WebEx, UC & WebEx Connect Integration

Experience Cisco Collaboration

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Zoltan Deak
Sr. Product Marketing Manager
Agenda

- WebEx Introduction
- Cisco WebEx Connect
- Cisco WebEx Meeting Solutions
- Product Integration
- Q&A
WebEx Today
WebEx Snapshot

- 10+ year history of innovation, growth, and market leadership
- Pioneer in cross-company collaboration
- Pioneer in SaaS, #2 in on-demand software
- Acquired by Cisco in 2007
- >70,000 paying customers
- 2.8 million registered users

Growth in Customers

Includes WebOffice, MeetMeNow, and PCNow Customers Starting in 2006
Cisco WebEx Collaboration Solutions

WebEx Connect

Business Specific Meeting Solutions

Event Center

Sales Center

Training Center

Support Center

Webinars Online Events

Online Sales

Online Training

Remote Support and Access

Meeting Center

General Collaboration
Cisco WebEx MediaTone Network

Intelligent, Secure, Reliable, and Scalable Global Delivery

- Nine globally-linked data centers
- 99.99%+ availability with full hot-site redundancy
- Global access and peering
- Audit against ISO-17799 and stringent SAS70 Type II standards
- Over 125,000 meetings per day,
  > 7M people in WebEx sessions each month
Cisco WebEx Connect
WebEx Connect Simplifies Collaboration

- Presence
- Instant Messaging
- Shared Workspaces
- Voice
- Video
- Web Meetings
Getting Started…
Here’s What You Get:

WebEx Core Collaboration Services
- Presence
- Instant Messaging
- Shared Workspaces
- Voice
- Video
- Web Meetings

Development Platform, Open APIs
Add collaboration to any process, creating simple mash-ups or custom applications

= Infinite Possibilities
Virtual Emergency Operations Center

- File Management for Blueprints, Network diagrams, process documents and communications templates

- Cisco Unified Communication Manager
- Cisco Video Surveillance Manager
- Team Member Communications through Chat, VOIP, Web Conference or WebEx meeting

- Mash up of Cisco Unity Express, Cisco Unified Mobility Advantage and a 3rd party SMS gateway
Business User Federation

- Ability to reach over 75 percent of all business instant messaging users
- Access to 70 Million AIM user community
- Interoperability with leading IM solutions including Jabber, Sametime, Microsoft LCS.

WebEx Connect does NOT currently interoperate with Yahoo, MSN or GoogleTalk.
Organizational Administration

- Add, edit and delete users, groups, and roles
- Delegate admin and policies
- Create usage reports
- Notifications, emails and alert templates
- Extensible space to add complementary widgets (e.g. bookmarks, RSS..)

Integrated admin experience within WebEx Connect
Optional Module: WebEx Advanced Auditor

- Augments the security capabilities and user functionality of WebEx Connect IM
- Centralized, server-based storage, comprehensive identity management, and message archive
- Recommend minimum of 1000 Named User Seats
- Implementation support is only offered through Consulting Service
Open APIs and Integration
Microsoft Interoperability with WebEx Connect

Access Outlook Calendar from WebEx Connect

Access your last 10 Outlook emails from the WebEx Connect client

View WebEx Connect presence information from Microsoft Outlook
What do customers get out of the box?

- **Business IM**
  Presence, one to one video, PC to PC VoIP, group chat, chat archive, click to call (Cisco UC Manager required)

- **Team Spaces**
  Document sharing, group discussions, extendable client that supports drag and drop widgets

- **~20 Widgets**
  Examples: Address Book, Bookmarks, Bulletin Board, etc.

- **WebEx Connect Administration Tools**
  Policy, user, storage management

- **WebEx Connect Development Platform**
Deployment of WebEx Connect will generate business results within months—not years.
WebEx Meeting Applications

- Event Center: Webinars, Online Events
- Sales Center: Online Sales
- Training Center: Online Training
- Support Center: Remote Support and Access

Meeting Center: General Collaboration
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 Event Center

Core Meeting Features

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

Core Meeting Features

- Attention indicator
- Sales portal
- Team-based selling
- Coaching, training and monitoring
- Activity tracking
- SME presence
- Join as a group
- CRM integration
WebEx Support Center

Core Meeting Features

+ Web ACD
+ Click To Connect
+ System info
+ Reboot/reconnect
+ Advanced file transfer
+ Log on as an administrator
+ Unattended machine control
WebEx Training Center

Core Meeting Features

- Custom registration
- Breakout rooms
- Hands-on lab
- Training specific tools
- Integrated testing
- Multiple roles
- LMS integration
Productivity Tools

- **Business value**
  Boost productivity by starting meetings from desktop applications used every day

- **Instantly start and schedule meetings, and invite participants**
  Start meetings in 15 seconds or less with WebEx® One-Click
  Schedule meetings right from your Microsoft Outlook or Lotus Notes calendar

- **Automatic installation and seamless integration**
  Select applications can also be installed by site administrators or customers
WebEx Audio

Customer business value

- Enhanced by choice
  - Teleconference
    - Over regular phone network
    - Using regular telephone
  - Integrated Voice Over IP (Internet Protocol)
    - Audio communication through computer and internet connection
    - Speaker and microphone connected to computer

- Start to finish—a fully integrated experience
  - Start to finish—a fully integrated experience
    - Self service with a single schedule
    - Online meetings with integrated audio
    - Global coverage

Audio

Attendees in over 200 countries can communicate in real time

Single-provider convenience

- One bill
- One contact point
- Many options
- Competitive pricing
WebEx Integrated Video

Customer business value

- Face-to-face interaction
  - In real time
  - From remote locations
- Convenient and user friendly
  - Fast and easy setup
  - Automatic configuration
  - Simple controls
  - High capacity
  - Display flexibility

Video
Enhances meetings requiring face-to-face interaction
WebEx Meeting Recording Features

Network Based Recording
Recorded and saved to network

Network Based Recording
Accessed and played on network

Record one time  Edit recording  Play back many times
Product Integrations
WebEx – UC Integration Roadmap

Cisco IP Phone and WebEx
Add WebEx to Phone Call

Conferencing
MeetingPlace and WebEx integration
Video, Telepresence integration
Contact center integration

Unified Collaboration Clients
Access data, communications, apps anywhere, any device
Deployment flexibility
WebEx Meetings - IP Phone

- **On Demand**
  - WebEx Meeting Center, Training Center, Sales Center
  - One Click/Productivity Tool

- **On Premise**
  - UC Manager
  - CUAE (Cisco Unified Application Environment)

- **Integration highlights**
  - Escalate a 2 way ore more calls to a WebEx web conference – ad hoc
  - Instantly invite additional attendees to WebEx by adding to phone conference

- **Target date**
  - CYQ1 09
User Experience - Combining the Best of On-Premises and On-Demand Conferencing

Unified MeetingPlace voice with WebEx web delivers cost savings and added productivity

- Integrated setup and attend
  MeetingPlace or WebEx scheduling interfaces
  Single access point for all voice & web collaboration

- Single sign-on across solutions
  Single point of user management

- Integrated in-meeting experience
  From WebEx web UI
  Control voice (e.g. outdial, mute)
  Voice-web recording
WebEx Connect - UC Widgets

- **On Demand**
  - WebEx Connect

- **On Premise**
  - UC Manager
  - CUP (Cisco Unified Presence) Server
  - “Cannonball” Server
  - Cisco Unity

- **Integration highlights**
  - Voice Mail Widget
  - Speed Dial Widget
  - Dialer Widget

- **Target Date**
  - CYQ4 08 (EFT/Controlled release)
WebEx Meeting Center - Telepresence

- **On Demand**
  - WebEx Meeting Center
  - WebEx-Telepresence Gateway

- **On Premise**
  - Telepresence Units
  - CTMS Server
  - CTS-Man Server

- **Integration highlights**
  - Extend the reach of Telepresence by allowing remote participants to easily join and share the meeting content
  - Enhance Telepresence collaboration capabilities

- **Target Date**
  - Not committed
Summary: The Cisco Advantage

**Platform Designed to enable Collaboration**
Agile Architecture enables change at web speed

**Cross-Company Collaboration**
Maximize Productivity of Distributed Value Chain

**User Experience – The way you work**
Provide Presence, IM, Team Spaces, Web Meetings, and More in a Single Interface

**Cloud-based Economics**
Rapid ROI, Scalable Long-Term Solution