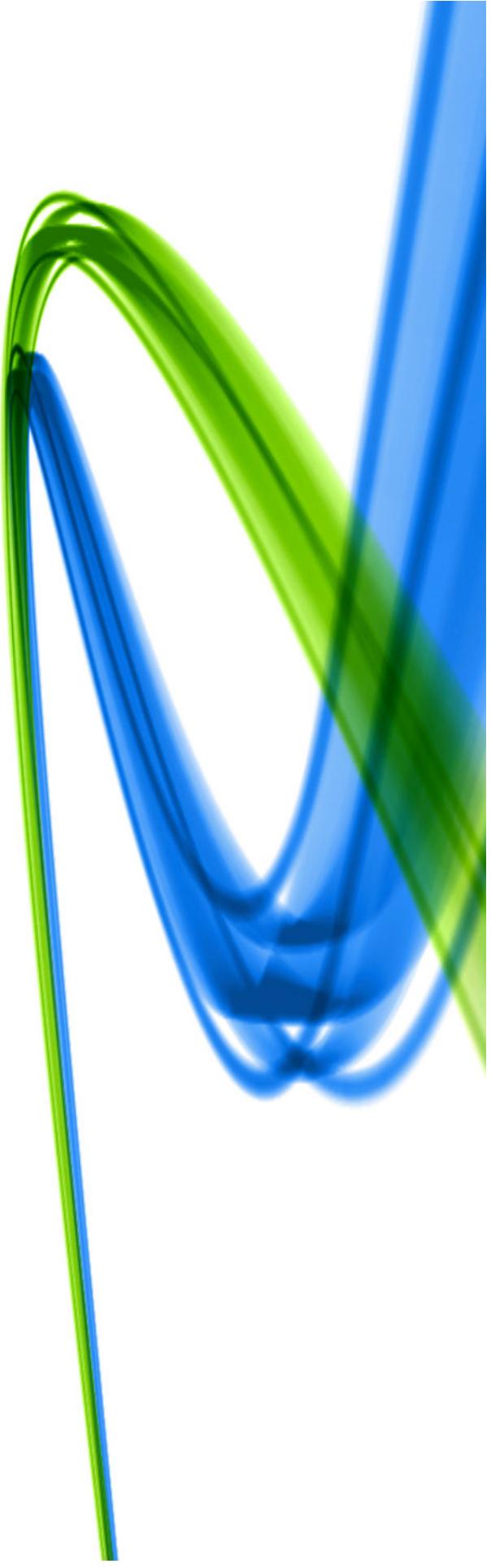




WebEx Products and Services Overview





5,500,000,

people conduct business on WebEx each month

2,300,000,

registered users of our on-demand services

31,000

businesses rely on WebEx

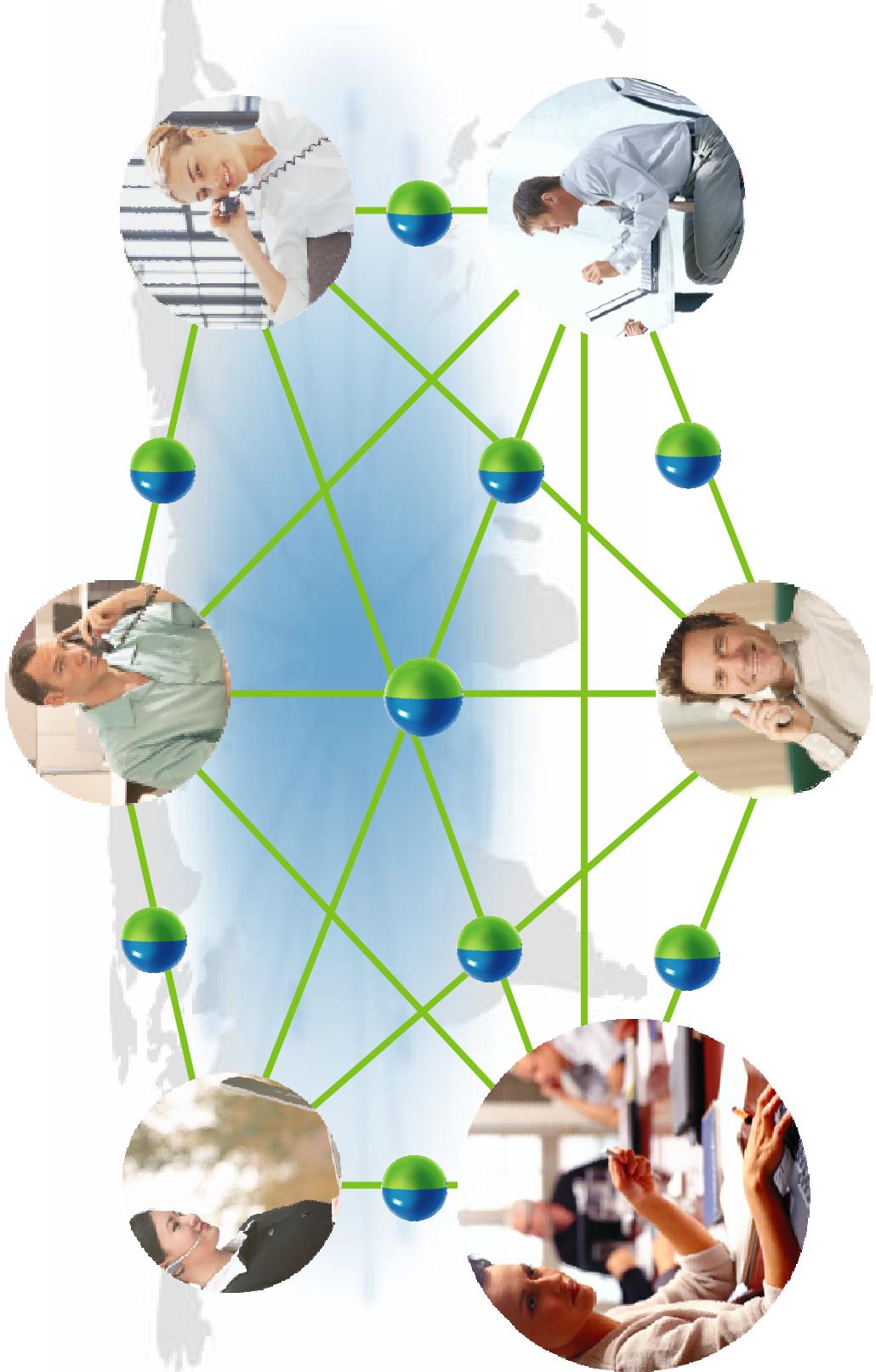




90%

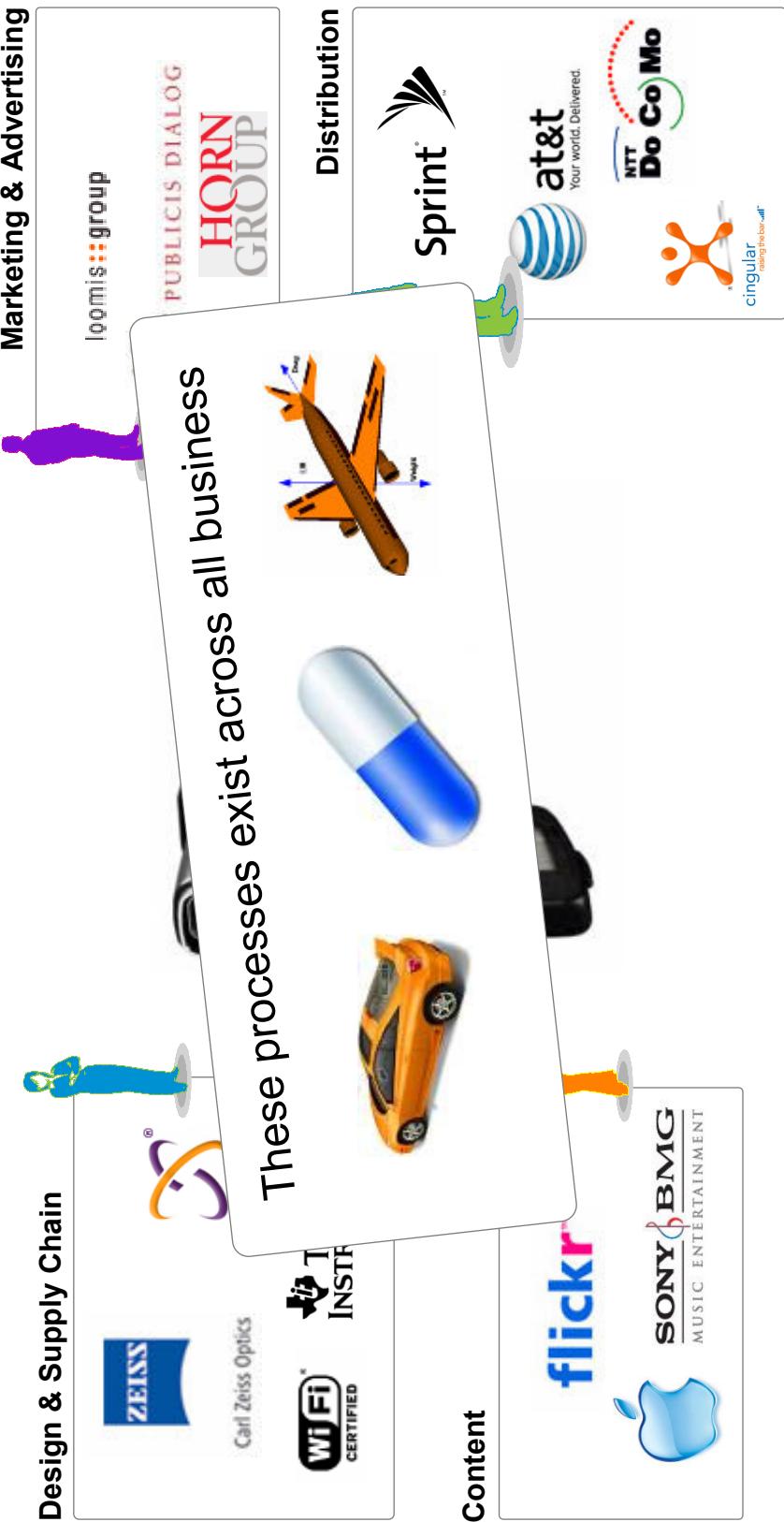
of our users tell us WebEx applications
are strategic to their jobs.

Why so strategic? WebEx connects people across boundaries...



Today's Global Economy

Today's Complex Business World
Interconnected companies and people all collaborating globally



WebEx for General Collaboration

Prospect Concerns

- Complex collaborative environment
- Geographically dispersed employees, partners, customers
- Difficult to make timely decisions

WebEx Offers

- Connect people anywhere, anytime
- Highly productive team meetings over the web
- Continue collaboration even after the meeting



BDO Seidman, LLP
Accountants and Consultants



“WebEx has allowed us to remove time and geographic barriers. We no longer consider ourselves a distributed organization. It’s given us the ability to meet face-to-face more frequently”

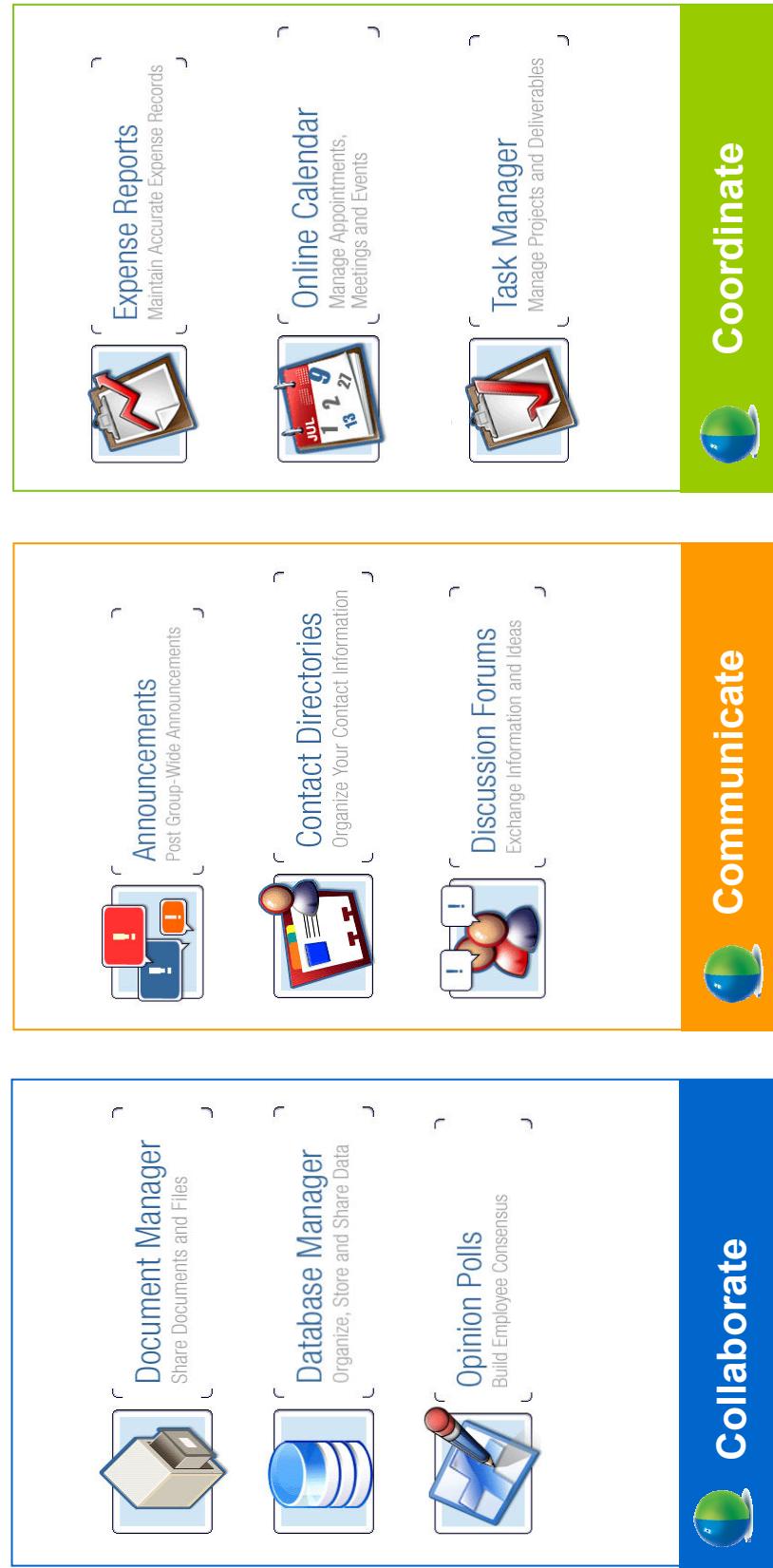
MaryEm Musser, Assistant Director, Center for Professional Development

WebEx Meeting Center

- Documents, applications, desktops sharing
- Rich multimedia with multipoint video
 - Integrated telephony and VoIP
 - Active Talker
 - On-demand record, edit and playback
- PowerPanels™
- Chat, polls, notes, annotation tools
 - File transfer



WebEx Workspace



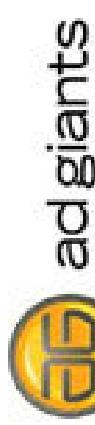
WebEx for Sales

Prospect Concerns

- Missing revenue targets
- Long sales cycle
- Tracking activity and pipeline

WebEx Offers

- “Qualify out” the wrong prospects sooner
- Reduce cost of sales by maximizing resources
- Keep prospects involved
- Integration with existing SFA to maximize efficiency



“When customers see our product through WebEx, they always ask us for a proposal. In one instance, it took just one phone call and one WebEx meeting to close the sale.”

David Farmer, Founder and CEO

Sales Center

- Attention Indicator
- Sales Portal
- Team-based selling
 - Coaching, training and monitoring
- CRM integration
 - Activity tracking
 - SME presence
- Join as a group

The screenshot displays a Sales Center interface with several sections:

- Participants:** Shows 1 Sales Team, 1 Host (Manish Kumar), 1 Attendee (John Doe), and 1 Participant (John Doe).
- Communication Portal for Software Experts:** A sidebar with a green "ACTIVE" badge. It includes a "Welcome Software Experts Team" message, a "Upcoming Meetings" section (Current Time: 13:54:20), and a "Meeting Details" section (Starting Time: 11/3/04 9:00 am, Topic: Meeting for Web Sales, Host: Sanjay Dalal, Status: 16in).
- Sales Team:** A list of team members: John Smith (1-408-435-7288, 1408-8598238, krm@somecompany.com), Manish Kumar (Host, 1-408-435-7288, 1408-8598238, krm@somecompany.com), and John Doe.
- Documents:** A list of documents including "WebEx Sales Training4.ppt", "Sales Effectiveness - White Papers for Sales", and "Datasheet for Sales Solution".
- Recordings:** A list of recordings including "Sales Center Meeting 01:15:04 - Sales Center - Sales Training4.ppt" and "Sales Center Meeting 01:15:14 - Sales Center - Sales Call - Sales Center Intro.doc".

WebEx for eLearning

Prospect Concerns

- Meet increased demand for training with fewer resources
- Make learning available & accessible to learners anytime, anywhere
- Align learning processes & programs with business initiatives

WebEx Offers

- Slash the time and cost needed to deliver training & maximize the value of existing resources
- Enable employees, customers, & partners to learn at their convenience with on-demand learning
 - Measure the impact of training on business processes and initiatives

Canon



“Because WebEx allows us to train large numbers of dealers effectively, we’ve accelerated our time-to-market at a rate that our competitors can’t match.”

Mitch Bardwell
Director & Assistant General Manager, Sales Training Division
Canon Imaging Systems Group

WebEx Training Center

- Custom registration
- Break-out rooms
- Hands-on lab
- Training specific tools
- Integrated testing
- LMS integration
- Multiple roles

The screenshot displays the WebEx Training Center interface with several panels:

- Participants:** Shows 1 Panelist (Kelly Browne (Host)) and 1 Attendee (Lisa Learner). Includes controls for Mute, Unmute, and Add.
- Breakout Session:** Shows 1 session named "Allow Breakout Sessions".
- Assign Computers:** A dialog box showing assigned computers:
 - Unassigned Participants: Billie Holliday, Miles Davis (panelist)
 - Computers:
 - COMP001 (3 users): Benny Goodman, Bill Evans (panelist), Charlie Parker
 - COMP002 (0 users)
 - COMP003 (2 users)
 - COMP004 (0 users)

Buttons: Assign, Unassign, Give Control, OK, Cancel.

WebEx for Marketing

Prospect Concerns

- Trouble generating enough quality leads/reaching target prospects
- Traditional marketing tactics are expensive and inefficient
- Difficult to track and measure marketing effectiveness

WebEx Offers

- Target & engage a dispersed audience
- Generate high quality opportunities, keeping cost per lead low
- Increase speed to results
- Measure marketing effectiveness



"By converting to online events we saved time, reduced our costs 60-80 percent, broadened our client reach, and increased the frequency of our client events.

Diane Paul
Director of Marketing Communications

WebEx Event Center

- Customized registration fields
- Custom enrollment options
 - Custom email templates
 - Interactive Q&A
 - Lead scoring and reporting
 - Multiple roles
- Polling

The screenshot shows the WebEx Poll Questionnaire window. At the top, there's a toolbar with standard window controls (Minimize, Maximize, Close) and a menu bar with 'File' and 'Help'. Below the toolbar are four icons: a question mark, a file folder, a red X, and a double arrow. The main area is titled 'Poll Questions:' and contains three questions:

1. What is your favorite color?
 - a. Blue
 - b. Green
 - c. Red
 - d. Yellow
 - e. White
 - f. Other
2. Have you participated in a WebEx Event before today?
 - a. Yes
 - b. No
3. Which of these teams is not in the NFL?
 - a. 49ers
 - b. WebExers
 - c. Cowboys
 - d. Raiders

On the right side of the window, there are buttons for 'Question Type' (radio buttons for 'Multiple choice' and 'Short answer'), 'New', 'Change Type', 'Answer' (with 'Add' and 'Mark as Correct' buttons), and 'Record individual responses' (with 'Clear All' and 'Options...' buttons). A 'Save' button is located at the bottom right.

The screenshot shows the 'Customize Enrollment Fields' section of the WebEx Enrollment Form configuration. It includes a URL: https://enrollment.webex.com/enrollment/webcomponents/registration/events/_listenFields.do?serviceType=edit&flag=1&formType=edit. Below the URL, it says 'Select the questions that you want to appear on the enrollment form.' There are two sections: 'Standard Questions' and 'My Custom Questions'.
Standard Questions: Includes checkboxes for First Name, Last Name, Email Address, Phone Number, Company, Title, Number of Employees, and a question about future seminars.
My Custom Questions: Includes checkboxes for 'Include on Form' and 'Required'.
At the bottom, there are buttons for 'Text Box', 'Check Boxes', 'Drop-Down List', 'Option Buttons', 'My Saved Questions', 'Save', and 'Cancel'.

WebEx for Support

- | | |
|---|--|
| Prospect Concerns <ul style="list-style-type: none">• Escalating support cost• Low customer satisfaction• Ineffective support• Unable to support remote customers/employees | WebEx Offers <ul style="list-style-type: none">• Remotely support systems anywhere, anytime• Better utilize existing resources• Provide low touch and no touch support• Decrease resolution time |
|---|--|



After deploying WebEx in its Global Support Center, Lawson estimates it's saving about \$600,000 per year, for an ROI in excess of 700%.



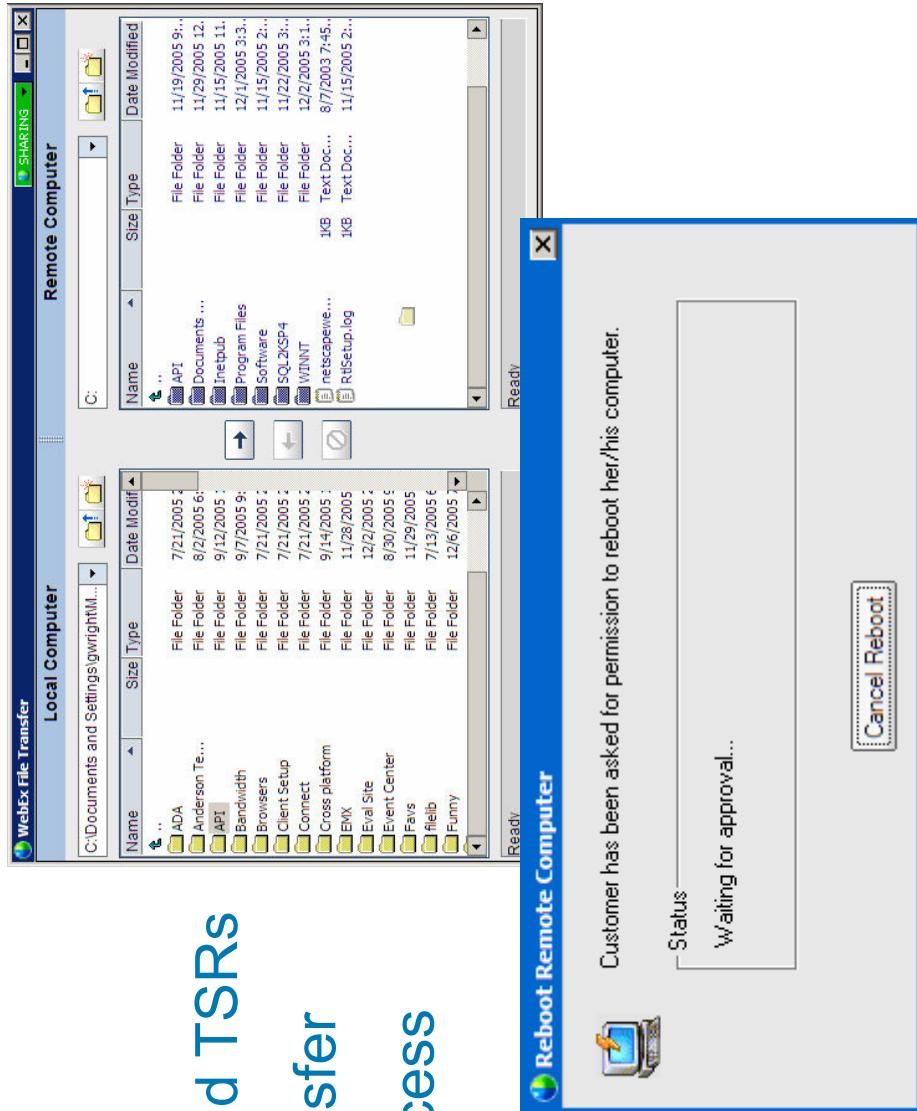
WebEx Confidential



WebEx Support Center

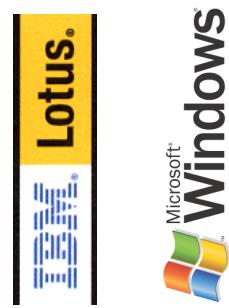
Remote Support and Remote Access

- Full remote control
- Web-based ACD
- Multiple customers and TSRs
- File and directory transfer
- Permission-based access
- Unattended machine control



Start WebEx

From your desktop applications



The World's Leading Companies Choose WebEx

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Empowering Healthcare

Texas Instruments

STANFORD UNIVERSITY

KYOCERA

WAL-MART
ALWAYS LOW PRICES. *Always.*

CipherTrust

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GMAC

NEC

RICOH

webex™

NASA

pennsylvania

Home Depot

Washington Mutual, Inc.

Fujitsu

LAWSON

HITACHI

PETSMART

TOYOTA

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Deutsche Telekom

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WebEx

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31,000+ Companies Worldwide

*14 of the Top 15 U.S. Aerospace & Defense Companies
24 of the Top 25 U.S. Financial Services Firms
23 of the Top 25 U.S. Insurance Firms
10 of the Top 10 U.S. Communications Companies*

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