



Deployment of UC Audio Devices

Deploying audio devices is a critical part of any Unified Communications (UC) rollout. However, by being prepared with a clear strategy and plan, you can ensure a smooth road ahead. Simply stated, it's the device that the employee utilizes for voice communication that defines the user experience. And when you provide the correct device based on the specific use case of the individual, they will have a positive experience.

The deployment check list was created as a tool to help walk you through some things to think about when rolling out devices as a part of a Skype for Business or Microsoft Teams deployment. At Jabra we continue to be an integral part of successful deployments around the globe and in doing so we want to support you with some key tips.

1 Communication

- ✓ Create clear, consistent and concise communications offered in a variety of different formats (digital signage, posters, video snippets, etc. leading up to deployment).
- ✓ Allow methods for interaction both ways such as open office hours, helpline email address or hotline, video tutorials, FAQs, poll users on preferred wearing styles by department, be open to feedback and encourage open dialogue.

2 Change Management

- ✓ As with any change it might take people some time to get onboard. Create reasonable deadlines for usage.
- ✓ Engage employees through all phases of the deployment so everyone feels a part of the process.
- ✓ Create change leaders within the various departments – these people can quickly identify and assist those who might need extra support in a positive manner.
- ✓ Offer a “sneak preview” day in which users can come by and demo the devices, pick them up, ask questions.

3 Training

- ✓ Determine who will be supporting the deployment and staff appropriately.
- ✓ Ensure those who will be deploying the devices are trained on the all devices offered.
- ✓ Offer training for users based on job type/specific devices to be used.
- ✓ Have a plan in place to handle exchanges and upgrades if requested/required.

4 Logistics

- ✓ Standardize on a set of devices based on identified personas.
- ✓ Create a clear plan to determine how the headsets/devices will be delivered to users.
 - Remote workers?
 - Central location for choosing the device and pick up?
 - Delivery to each person's desk.
- ✓ Offer 1-2 choices in devices and wearing styles to accommodate different preferences.
- ✓ Software driven set-up and asset management.

5 Support

- ✓ Create a “Go Live” Support Team identified for the days immediately following deployment and into the adoption state with physical locations designated and staffed to address needs.
 - War room
 - Open office hours
- ✓ Communicate resources available to users for example:
 - Installation assistance
 - Offer goodie bags as another way to personalize the change
 - Video how-to's
 - Additional training
- ✓ Check back in within the first few weeks of the deployment to ensure usage and answer questions.
- ✓ Ensure users know where to go if they need additional assistance after the initial deployment period = escalation communication plan.