Housekeeping: Technical Issues

- If you have any **technical difficulties**:
  - Pls email us directly: **eric.bauer@audiocodes.com**

We will **email you the slides from this presentation** for future reference or to share with your colleagues.

Clouducation

WELCOME!

It is time for your Clouducation to commence.

What is clouducation?

I am glad you asked:

cloud·u·ca·tion

[kloud͵jəˈkāSH(ə)n]

Noun

1. The process of receiving systematic knowledge and insight related to all things cloud communications (cloud, premises or hybrid communications!)
2. An enlightening experience, focused around everyone's favorite topic of cloud communications

Clouducation™

Clouducation is your monthly webucation.

Cloud (and non-cloud) communication topics.

The 2nd Wednesday of each month + on demand.

Industry experts | Relevant Topics

30 to 45 minute episodes.

Tangible ideas | solution options | Q&A

Episode 2: Get clouducated and learn what to consider between co-existance and full migration   C⌾MING SOON

Episode 3: Get clouducated and learn what is CCE and what it means to you   C⌾MING SOON

Today's Featured Speakers

Mike Erps

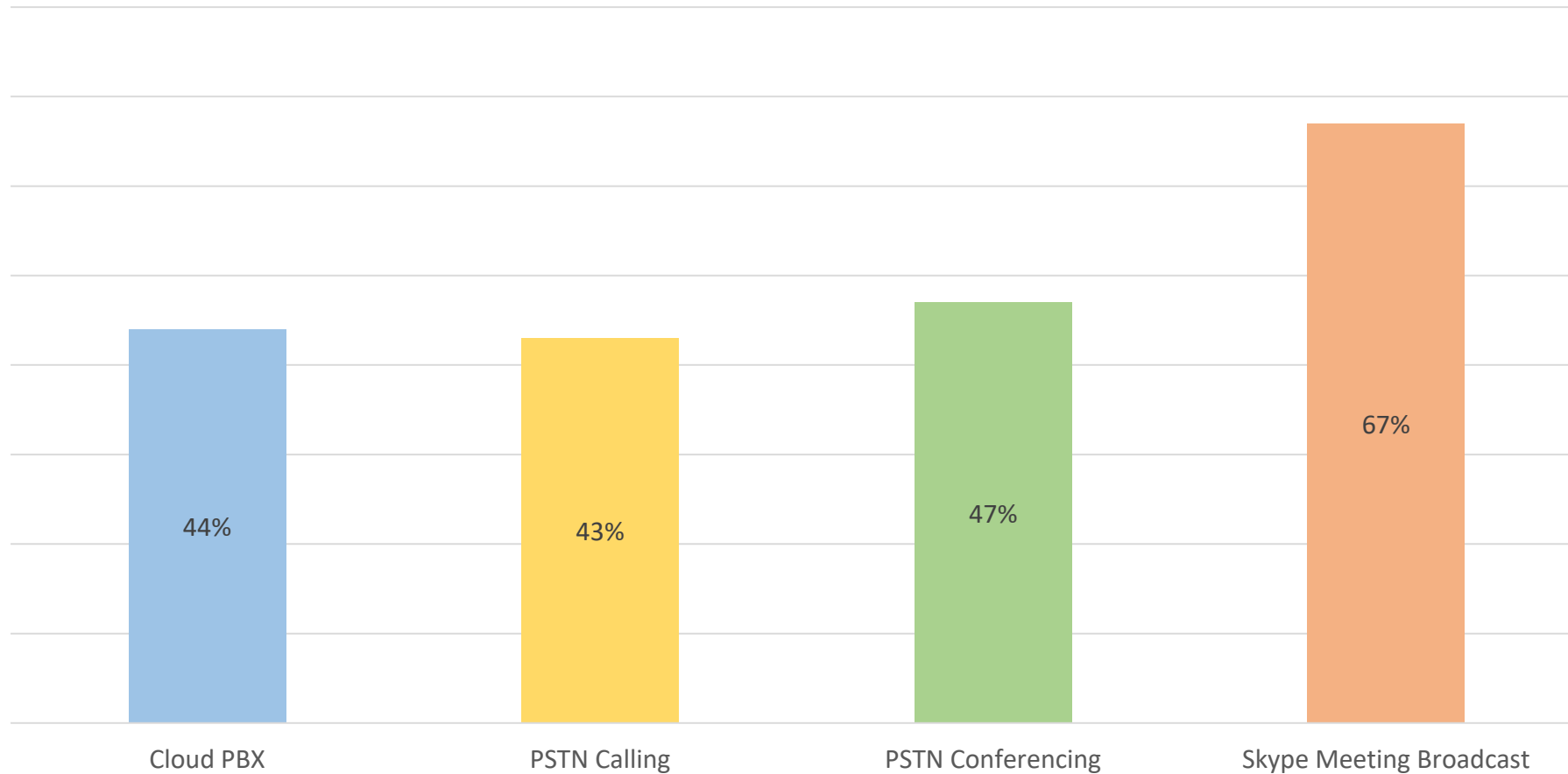- UC Solution Manager
- 10+ years Microsoft experience

Mauro Caule

- Global Business Development Manager
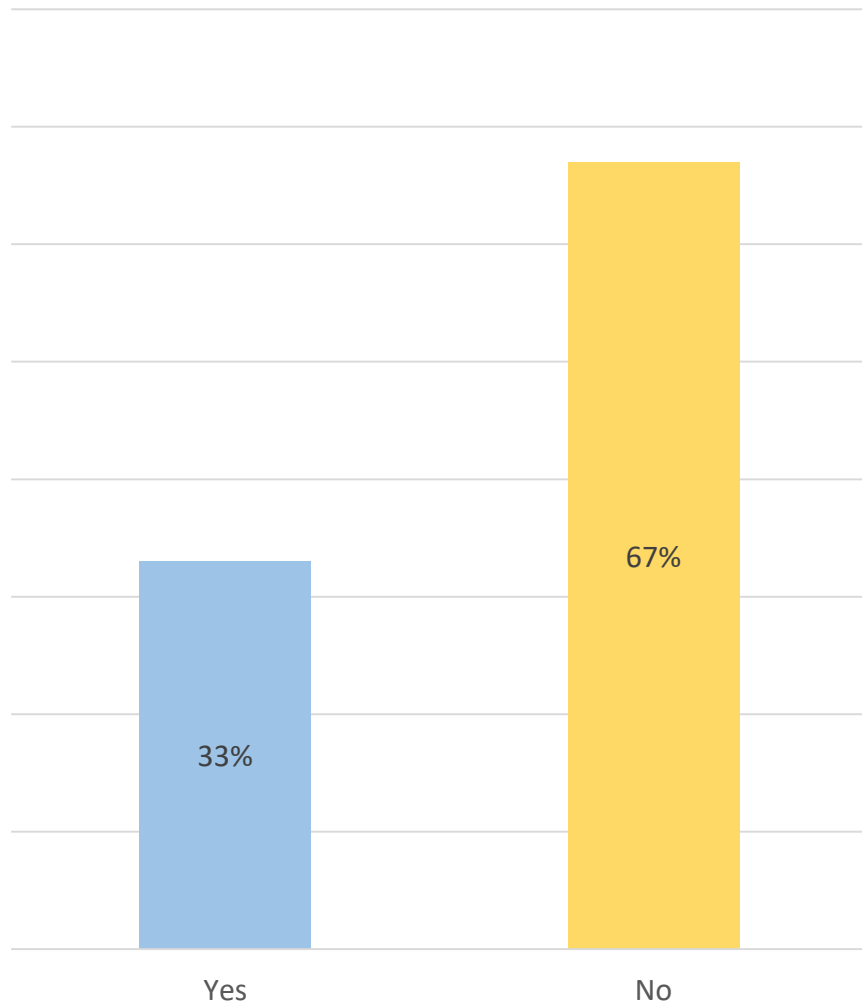- 7+ years UC experience

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Now...lets get Clouducated!

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Presented by: AudioCodes

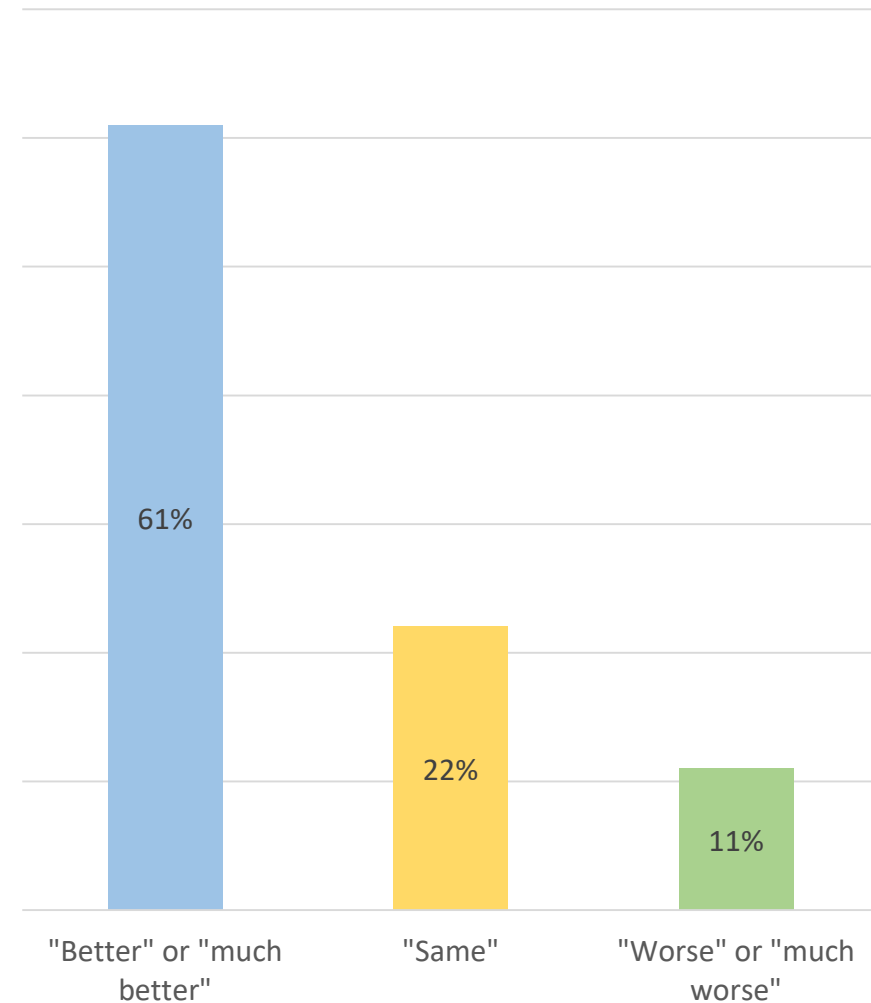# Which Skype for Business Office 365 Voice Services Has Your Enterprise Considered or Is It Interested in Considering?

Cloud PBX	PSTN Calling	PSTN Conferencing	Skype Meeting Broadcast
44%	43%	47%	67%

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Do you use Enterprise Voice On-Premises?

How does Enterprise Voice rate as PBX Replacement?

Yes: 33%
No: 67%

"Better" or "much better": 61%
"Same": 22%
"Worse" or "much worse": 11%

http://www.nojitter.com/slideshows/240171671/skype-for-business-adoption-trends-2016?pgno=3

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How Does Skype for Business in Office 365 rate as a PBX Replacement?

	Voice Quality	Feature/Functionality	Overall
Better or much better	43%	48%	50%
Same	34%	27%	28%
Worse or much worse	6%	15%	9%

3 Things to Consider
To Ensure User Adoption

Ensure the solution is right for you

Know your users and what they need to be successful

Different deployment models offer flexibility in features and capabilities

Setting users up for success makes the transition smoother and increases user adoption

TIP: Refer to MSFT Skype Operations Framework "Plan" phase, including Envision, Assess, Design and Prepare

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Provide Dependable Voice Quality

Perform network assessment to ensure the network is prepared for real time communications

NOTE: Only media issues due to MSFT network will be included in Cloud PBX SLA
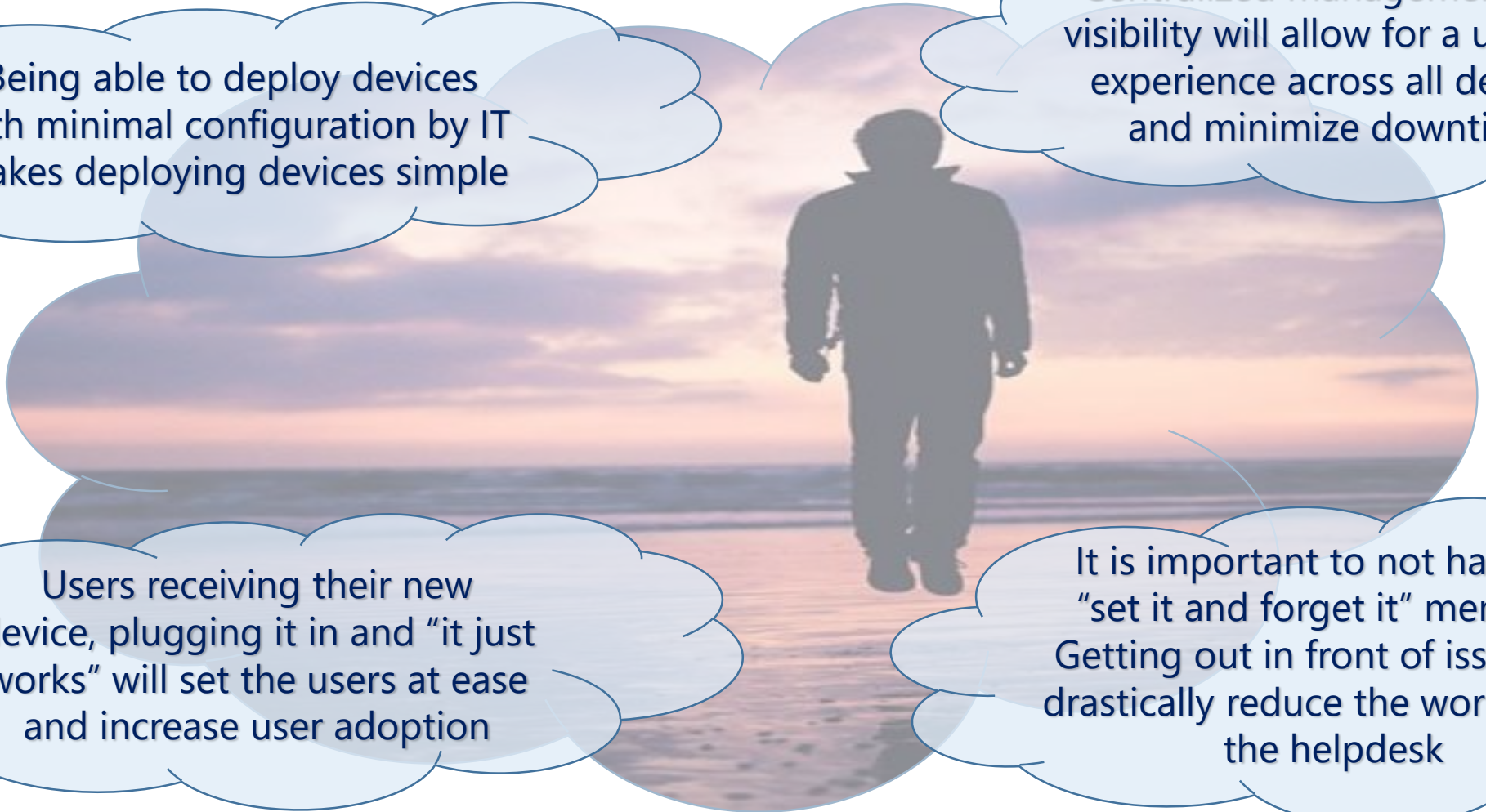
Utilize a Certified IPP for SfB with a wire connection

NOTE: Only device MSFT will provide a SLA for on Cloud PBX

Provide a dedicated connection to the backend infrastructure that is reliable. Bandwidth ≠ Quality

Ensuring users have a great experience will rapidly increase adoption and reduce resistance to change

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Make Device Deployment Zero Touch

Centralized management and visibility will allow for a uniform experience across all devices and minimize downtime

Being able to deploy devices with minimal configuration by IT makes deploying devices simple

Users receiving their new device, plugging it in and "it just works" will set the users at ease and increase user adoption

It is important to not have the "set it and forget it" mentality. Getting out in front of issues will drastically reduce the workload of the helpdesk

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3 Things to Avoid that
could decrease User Adoption

Do not create barriers between IT and Users

Do not assume users will only use the soft client and thus not require a dedicated voice device

Including early adopters in the testing phase will not only validate functionality, but also build your advocate team for go live

Keeping the communication open with users will help to increase user adoption

TIP: Refer to MSFT Skype Operations Framework "Persona Analysis" to identify groups user in the organization and outline feature requirements

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Reduce the need to train users

Taking users out of their day to day activities to learn a new system can reduce productivity

Simplicity is a key piece to reducing the need for training

Providing an easy to learn device will help to alleviate training needs and ultimately increase user adoption

TIP: Simplicity drives user satisfaction

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Avoid Disruptions in Work Flows

Providing devices that are simple to use and allow for "muscle memory" instead of having a user "fumble" around with which button to push or how to do simple tasks will create frustration

When users begin utilizing new voice infrastructure, enabling them to continue working "as expected" is vital to success

Plan for reality of outages and design for redundancy

TIP: Focus on user workflow / daily activities to drive adoption success

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Jabra Clouducation

GN Making Life Sound Better

World leading sound expertise – all under one roof

Medical grade — ReSound GN — Hearing instruments

Professional grade — Jabra GN — Contact centers and offices

Consumer grade — Jabra GN — Mobile

GN

Jabra GN

OLD WAYS OF WORKING

"The knowledge worker production line"

Typewriters and calculators in long rows

PRESENT WAYS OF WORKING

Stuck in e-mails, documents AND physical presence.

Not productive and innovative

Stressed and non-focused

PAIN POINTS

69% state that interruptions in the office have a negative impact on their **PRODUCTIVITY**

KNOWLEDGE WORKERS are interrupted at least **EVERY 10 MINUTES**

And when being interrupted, it takes **23 MINUTES** to get back on task

Jabra GN

LOW ADOPTION

Jabra GN

Jabra Solution

1 CONNECT TO ALL YOUR FAVORITE PERSONAL DEVICES THROUGH WELL KNOWN INTERFACES

2 HIDE AWAY THE MICROPHONE BOOM ARM WHEN NOT ON A CALL GIVING IT LIFE OUTSIDE THE OFFICE

3 EASY TO HANDLE YOUR CALLS - BY THE TOUCH OF A BUTTON, YOU ARE IN CONTROL!

4 DESIGNED BY A CONSUMER DESIGN AGENCY FOR THE MODERN PRO-SUMER

Jabra GN

DISTRACTIONS
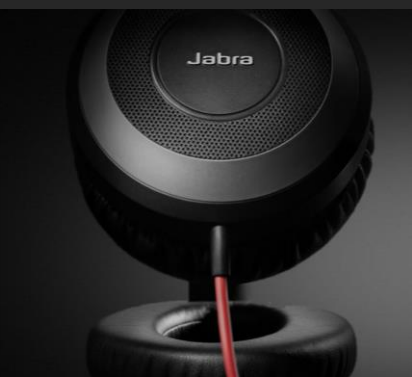
GN Making Life Sound Better

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Jabra Solution

1 CLEARLY SIGNAL TO COLLEGUES WHEN ON A CALL OR BUSY

FLIP DOWN THE MICROPHONE BOOM ARM
TO COMMUNICATE PROFESSIONALY AND EFFECTIVELY

2 LARGER EAR CUPS HELP PROTECT YOU WHEN YOU NEED TO CONCENTRATE

3 INTRODUCING INDUSTRY FIRST ACTIVE NOISE CANCELLATION SPECIFICALLY TUNED TO CANCEL OUT OFFICE NOISE

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Jabra GN

Jabra Audio Solutions

Task based ⭐

JABRA EVOLVE™ 80

JABRA EVOLVE™ 65

JABRA EVOLVE™ 40

JABRA EVOLVE™ 20 & 30

JABRA SPEAK™ 410/510

JABRA SPEAK™ 810

Call Centric

JABRA BIZ™ 2400 II

JABRA BIZ™ 2300

JABRA GN™ 2100

JABRA PRO™ 9400 SERIES

JABRA PRO™ 900 SERIES

Calls on the move ⭐

JABRA STEALTH UC

JABRA MOTION™ UC

JABRA MOTION™ OFFICE

Certified for Skype for Business

JABRA NOISE GUIDE

JABRA CONNECT APP FOR ANDROID & IOS

JABRA SUITE FOR MAC

JABRA DIRECT

JABRA XPRESS

USER PROFILING ❯ RIGHT SELECTION ❯ SATISFIED USERS ❯ HIGHER ADOPTION ❯ FASTER ROI ON UC INVESTMENT

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Jabra GN

Jabra Xpress - Device Asset Management Tool

Jabra Xpress is an online service designed for **IT professionals** to remotely mass deploy & manage Jabra USB audio devices in record time.

Jabra Audio Device Dashboard is a combination of a client and a server application installed on the local corporate site to populate comprehensive status reports including: device overview, firmware status, and warranty check.

[Jabra Xpress](#)

✔ **EASY MASS DEPLOYMEMT**

TO SIMPLIFY IT MANAGEMENT TASKS & ACCELERATE UC ADOPTION

✔ **SMART ASSET MANAGEMENT**

TO GIVE IT GREATER CONTROL & HELP IT GAIN HIGHER EFFICIENCY

✔ **AGILE MAINTENANCE**

TO ENHANCE USER SATISFACTION & PRODUCTIVITY & MAXIMIZE HEADSET ROI

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Control at the core – Endpoints at the desk

450HD

440HD

405HD

420HD

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Q&A

Thank You for your time today

Mike Erps

- UC Solution Manager
- 10+ years Microsoft experience

Mauro Caule

- Global Business Development Manager
- 7+ years UC experience

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Presented by: **AudioCodes**

Next Steps

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