Adoption of UC Audio Devices

Adopting UC 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. Jabra believes that devices or headsets make experiences and experiences create the habits that change how a company communicates, collaborates and creates value for their customers.

We know from extensive experience that headsets aren't just mere "accessories", and Unified Communications has made what was once impossible, like remote collaboration and remote agents, not only possible, but a part of everyday work life. And it has reinforced the fact that headsets are critical components in a successful office, contact center or UC voice platform deployment.

The adoption 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 Ongoing support

Now more than ever your employees will need answers for their day-to-day questions and assistance with trouble shooting if necessary.

- Address needs as they arise.
- Offer training snippets and online training resources.

2 Usage

- Make it fun. Create an atmosphere where people want to share their successes.
- Make it a safe environment. For those who might require additional support let them know there are resources to assist.

3 Measure

- Establish a baseline.
- Track metrics.
- Survey users using product evaluation forms to get further insight to preferences and ongoing needs.

4 Communicate

- Weekly tips and tricks.
- Share blogs about new ways of working, productivity, concentration.
- Share successes and stories of improved collaboration, productivity and concentration validating the deployment.
- Ensure executive sponsor is visible with their support.
- Make resources readily available in an easy to consume way: intranet sites, internal team meetings, videos, ongoing training options, etc.
- Be consistent in messaging that supports this new way of working. This is a long-term business decision to make collaboration, conversation and concentration easier for all work groups.

5 Refresh and upgrade requirements

- Maintain active inventory of devices issued.
- Proactively test new devices to make available for device refreshes.
- Offer a catalog of devices available.
- Create an easy exchange, refresh and upgrade request process.
- Maintain a stock repository for ear pads, ear gels, and other accessory replacements.

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