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Cisco Customer Experience offer for Virtual Education by Webex

Rapidly enable a quality virtual educational experience with help from your Cisco Customer Experience team

With the on-going COVID-19 crisis, educational institutions have a drastic need to continue to impart education to students via alternate means, while keeping their faculty and students healthy and safe. Cisco Webex® provides a suite of tools designed to enable remote learning. Using these tools, however, may be overwhelming, especially if you are under pressure and not familiar with Cisco® Webex solutions.

Cisco offers self-help resources and QuickStart services to help you enable a rich video conferencing and remote learning experience for students, faculty and staff. Cisco experts can help your institution make the transition go smoothly, so you can confidently deliver a quality virtual education experience without worrying about technology challenges.

Benefits of QuickStart Essential Service

- **Accelerate deployment with Cisco® best practices for onboarding users.** A Cisco expert will help you check basic network readiness and then work through the process of quickly onboarding new users

- **Create an easy sign-on experience for teachers and students** with integration and deployment of single sign-on services

- **Train staff, faculty, and students quickly** with Cisco led sessions on key topics such as how to host a virtual session and how to attend and participate in virtual sessions

Table 1 outlines what's included in the offers.

Table 1. Service deliverables

Deliverables	Self- help resources	Essential	Premium
Getting started resources for hands-on learning and recorded Ask-the-expert webinars: • On-line recorded training sessions, quick start guides and tips and tricks • Content is defined for each user role including teachers, students, parents, faculty, and Education IT administrators	Included		
User onboarding: • Cisco and customer IT review important system, network, and Webex Control Hub requirements • Cisco assists with the creation of the CSV Batch file for importing into Control Hub • Test and verification of successful onboarding of users		Included	Included
Federated Single Sign-On (SSO) integration: • Conduct a requirements workshop • Help with all steps of the process, including creation of a checklist, configuration, testing, and validation • Deploy Single Sign-On (SSO) to production		Included	Included
Focused training for staff, faculty, and students: • One session for your staff and teachers on how to schedule and host a session • One session for your students on how to attend and participate in a session • One session in which a Cisco expert will guide and shadow an instructor, as they host their first virtual session • A Quick Start Guide and Frequently Asked Questions (FAQ) document		Included	Included
Directory and calendaring integration: • Assist with Windows server installation • Assist with directory integration, including installation, configuration, testing, and verification of Webex Directory Connector services for one Microsoft Active Directory domain • Assist with calendar integration, including installation, configuration, testing, and verification with Microsoft Exchange, Office 365, or Google Calendar • Deploy to production		Not Included	Included
One week of assistance from a Cisco consultant: • 40 hours of remote expert guidance to help your IT team with design questions and issues associated with directory and calendaring integration		Not Included	Included

Additional benefits of QuickStart Premium Service

- **Improve the Webex® experience for your users** as Cisco experts help you with integration, testing, and deployment of your calendaring and directory services for Webex Meetings

- **Receive expert guidance** from the Cisco Customer Experience (CX) team. You can take advantage of one week of advice from a consultant, who can help with design questions and any issues associated with integration of your calendaring and directory services

What it does

Self-service onboarding resources will help your users and IT team get up to speed

- Content for teachers, faculty, parents and students will help each user to teach or learn virtually
- 1-2-3 instructions for how to access Webex helps users join sessions on a web browser or mobile app

Cisco Virtual Education by Webex QuickStart Services enable IT to:

- Mitigate risks associated with a rapid implementation. Take advantage of Cisco expertise, best practices, proven processes, and proprietary tools. We will help you verify your network is prepared and ready for new users
- Quickly onboard staff, faculty and students with an efficient batch process to add, update and deactivate users
- Reduce help-desk calls by implementing the single sign-on feature. Users can log in with institutional credentials
- Proactively train your staff, faculty, and students on how to participate in virtual learning by leveraging Cisco training staff, who will conduct "getting started" sessions and provide associated simple-to-follow user documentation
- Get extra help when we assist you with Webex integration to your institution's directory and calendaring system (Premium only)
- Experience peace of mind, with a Cisco consultant available to answer questions associated with directory and calendaring integration (Premium only)

Next Steps

- Access the getting started resources and recorded webinars
- Contact your Cisco account manager or Cisco authorized reseller to help you choose the right level of Quick Start Service to help your IT department get a virtual education experience into production with speed and agility
- Explore all of Cisco's lifecycle collaboration services and software support options. Visit:
  - Collaboration services
  - Software Support