No
Do you routinely make charitable donations?	Yes	No

plantronics.

UC AUDIO DEVICES		
Please describe your UC audio device product line.		
Please describe your UC audio device product roadmap.		
What advanced features do your UC audio devices support?		
• Audio processing	Yes	No
• Noise cancelation	Yes	No
• Echo mitigation	Yes	No
• Number of speakers		
• Other		
What additional features do your UC audio devices support?		
What types of UC audio devices do you offer?		
• Corded	Yes	No
• Wireless	Yes	No
• Monaural	Yes	No
• Binaural	Yes	No
• DECT™ 6.0 compliant	Yes	No
• Bluetooth®	Yes	No
• Other		
What is the typical battery charging time?		
What is the typical battery life?		

COMPATIBILITY		
Are your audio devices certified or optimized to operate with popular UC platforms? (Please select all that apply.)		
• Avaya®	Yes	No
• Cisco®	Yes	No
• IBM®	Yes	No
• Microsoft®	Yes	No
• Other		
Are you ISO 9001 Quality Management Standard certified?	Yes	No
Do you comply with the European Union's Restriction of Hazardous Substances (ROHS) Directive?	Yes	No
SUPPORT		
What types of support programs do you provide?		
• Help Desk	Yes	No
• Online help	Yes	No
• Pre-sales engineers	Yes	No
• Post-sales engineers	Yes	No
• Instructor-led training	Yes	No
• Online training	Yes	No
• Quick start guides	Yes	No
• Other		
What are your support organization's hours of operation and average hold times?		
Are your audio devices covered by a warranty?	Yes	No
If so, please describe your warranty (duration, etc.)		
Do you offer an advanced exchange program?	Yes	No

Which portion(s) of the shipping costs for warranty returns, repairs, and replacement do you cover?		
Do you have an on-site deployment team available?	Yes	No
Please provide us with additional information about your company and UC audio device offerings.		

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

RESOURCE

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

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).

plantronics.