



Cisco Webex Assist Services

For Webex Meetings, Webex Trainings, and Webex Events

Expert help for extraordinary events

Value statement

Host extraordinary meetings and events every time. The Cisco Webex Assist team helps every step of the way, for smooth execution and greater ROI.

Overview

Seamless delivery: Take comfort in knowing that your producer is a certified expert who will support your event or meeting from start to finish to help ensure that it runs smoothly.




Added value: Our experts are there to help before, during, and after your meeting. Your producer can help you get maximum impact by using in-meeting features such as Q&A, chat, and polling and provide the best possible experience for your attendees. Take advantage of a dry run session to fine-tune, prepare, and practice.





Benefits

Before the event	During the event	After the event
<ul style="list-style-type: none"> Take advantage of planning and preparation Get advice on best practices Experts can assist with event scheduling and enrollment options Put your plan into action with a dry run before the main event 	<ul style="list-style-type: none"> Focus on your event—not the technical details Let your expert producer answer questions, administer polls, and support speakers 	<ul style="list-style-type: none"> Receive a high-quality recording for reference or on-demand training Receive enrollment and attendance reports Request polling, Q&A, and online chat transcripts

Assist package comparison

Service description	Lifecycle Assist	Event Assist
Existing legacy Webex Assist customers - How does your Service translate?	Event Premium Assist	Event Standard Assist, Meeting & Training Premium Assist
Pre-event planning		
Cisco Webex Teams (formerly Cisco Spark): Coordinate in real time with your producer via Cisco Webex Teams for event planning and preparation		
Host call: 10-minute call to provide the producer with key details such as: <ul style="list-style-type: none"> Roles and responsibilities Content to be shared (including video options) Recording format Producer hosting options Recommended 1 week before the event		

Service description	Lifecycle Assist	Event Assist
<p>Consultation (up to 1 hour)</p> <ul style="list-style-type: none"> ▪ Identify event goals ▪ Review best practices and strategies ▪ Help with scheduling and invitations ▪ Help choosing manual, automatic, or custom enrollment methods ▪ Review audio or telephony options ▪ Review recording options ▪ Review producer hosting options ▪ Review video playback and streaming options <p>Recommended 2 to 3 weeks before the event</p>		
<p>Dry run or rehearsal (up to 1 hour)</p> <ul style="list-style-type: none"> ▪ Outline the event agenda and plan ▪ Assign roles and responsibilities ▪ Determine how to handle disruptions ▪ Run through technical event details ▪ Review best practices ▪ Review event content ▪ Provide instruction on how to demonstrate, poll, share your desktop, and more ▪ Test prepared video <p>Recommended 2 to 3 days before the event</p>		

Service description	Lifecycle Assist	Event Assist
In-event support		
Event pre-conference (30 minutes prior to event start time) <ul style="list-style-type: none"> Make sure the meeting is started Help load your presentation Make sure all presenters join successfully Set up to record your meeting Play hold music (Event Center only) 	✓	✓
Live event (1-hour event) <ul style="list-style-type: none"> Producer actively monitors your meeting or event to answer any technical questions from attendees and presenters Runs polls for the event Manages chat and Q&A Records the event 	✓	✓
Post-event support		
Your producer provides final registration and attendance in a post-event report	✓	✓
Delivery of chat and Q&A results	✓	✓
Event recording provided in preferred format	✓	✓
Additional options		
Additional dry run	Hourly charge	
Additional event time	Hourly charge	Hourly charge
Extra editing of event recording	Hourly charge	Hourly charge

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