



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

## Assist package comparison

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

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

Service description	Lifecycle Assist	Event Assist
<b>In-event support</b>		
<b>Event pre-conference (30 minutes prior to event start time)</b> <ul style="list-style-type: none"> <li>Make sure the meeting is started</li> <li>Help load your presentation</li> <li>Make sure all presenters join successfully</li> <li>Set up to record your meeting</li> <li>Play hold music (Event Center only)</li> </ul>	✓	✓
<b>Live event (1-hour event)</b> <ul style="list-style-type: none"> <li>Producer actively monitors your meeting or event to answer any technical questions from attendees and presenters</li> <li>Runs polls for the event</li> <li>Manages chat and Q&amp;A</li> <li>Records the event</li> </ul>	✓	✓
<b>Post-event support</b>		
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	✓	✓
<b>Additional options</b>		
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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