

How Cisco IT Trained Users for Migration to Global Voicemail System

Employee education eases adoption of new voicemail system and minimizes post-migration issues.

BUSINESS BENEFITS

- Minimum business interruptions for business users
- Fewer “Day 2” support issues
- Wider adoption of rich feature set
- Ability to localize for regional differences
- Employees can learn when it’s convenient for them

“Balancing the needs of the global program with regional audiences requires flexibility, cooperation, and creativity.”

– Deborah Chadwick, Cisco Training Lead

For some users, voice messaging is simply a way to capture missed phone calls, but for others it is a business-critical application. Major employee training was in order when Cisco began migration from a transitional, service-based messaging system to feature-rich Cisco Unity, an IP-based desktop messaging solution. The training team was chartered to work from a global perspective: to develop a training strategy that could be delivered consistently to all Cisco users worldwide.

It was clear that any training solution for the Cisco Unity deployment could not be a standard “one-size-fits-all” program.

For such a large and diverse group of users, it was important to select a scalable yet effective training method. Users indicated that they were comfortable with a variety of training methods, ranging from a quick-

reference card to Web-based training. For any method selected, it was important for the training to be accessible, interactive and engaging, and to meet the needs of both the general voice-messaging user as well as the power user.

The training deliverables in the plan included:

Web-based training for all end users— four training modules providing a general overview, enrolment instructions, setup, and usage information.

Web-based training modules for power users— two training modules that provide instructions and tips targeted to executive assistants, sales account managers, and CAP managers.

Virtual classroom training guide— a guide for instructors delivering live online Cisco Unity training.

Executive Assistant workshop— instructor and participant guides for instructor-led training workshops.

Localization— two of the Web-based training modules were translated to nine languages.

“Despite a clear communications program, robust support capabilities, and other training materials, people have a tendency to dive into the system without reading the material,” says Sal Pearce, EMEA IT project manager. “This challenge can be mitigated by using voice mail, and other ‘intelligent’ media, as a communications medium prior to cutover.

The messaging program’s success has been built largely on a commitment to training, a keen understanding of the needs of different users, and localization for a global user base.

Training often spells the difference between success and failure for an IT deployment.

Case Study: http://www.cisco.com/web/about/ciscoitwork/case_studies/ipmessaging_dl2.html

FOR MORE INFORMATION

To read the entire case study or for additional Cisco IT case studies on a variety of business solutions, visit Cisco on Cisco: Inside Cisco IT www.cisco.com/go/cisquito

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