



Эволюция архитектуры совместной работы Cisco. Cisco Webex Teams и Cisco Webex Meetings

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Ситуация на рынке

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Q1 CY'2018 Enterprise Voice Market Share Results

Worldwide Enterprise Voice Revenue Share, Q1CY18 (Excludes KTS)							
Rank	Vendor	Share	Q/Q Share Pt. Chg	Y/Y Share Pt. Chg	Revenue (\$M)	Q/Q Revenue Growth	Y/Y Revenue Growth
1	Cisco	41.8%	-1.7	1.5	548.8	-13%	-4%
2	Avaya	12.9%	0.8	-1.2	168.8	-4%	-16%
3	Mitel	9.8%	-0.8	-1.0	128.6	-17%	-16%
4	NEC	5.5%	1.1	-0.3	71.7	14%	-13%
5	Polycom	5.2%	1.0	0.3	68.8	12%	-3%
6	Unify (SEN)	4.2%	-1.1	-0.2	55.1	-28%	-12%
	Others	20.6%	0.7	1.0	270.3	-6%	-3%
	<i>Total</i>	100%			1,312.1	-10%	-8%

Includes LAN Telephony, Converged Telephony, PBX, IP phones and Enterprise VoIP gateways.

Source: Synergy Research, June 2018



Q1 CY'2018 Web Conferencing Market Share Results

Worldwide Web Conferencing SaaS Revenue Share, Q1-CY18

Rank	Vendor	Share	Q/Q Share Pt. Chg	Y/Y Share Pt. Chg	Revenue (\$M)	Q/Q Revenue Growth	Y/Y Revenue Growth
1	Cisco	53.3%	-0.3	0.2	291.3	0%	7%
2	LogMeIn/Citrix	22.0%	0.2	-0.5	120.1	1%	4%
3	Microsoft	14.3%	0.1	0.7	78.3	1%	12%
4	InterCall	2.9%	-0.1	-0.2	15.7	-2%	-1%
5	V-Cube	2.4%	0.1	0.1	13.4	5%	11%
	Others	5.1%	0.0	-0.3	27.6	0%	1%
	<i>Total</i>	100%			546.3	0%	6%

Includes Web Conferencing SaaS products only.

Source: Synergy Research, June 2018



Q1 CY'2018 Web Conferencing Market Share Results

Worldwide Web Conferencing SaaS and On-Premise Revenue Share, Q1-CY18							
Rank	Vendor	Share	Q/Q Share Pt. Chg	Y/Y Share Pt. Chg	Revenue (\$M)	Q/Q Revenue Growth	Y/Y Revenue Growth
1	Cisco	46.7%	0.2	1.1	296.0	0%	6%
2	LogMeIn/Citrix	18.9%	0.3	0.0	120.1	1%	4%
3	Microsoft	17.0%	0.0	0.0	107.5	-2%	2%
4	IBM	3.7%	0.0	0.0	23.6	-5%	-5%
5	Adobe	2.6%	0.0	0.0	16.4	-4%	-3%
	Others	11.1%	0.0	-0.3	70.4	0%	2%
	<i>Total</i>	100%			634.1	-1%	4%

Includes Web Conferencing SaaS products only.

Source: Synergy Research, June 2018



Q1 CY'2018 Telepresence Market Share Results

Worldwide Telepresence Endpoints and Infrastructure Revenue Share, Q1-CY18							
Rank	Vendor	Share	Q/Q Share Pt. Chg	Y/Y Share Pt. Chg	Revenue (\$M)	Q/Q Revenue	Y/Y Revenue Growth
1	Cisco	57.6%	3.3	6.7	296.0	2%	30%
2	Polycom	20.4%	-2.8	-4.3	104.7	-16%	-5%
3	Huawei	9.0%	-0.1	-0.4	46.3	-5%	10%
4	Lifesize	4.1%	0.2	0.1	20.9	1%	19%
5	Vidyo	2.6%	-0.1	-0.5	13.4	-6%	-2%
6	SONY	1.1%	-0.2	-0.4	5.5	-17%	-14%
	Others	5.3%	-0.5	-1.4	27.3	-13%	-10%
	<i>Total</i>	100%			514.0	-4%	15%

Includes Telepresence Group Endpoints (Single-codec & Multi-codec), Personal Endpoints (Desktop & Videophones) and Infrastructure (MCU and non-MCU).

Source: Synergy Research, May 2018



Gartner 2017 Magic Quadrant for Unified Communications

Figure 1. Magic Quadrant for Unified Communications



The transition to cloud is underway

69%

On-premises-based communication systems¹

31%

Phone service over the Internet from a third-party provider¹

74%

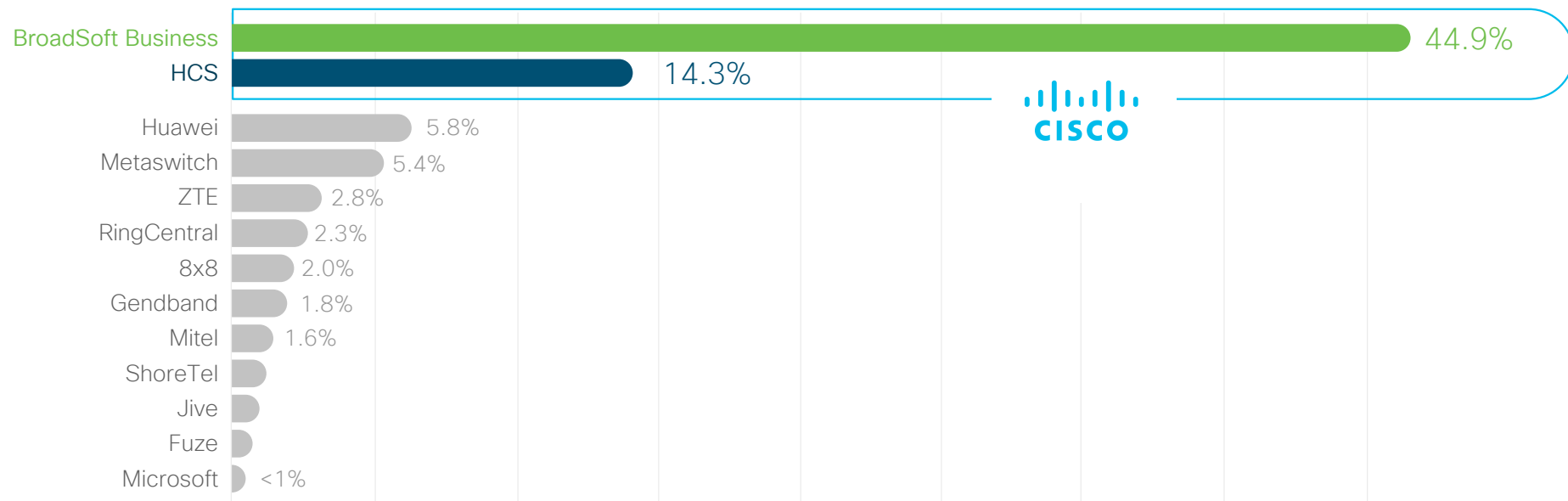
IT buyers will choose a cloud provider in the next 24 months²

¹Frost & Sullivan Viewpoints: Taking the Pulse of the Enterprise Communications Platforms & Endpoints Market, March 2016

²BroadSoft Q4 2017 survey of 1,005 IT decision makers from 7 countries

Clear market leadership

Cloud UC Call Control Installed Base



Source: Synergy Research Cloud & On-Premise IP PBX Market Share Report, June 2017
Market definition: Multi-tenant and multi-instance.
Does not include breakouts for Virtualized PBX

Эволюция архитектуры совместной работы Cisco

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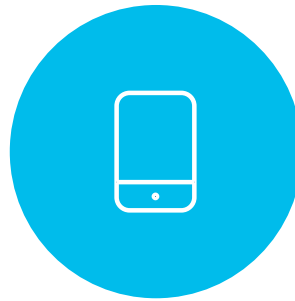


As businesses digitize, workstyles change



Traditional

Executing tasks



Mobile

Integrating processes



Agile

Innovating, adapting

We are enabling a more intuitive way to work.

What Makes Teams Successful

Strong communication

Focus on goals and results

Diverse team members where everyone contributes

Organized for speed



New Phase of Team Collaboration

Delivered Through the Cloud

More intuitive and intelligent tools

Meetings integrate with workflows

Support emerging & enhanced workstyles



Cisco Collaboration Vision

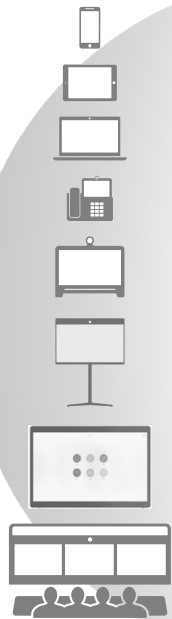
Comprehensive, scalable, flexible. Cloud, on-premises and hybrid collaboration for any organization. Available in a single subscription.

Calling

Meetings

Team Collaboration

Care



Unified Communications Manager
Meeting Server
Contact Center
Business Edition

Mobility | Hybrid Services | Security | Reliability | APIs and SDKs | Integrations | Contextual Intelligence

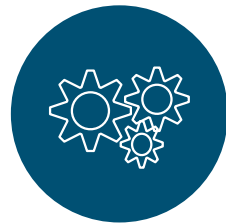
Cisco Calling vision



All the industry-leading telephony and UC features you have from Cisco today



AI assisted communications



Simplified administration



Unequaled mobile integration



Best experiences with wearables



Integrated in meetings and team workflows

Award winning hardware and software for complete collaboration experiences



Any Mobile Device



NEW
Cisco Room 55



Cisco MX700



NEW
Cisco Room 70S



NEW
Cisco Room 70D



Laptop/Desktop



Cisco SX10



NEW
Cisco Room Kit



NEW
Cisco Room Kit Plus



Cisco SX80



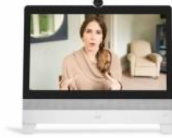
NEW
Cisco Headsets



Cisco IP Phones



Cisco 8832



Cisco DX80



Cisco IX5000

Phones for every use case

Proven reliability, intuitive controls, flexible deployment options



6800 Series IP Phones

Affordable options for users on cloud based call control



7800 Series IP Phones

Options for knowledge workers, supervisors, small conference rooms



8800 Series IP Phones

Options for HD video, full-featured VoIP, mobile workers, large conference rooms

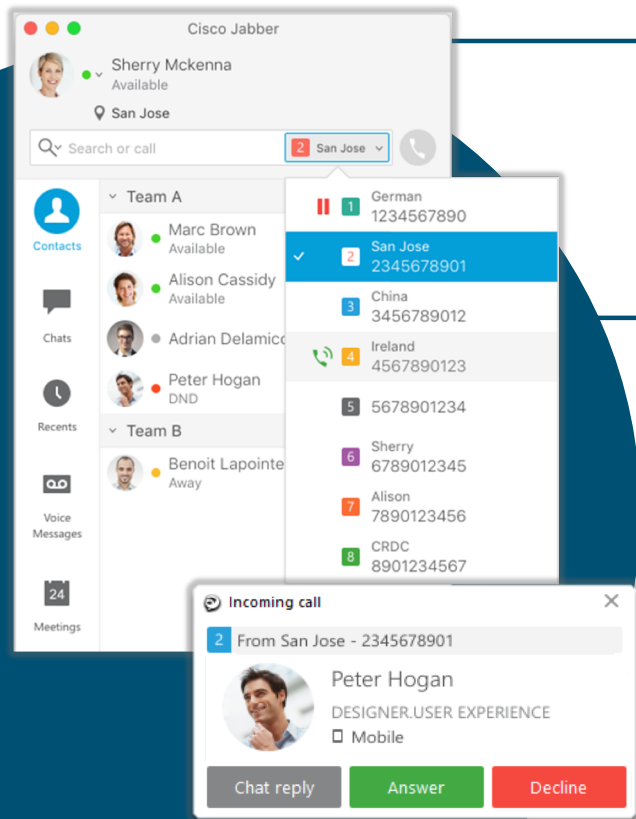


Supported on Unified Communications Manager, Hosted Collaboration Solution, and Webex Calling

MPP Firmware* - Supported on BroadSoft and Approved Third Party UCaaS Platforms

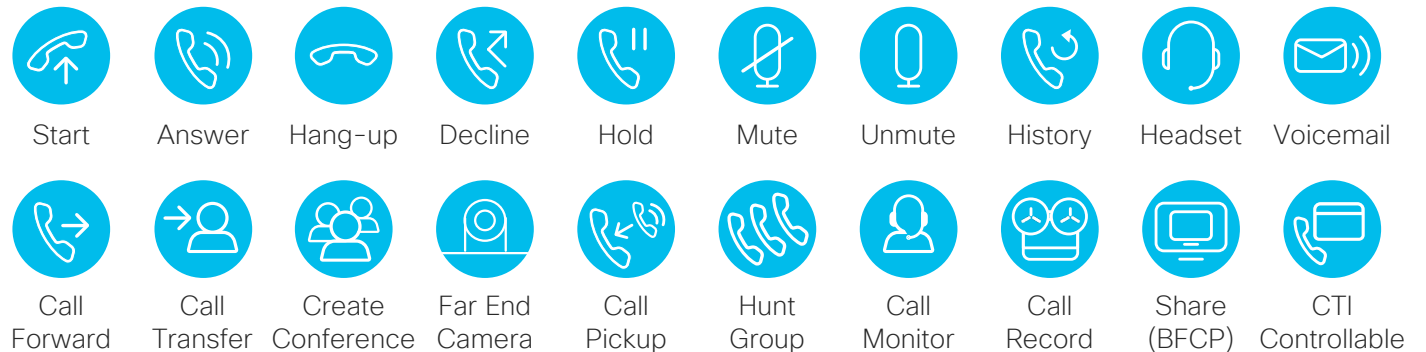


Cisco Jabber: The calling workhorse



- Soft phone support for up to 8 lines
- Standards-based video interoperability
- Directory integration
- Advanced phone controls

Support on all lines for



Transforming the individual collaboration experience

Cisco Headset 500 Series



Headset 531/532

Available now



Headset 561/562

Planned shipping
summer 2018

Magical Cisco-on-Cisco experience
Automatic upgrades from Cisco endpoints
Simplified buying and support
Awesome audio quality

Cloud registered endpoint

The smartphone as extension of the room system



Mobile pairing

Enter the room and your Cisco Webex application will automatically pair to the Spark Room System and inform you on both the application and video system.



Making a call

The Cisco Webex application allows you to automatically use the paired video system when you make a call



Moving a call

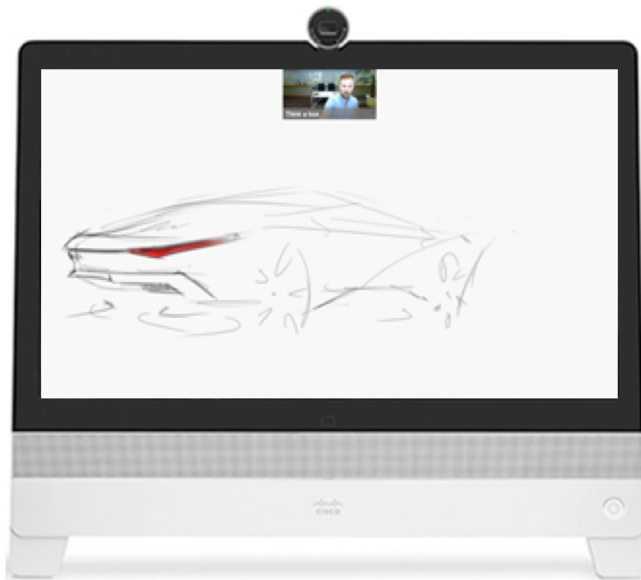
You can use the Cisco Webex application to move the call between your local device & the application itself (both directions)



Content sharing

You can share and receive content using your Cisco Webex application and the embedded wireless proximity capability

Whiteboarding – extending to more devices and use cases



Directly on the DX

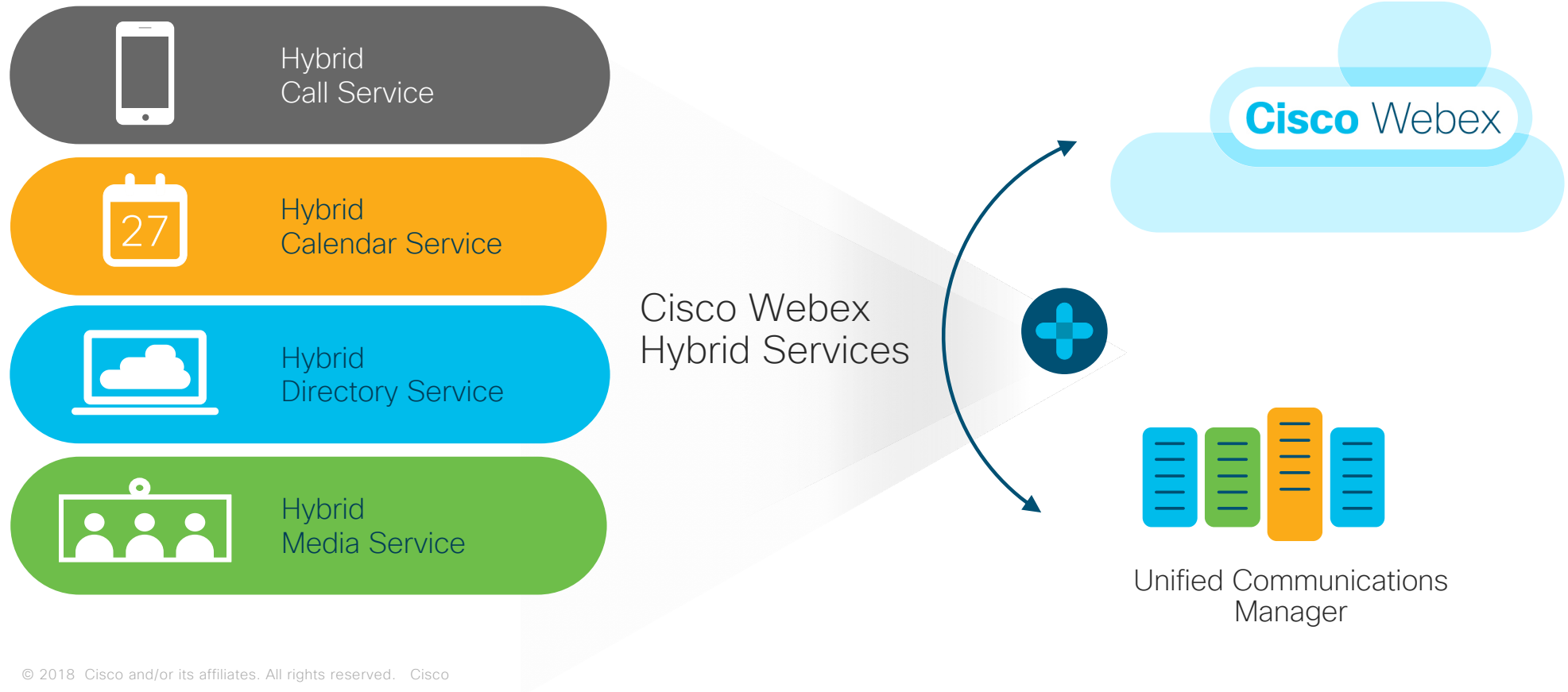
Use the large touch screen
Store in team Space



Using Room Series

- Access whiteboard session on BYOD & Wireless Sharing locally
- Native rendering on the Room Series

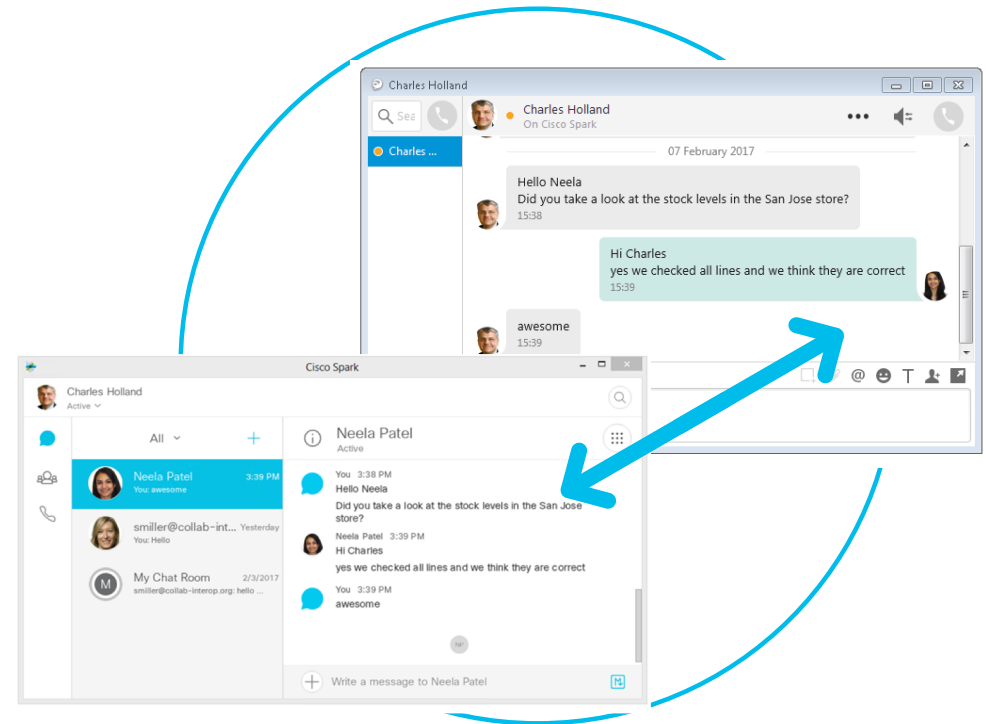
Enhance collaboration with Cisco Webex and Cisco Calling together



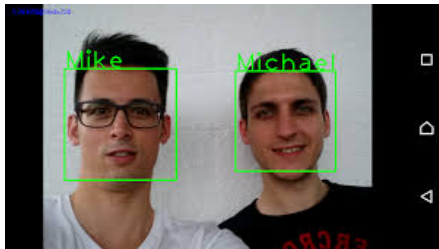
Building the bridges

Webex Teams ↔ Cisco Jabber

- Messaging interop (1:1)
- Presence translation (Webex Teams to Jabber)



Meeting innovations – where are we going?



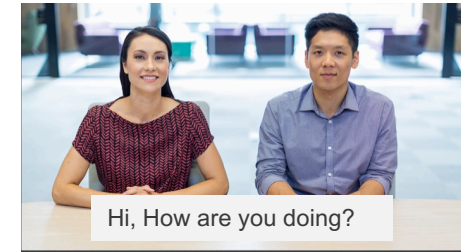
Face recognition

Identify users entering room and match to Webex account, identify relevant spaces and render name tag in video meetings



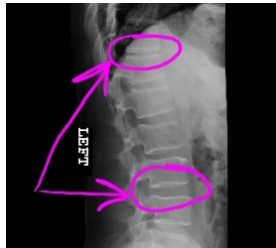
Actions through speech recognition

By use of AI you can talk to the device to control actions and behavior during your meeting



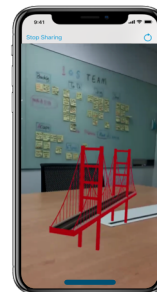
Voice to text (incl translation)

By use of AI and speech recognition you can get a live subtext during meetings or a transcript



Annotate on content

Make annotations on content presented during a meeting, store annotation in Webex Team



Augmented Reality

Share 3D augmented reality files directly from your iOS device



Smart offices and facilities

Use of IoT to integrate your meeting spaces into an ecosystems of smart integrated offices

We're on the journey with you

Cisco IT Collaboration Services at a glance



93
Countries



458
Offices



74,807
Employees



117,261
IP phones



201,023
User devices



93,075
Soft clients



19,537
Desktop/personal



5,725
Room systems

*Data as of January 2017

Enhancing the value of your investments

Unified Communications Manager and Cisco Jabber

Development Themes



Enhanced
user experience



Secure and
compliant



Simplified
admin



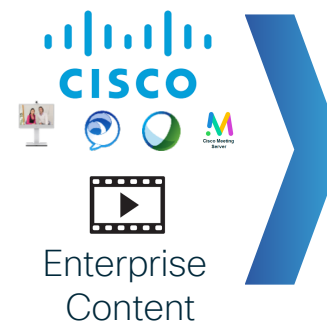
Cloud
connected

March: Collaboration Systems Release 12.1; 4Q CY2018: CSR12.5

VBrick


Extending the experience with VBrick


- Stream meetings to large audiences
- Push meeting recordings to Vbrick Rev for distribution
- Access media via Vbrick portal




Easily Record
and live stream
from video
endpoints


Extend the
reach of video
to 10,000's of
viewers


Audience
interaction
with real time
chat, polling,
Q/A


Single
Repository for
all Video
Content

Imagicle ApplicationSuite

easy to use – reliable – scalable – certified



ATTENDANT
CONSOLE



ACD-ADVANCED
QUEUING



IVR - AUTO
ATTENDANT



ADVANCED DIRECTORY
SERVICES
CONTACTS
SEPARATION AND
LDAP USER
REPOSITORY



CALL
ACCOUNTING



FAX
SERVER



HOTEL
SERVICES

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VMWare-Cloud/Amazon Web Services Support

- Official support of CCE on VMC-AWS
- VMware-Cloud will enable UCCE VMs to install in AWS Environment
- Customer responsibility to convert licensing from premises to cloud (perpetual to subscription) for:
 - MS Windows Server
 - MS SQL Server
- Support
 - Customer would work with VMC-AWS for environmental/server issues
 - Customer would work with Cisco for break-fix on CC products

Конференции Cisco Webex

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One Core Experience

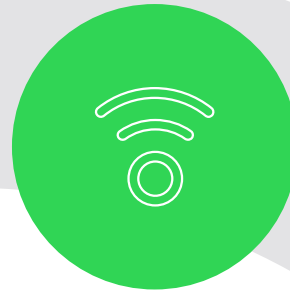
Simple and fast however you work, wherever you work



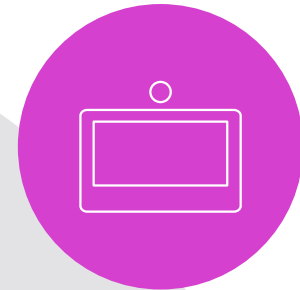
One button
to push



Video
first



Mobile
optimized



App and device
optimized

Empower a more
intuitive way to work

Internal Participants



Join



External Participants

Multi-streaming Video

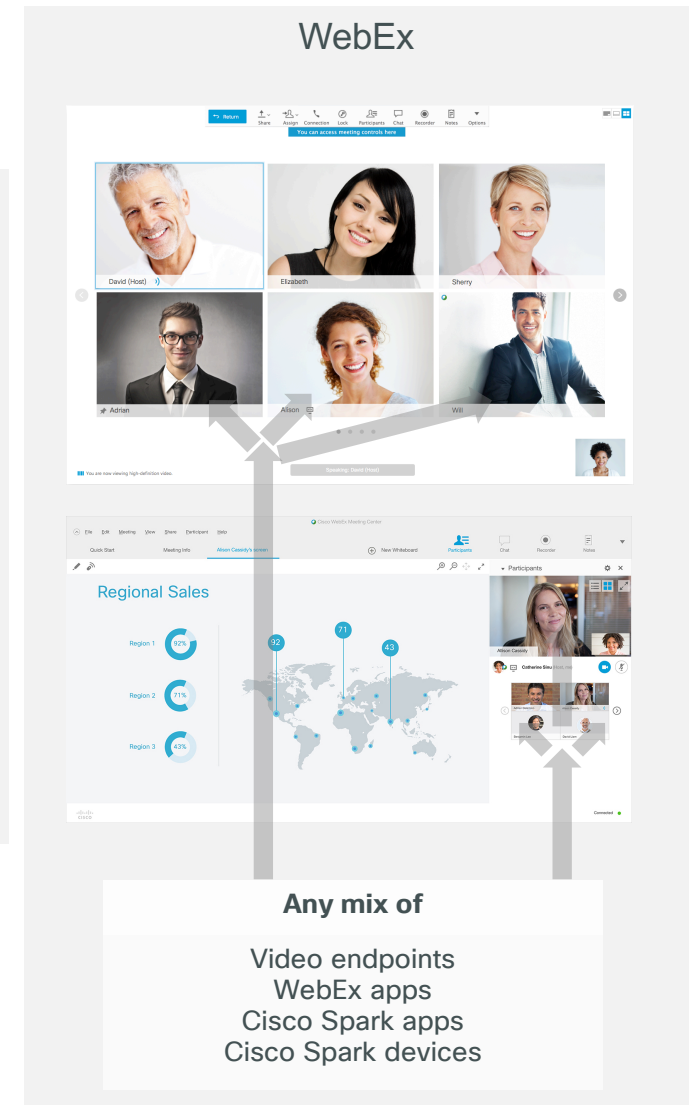
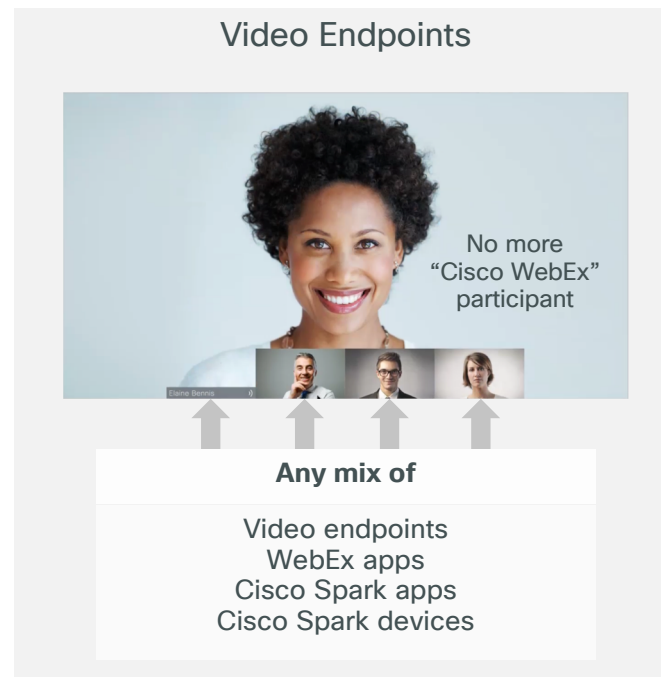
Description:

- Participants can see each others' video regardless of the app or device they use to join
- No more “active speaker video only” restriction
- No “Cisco WebEx Meetings” TP film strip
- No TP silhouettes in WebEx

Benefits:

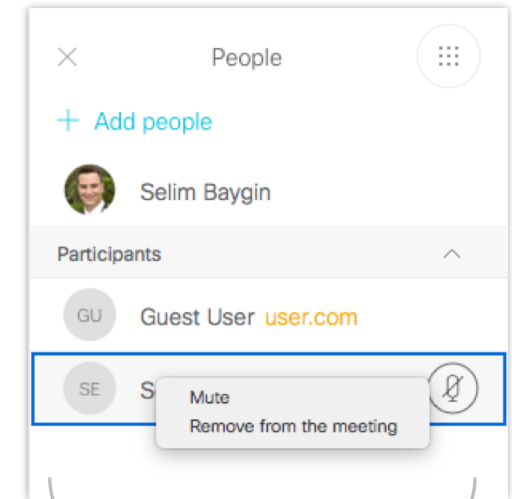
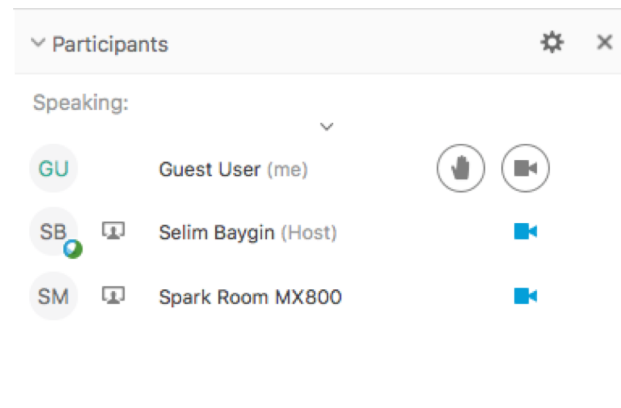
- More engaging and complete in-meeting video experience

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Unified Participant List and Controls

- Spark and WebEx users can see and control all users in the participant list



- All
 - See WebEx participants
- Host
 - Mute / Unmute others
 - Lock / Unlock meeting
 - Remove from meeting
 - Record meeting

Облако Cisco WebEx

Сервисы онлайн конференций для любого сценария

 WebEx



Meeting

Встречи



Training

Обучение



Events

Мероприятия



Support

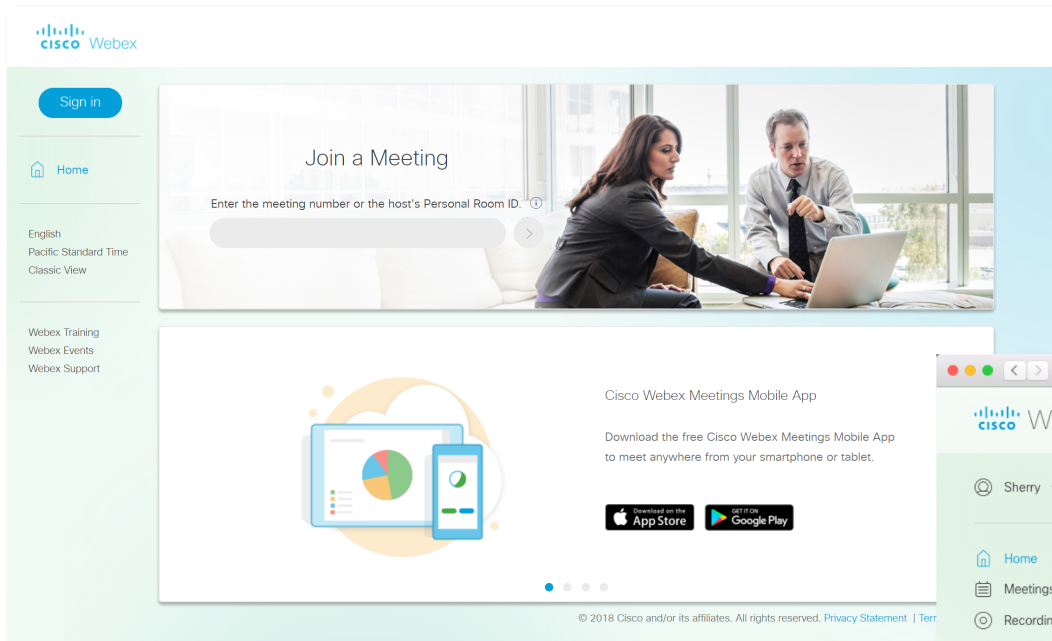
Поддержка

Webex Meeting

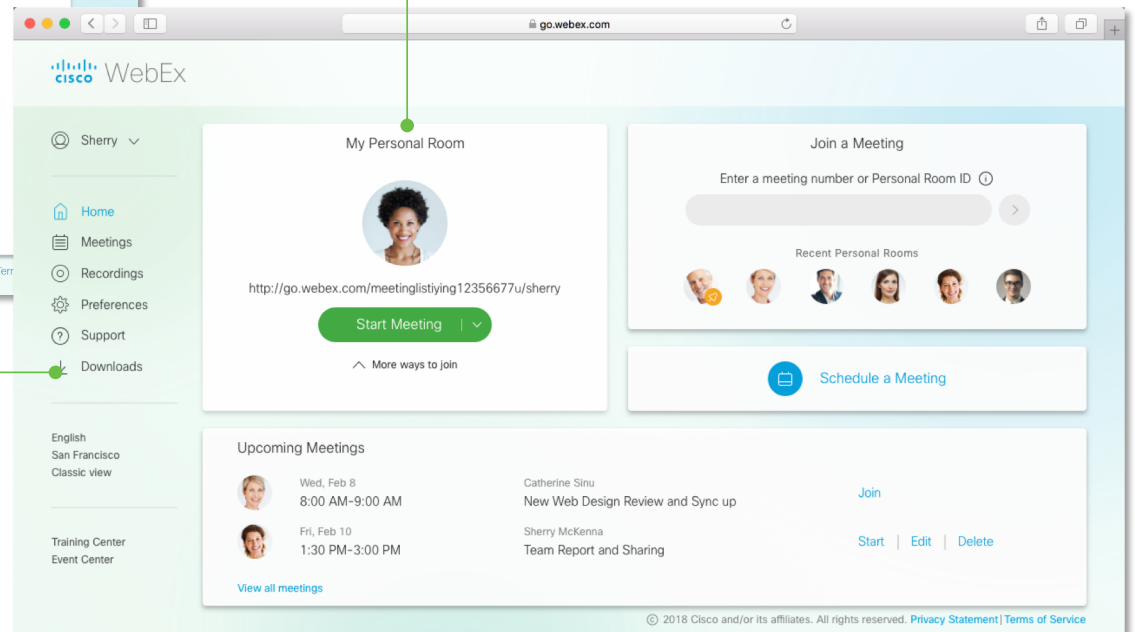
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New Modern View Dashboard



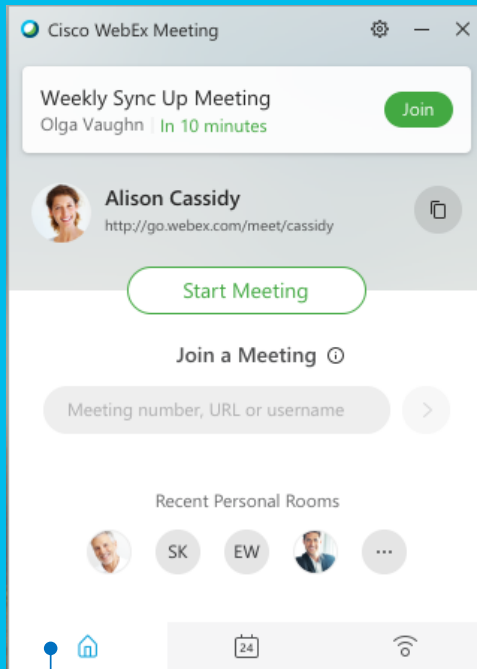
Dashboard access to core Webex functions



Simplified left navigation

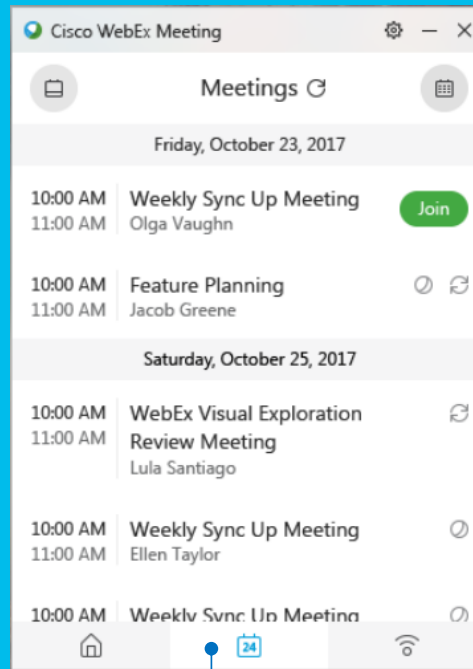
Access anytime, directly from your desktop!

One-click to start or join



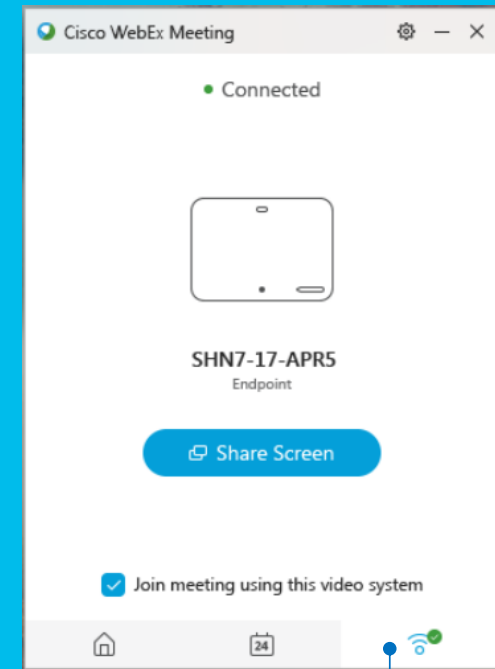
Easily access your or recent Personal Rooms and upcoming meeting from the *Home* tab

Integrated Calendar



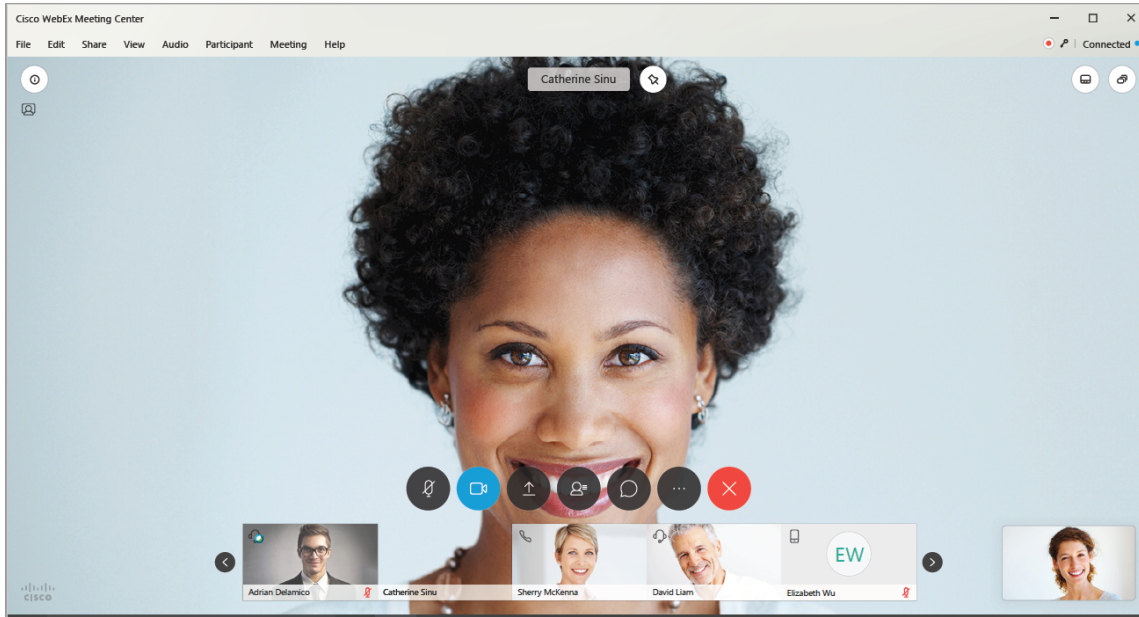
Schedule and join meetings FAST even check your calendar from the *Meetings* tab

Proximity pairing

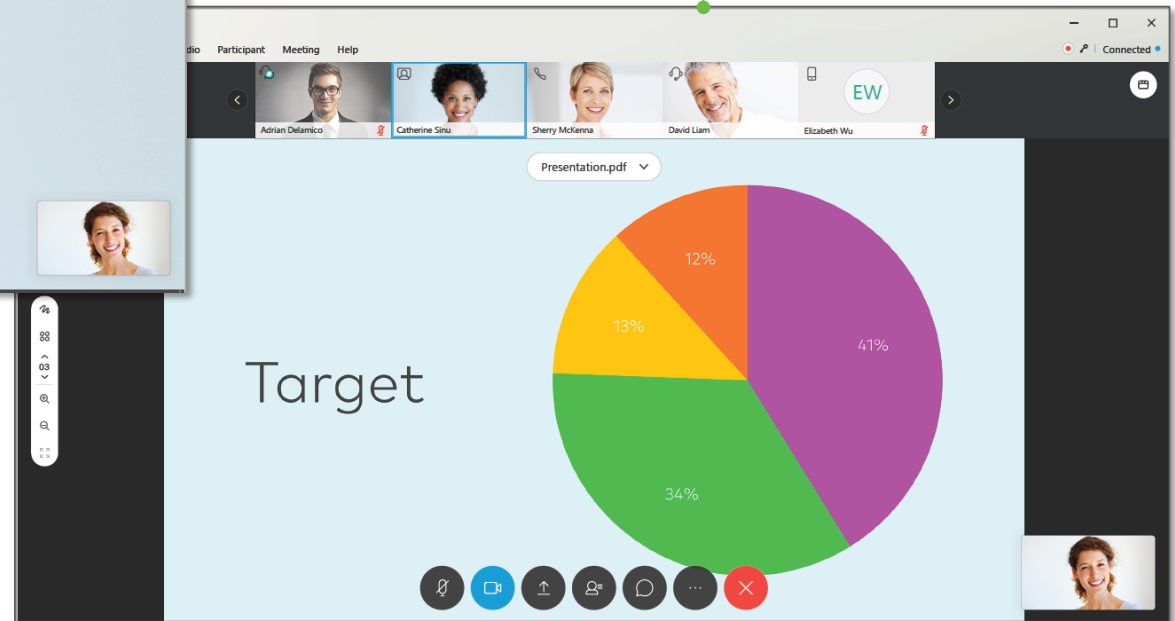


Wirelessly share the desktop to proximity-enabled endpoint or auto join Webex meeting from the paired endpoint

New video-centric meeting experience



Dynamically adjusts when content is shared

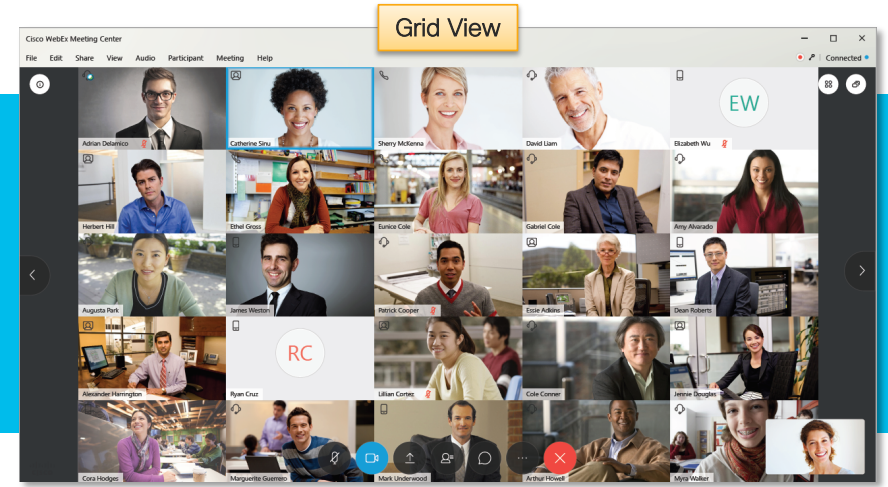
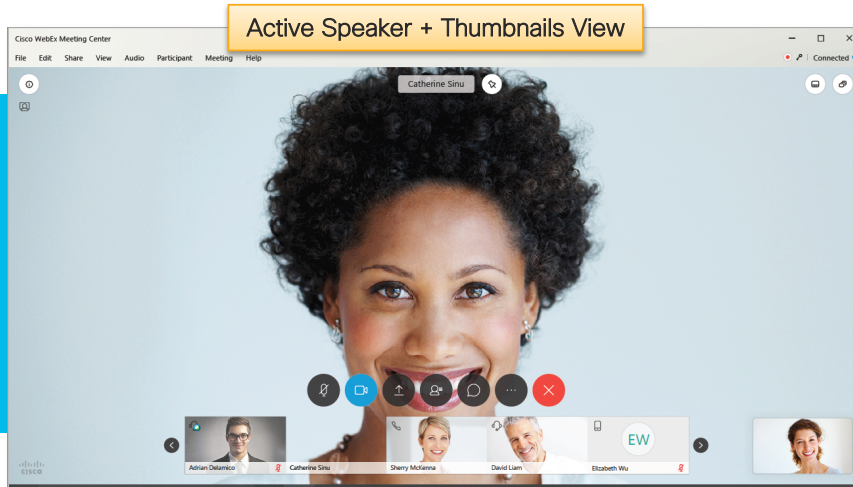


Centralized Control Bar

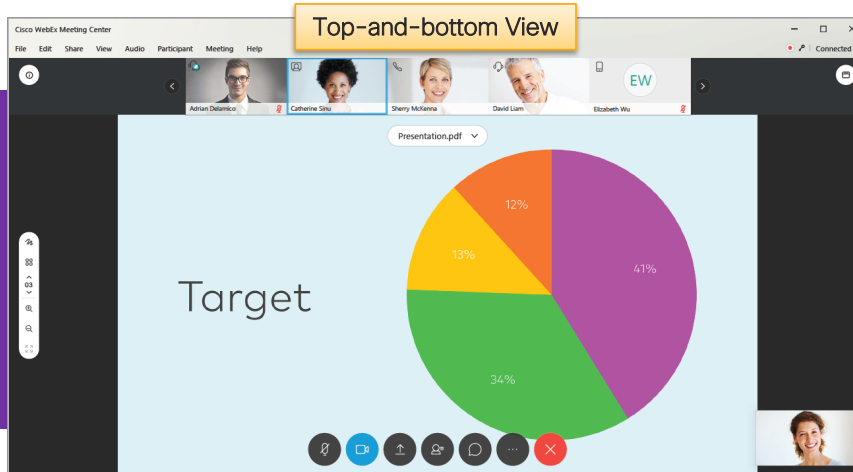
The screenshot displays the Cisco WebEx Meeting Center interface. At the top, there is a menu bar with options: File, Edit, Share, View, Audio, Participant, Meeting, and Help. The main area shows a large video feed of Catherine Sinu. A context menu is open over the video, listing features: Notes, Polling, Multimedia Viewer, Lock Room, Invite and Remind, Copy Meeting URL, and Audio Connection. Below the video is a control bar with icons for mute, video, screen share, chat, and a red 'X' for end meeting. A participants list on the right shows names like Alison Cassidy, Adrian Delamico (Host), Catherine Sinu, Sherry McKenna, David Liam, Elizabeth Wu, Herbert Hill, Ethel Gross, Eunice Cole, Gabriel Cole, Amy Alvarado, Augusta Park, James Weston, Patrick Cooper, Essie Adkins, and Dean Roberts. A green callout box points to the participants list with the text 'Easily toggle panels on and off'. Another green callout box points to the control bar with the text 'Core meeting features'. A third green callout box points to the bottom of the video feed with the text 'Control bar auto-hides when not in use'. A smaller inset window at the bottom right shows the video feed with the control bar hidden.

Multiple Layout Options

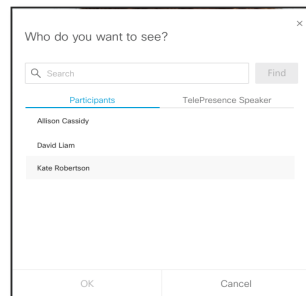
Video-only



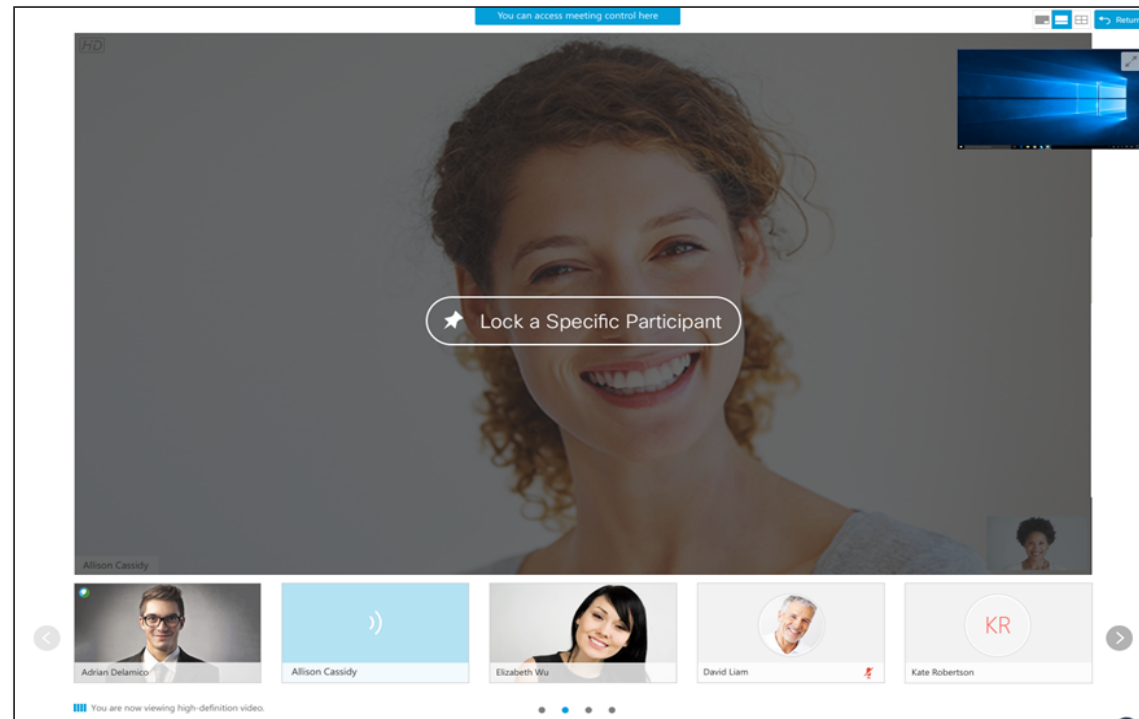
Content share



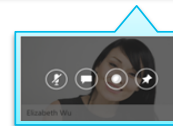
See everyone and control who you see



Users can **lock** video to focus on the participant of their choosing



Thumbnails can be locked to a particular participant



Floating Window layout for complete control

The screenshot shows a floating window layout for a meeting application. The main window displays a presentation slide with a pie chart and the word "Target". The pie chart has four segments: a large green segment (34%), a yellow segment (13%), an orange segment (12%), and a purple segment. The word "Target" is written in a large, dark font on the left side of the slide. The window title bar shows "Presentation.pdf" and a close button. A chat window is open on the right side of the main window, displaying a conversation between Catherine Sinu and Adrian Delamico. The chat window has a title bar with "Chat" and a close button. A video thumbnail of Catherine Sinu is visible in the bottom right corner of the main window. A green callout box with a white border and a green dot pointing to the chat window contains the text "Resize or even move to a secondary monitor".

Segment Color	Percentage
Green	34%
Yellow	13%
Orange	12%
Purple	12%

Target

Chat

Catherine Sinu to everyone: 9:30 AM
Thanks for all your time.
Let's have next feature palnning meeting next Monday.

Catherine Sinu to everyone: 9:36 AM
Sounds good to me

To: Everyone
I am available anytime Monday. |

Resize or even move to a secondary monitor

Meeting Info

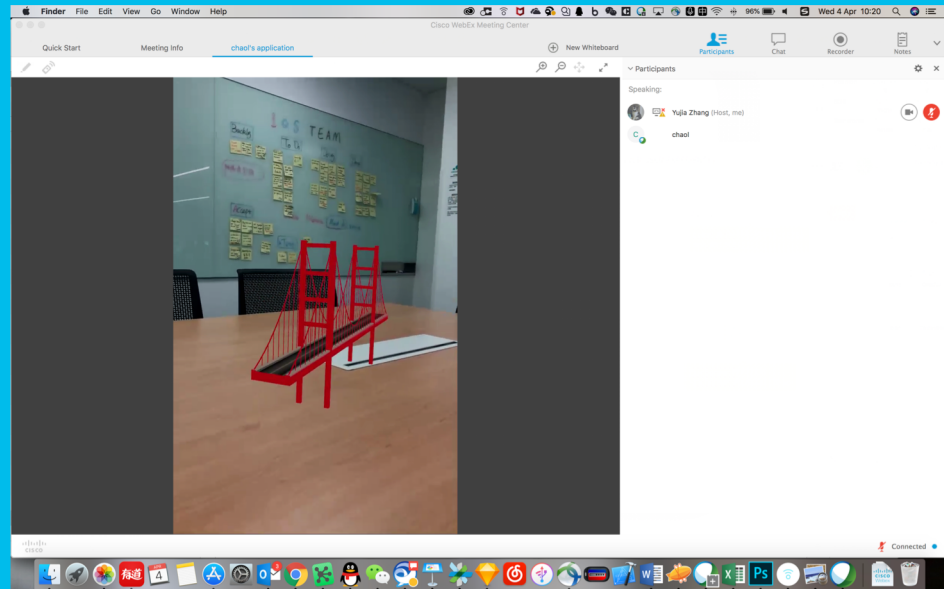
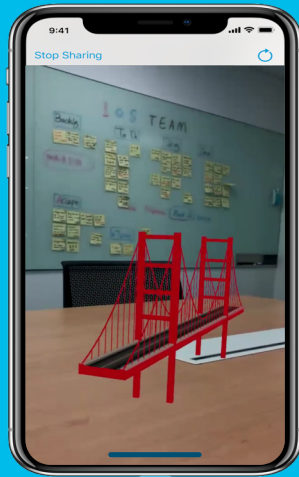
The screenshot displays the Cisco WebEx Meeting Center interface. At the top, the title bar reads "Cisco WebEx Meeting Center" and includes standard window controls (minimize, maximize, close) and a "Connected" status indicator. Below the title bar is a menu bar with options: File, Edit, Share, View, Audio, Participant, Meeting, and Help.

The main content area is split into two sections. On the left is a "Meeting Info" sidebar, and on the right is a large video feed of a participant, Catherine Sinu, with her name displayed above her video. The sidebar contains the following information:

- Meeting Title:** WebEx Zero Kick Off Meeting
- Host:** Adrian Delamico
- Agenda:** Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut.
- Meeting URL:** go.webex.com/meet/username
- Meeting number:** 123 456 789
- Host key:** 765432 (listed three times)

At the bottom of the interface is a control bar with icons for mute, video, chat, help, and other functions. Below the control bar is a "Participant" bar showing thumbnails for Adrian Delamico, Catherine Sinu, Sherry McKenna, David Liam, and Elizabeth Wu. The Cisco logo is visible in the bottom left corner.

Augmented Reality in Webex Meetings With iOS



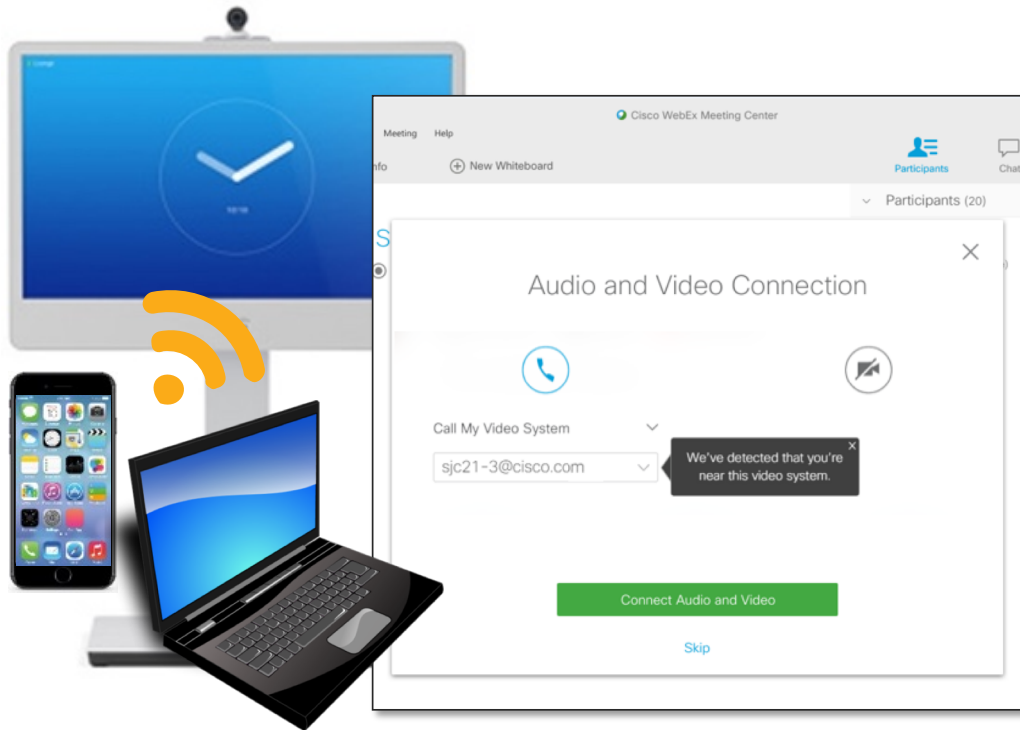
Share 3D augmented reality files
in your meeting directly from your
iOS device

Place, resize, and rotate a physical
object anywhere in your immediate
physical area

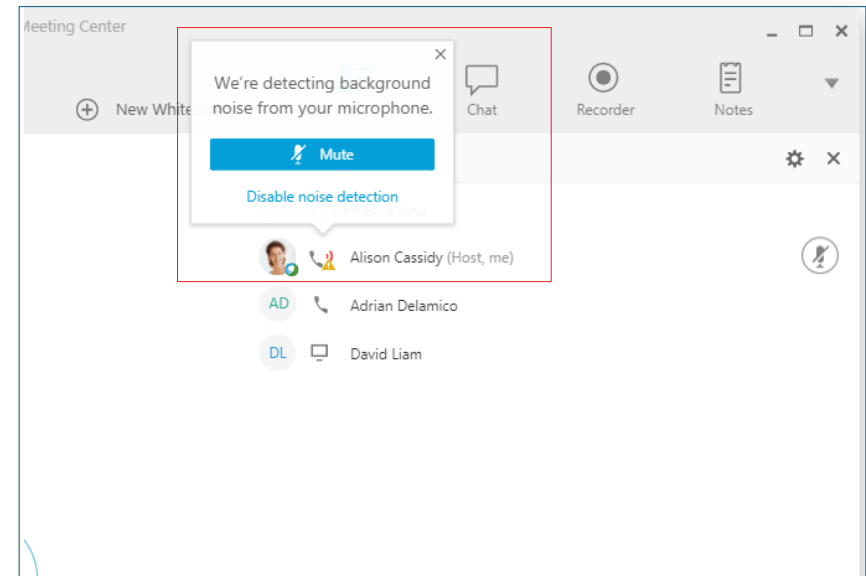
Applications in product
design, manufacturing,
architecture, etc.



Audio/video enhancements



Wirelessly hand off your laptop/mobile device to your on-premises device via proximity

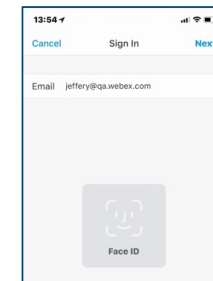
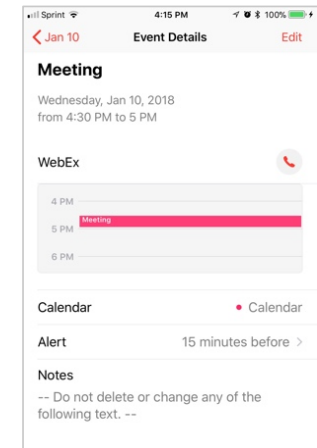


Prompts user to mute when background noise is detected*

Re-imagined Mobile Meeting Experience

For equal participation

- Optimized view for smaller screen size
- Screen share from mobile
- Access to meeting tools (e.g. white board)
- Easiest scheduling on the market
- Adaptable for noisy environments*
- Simple join: calendar, Siri, Face ID, Touch ID*

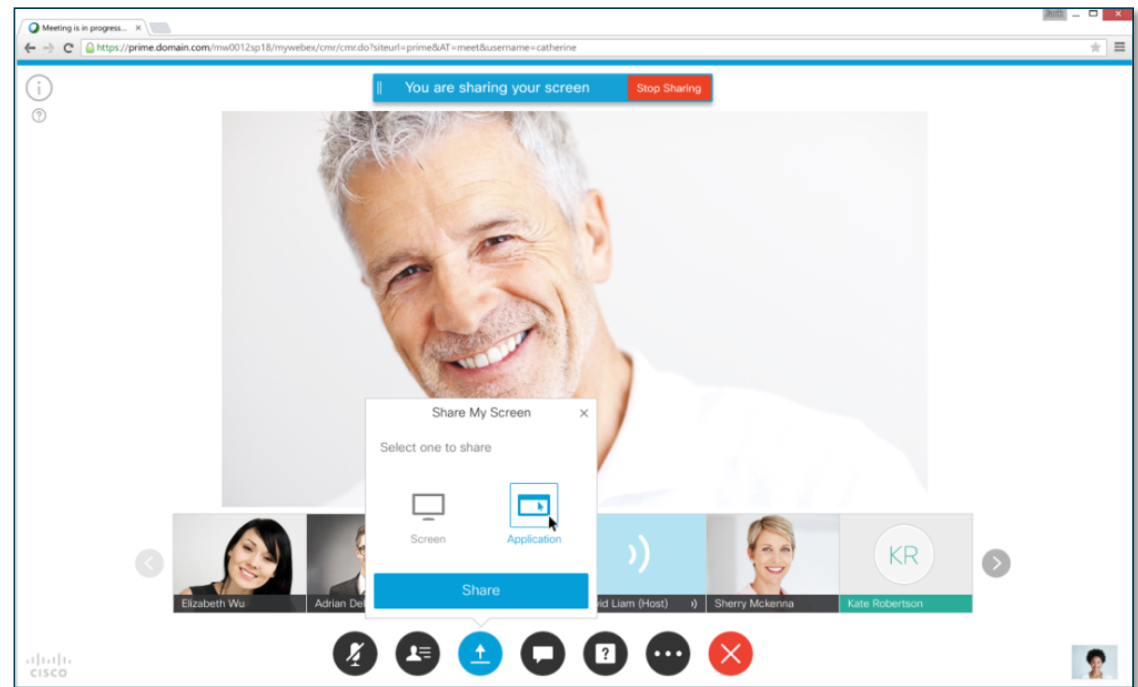


* For Cisco Webex Meetings only

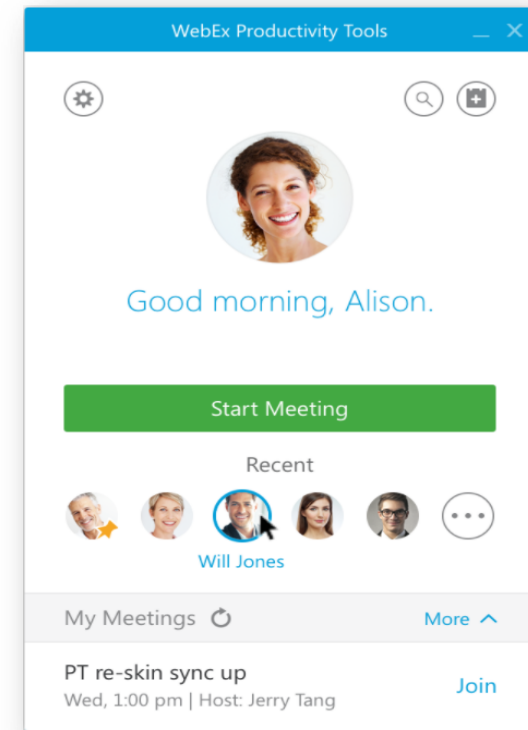
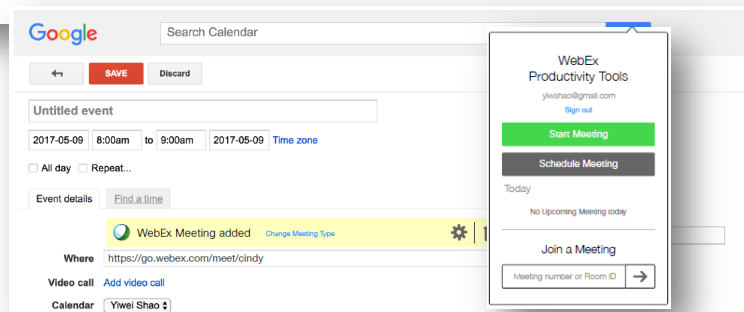
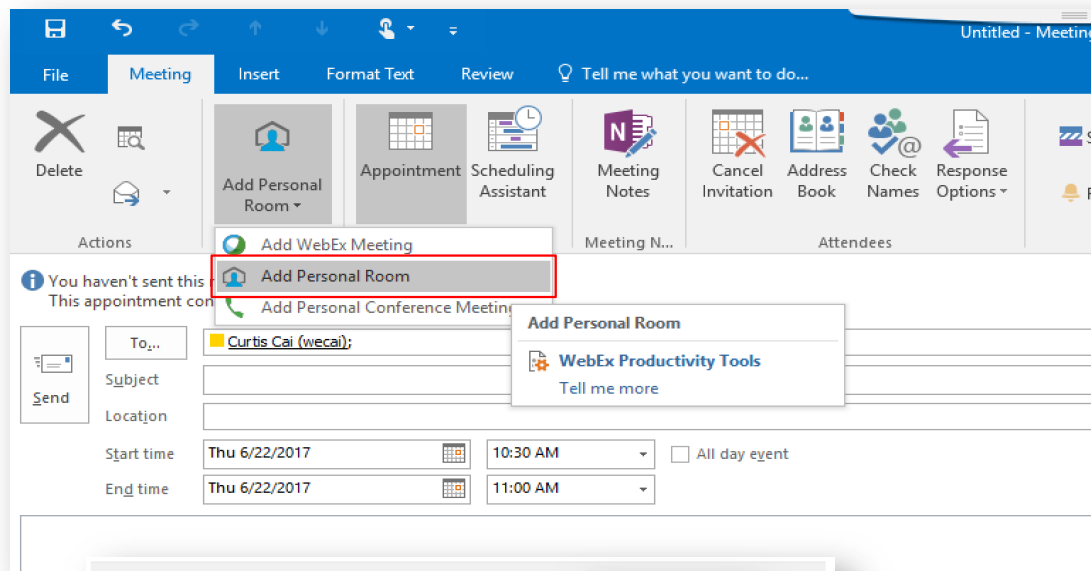
Easy Access for anyone

The industry's most comprehensive web app for meetings

- No download or plug-ins required
- Join or host a meeting directly from your browser
- Fully featured:
 - video and audio
 - screen and application share
 - intuitive and centralized meeting controls and chat
- Based on WebRTC

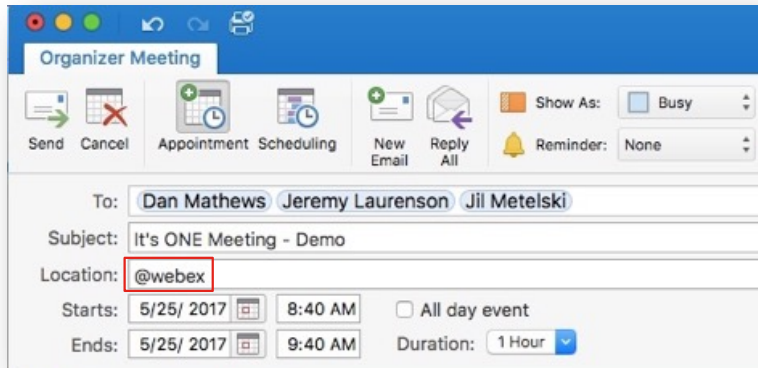


Scheduling with productivity tools



Productivity tool plug-ins across apps & devices

Scheduling one word



Choose your email client

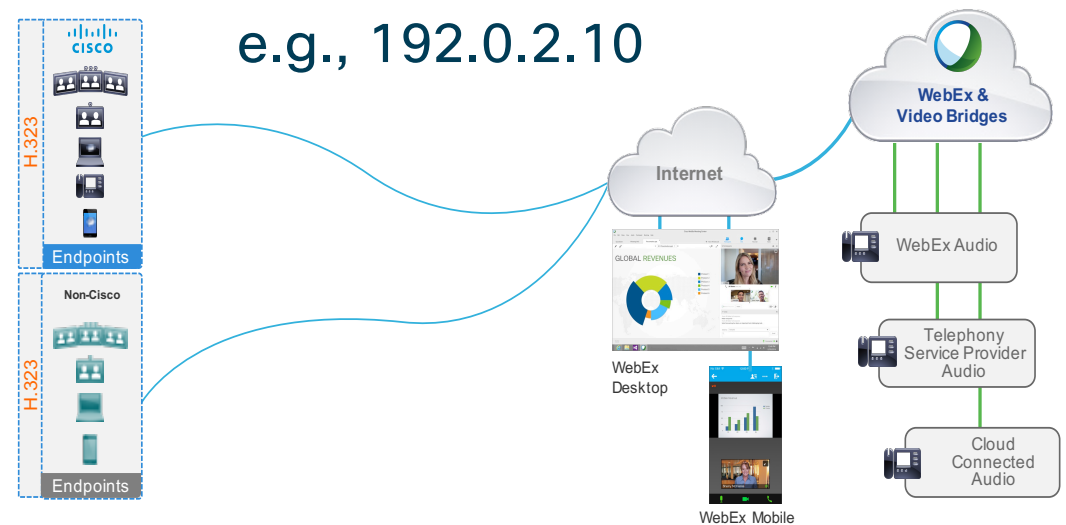
Schedule using the calendar's native location field

- One step for users to remember
- Fast scheduling, no plug in required
- **@webex** will backfill the users personal room information into the calendar invite
- **@Meet**: CMS/TMS Scheduled Meeting
- **@spark** will schedule the Webex meeting and will create or update the Webex Teams space
 - Creating the meeting from a Webex Teams space automatically add @spark using the space info
- Optionally enables OBTP via on-prem TMS/TMS-XE or Calendar integration for cloud registered endpoints

Dial an IP Address to Join a Meeting

Join meetings quickly without the need for complex call control and firewall setups on H.323 endpoints

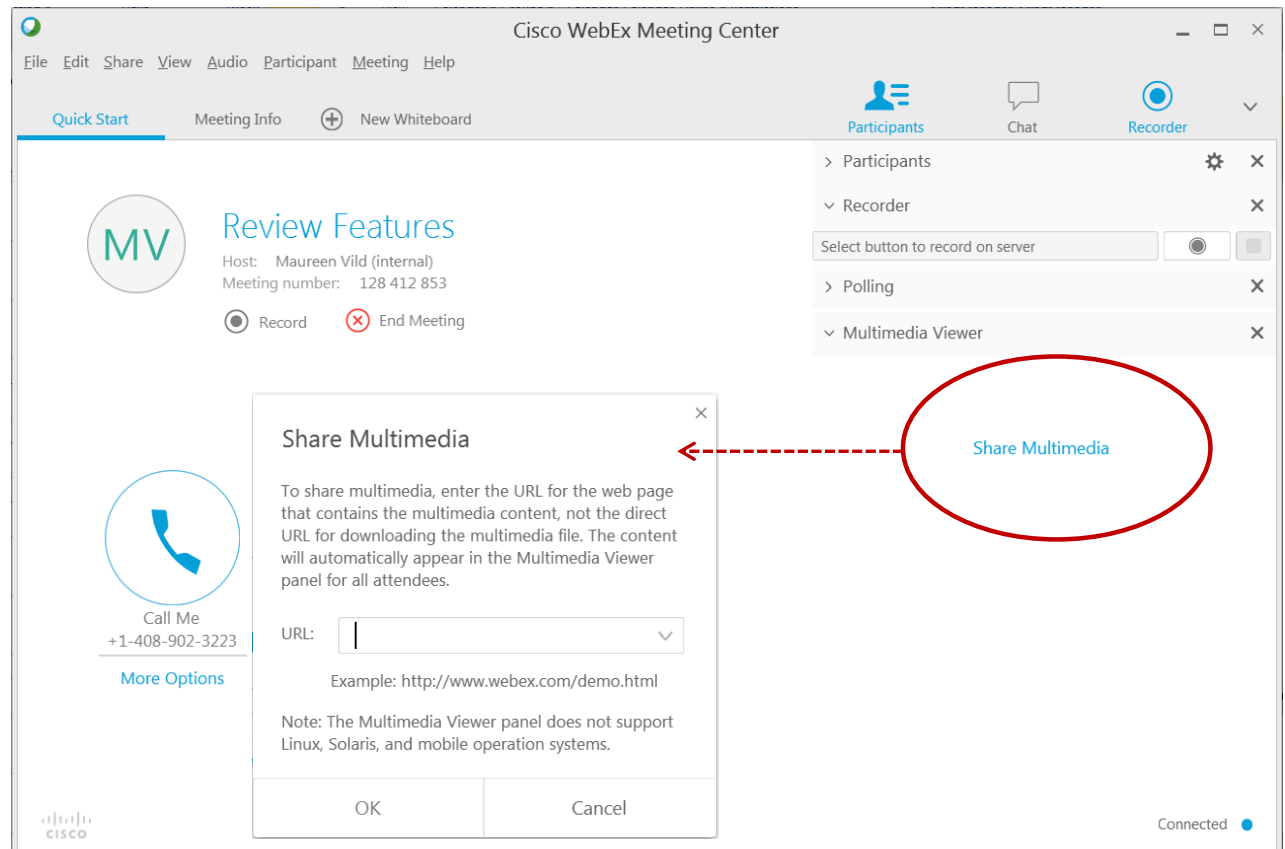
- Simply dial an IP address to join meetings in the cloud
- Support H.323-based video endpoints
- Support video endpoints with both private and public IP addresses
- Meeting join information enhanced to provide cloud IP address to dial
- Regional IP addresses added to optimize meeting quality
 - Americas, EMEAR, APJC



Multimedia Sharing

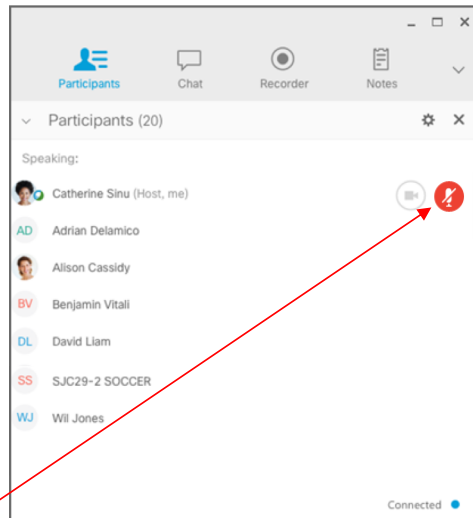
Host can share web-based multimedia through the Multimedia Viewer. Supports third-party closed captioning services to stream live text or sign language interpretation

Multimedia Viewer is also available in Meeting Center, Training Center, and Event Center.



3rd Party Headset Mute Integration

(No more “double-mute”!)



Now if you mute/unmute from your headset, it will also mute/unmute your audio in the WebEx meeting (and vice versa).

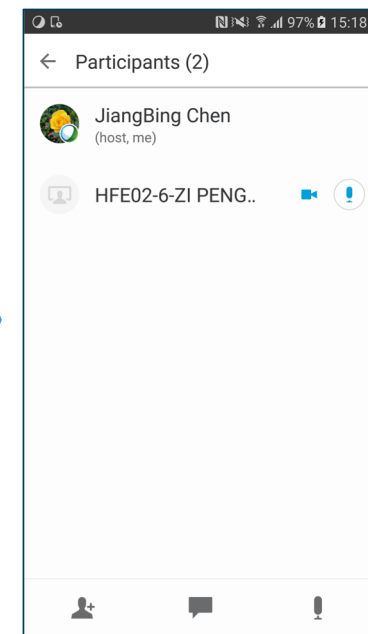
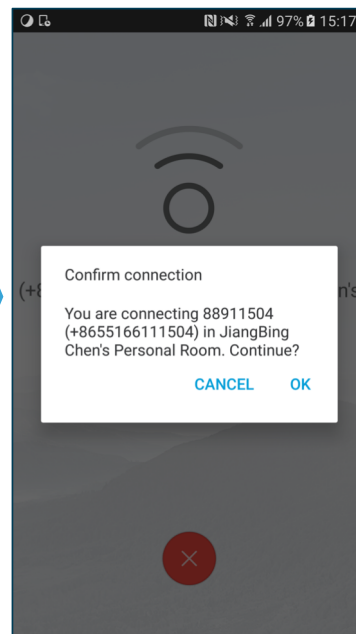
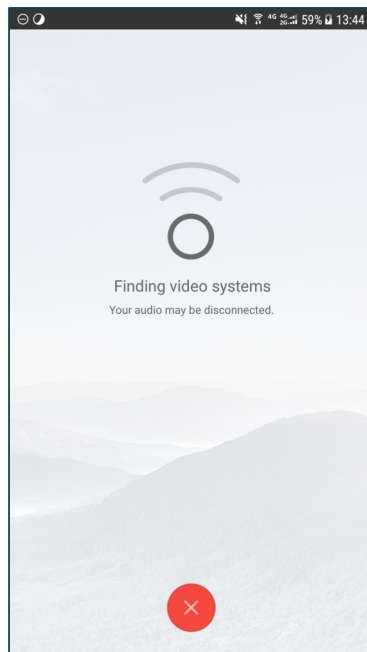
plantronics.

Jabra

logitech

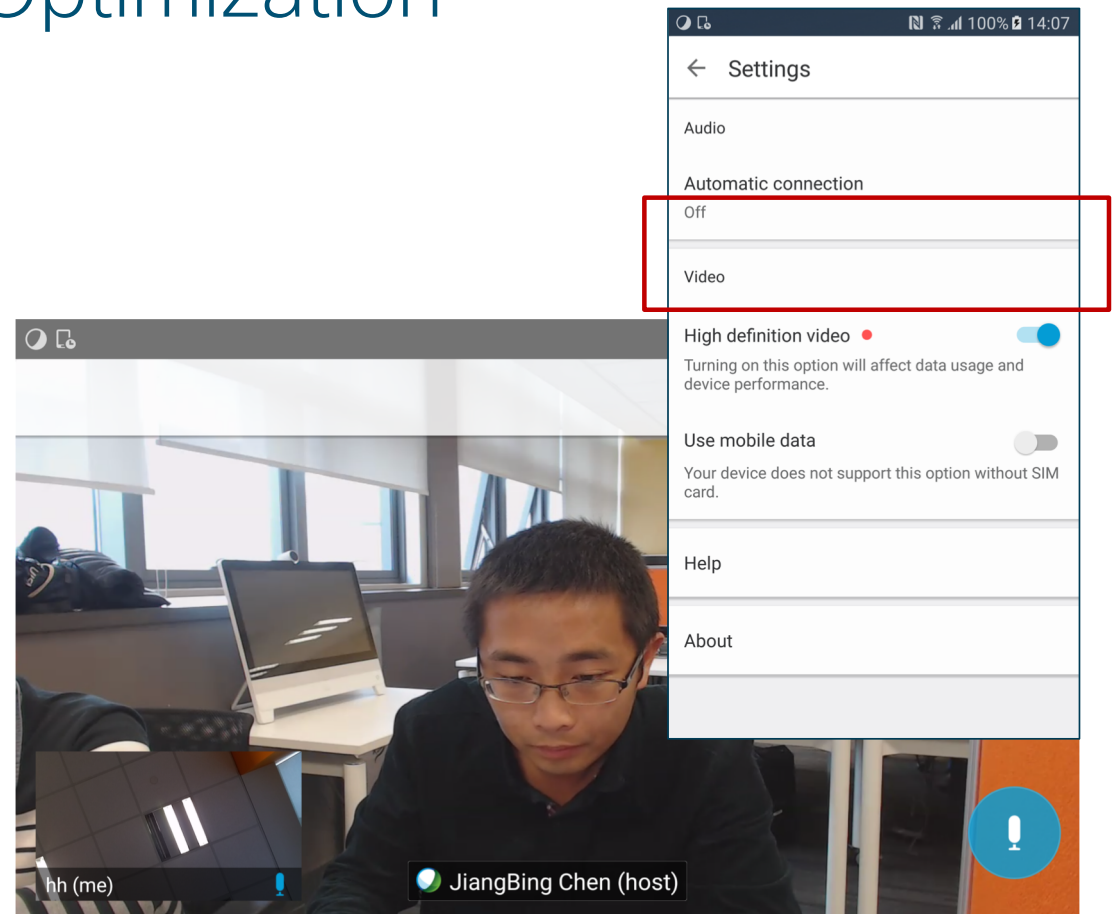
SENNHEISER

Video System Callback



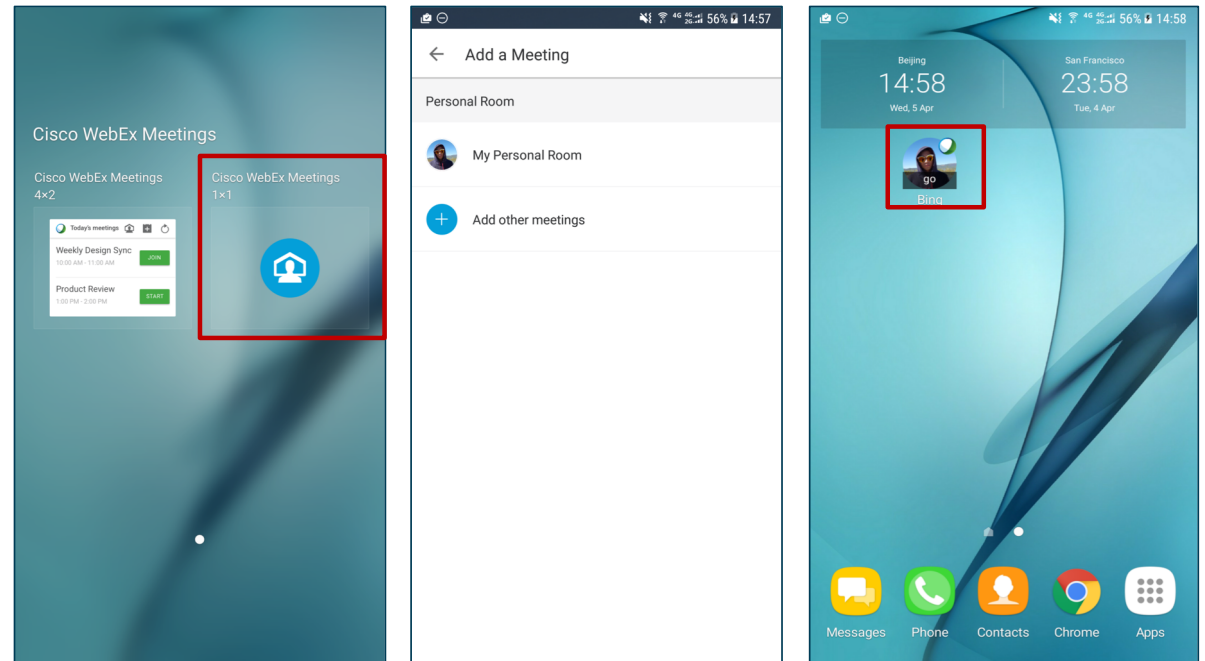
High Resolution Video Optimization Android

Android devices can now send and receive up to 720p high resolution video. Users have the option to enable or disable high resolution.



Widget Support Android

Add a widget directly to your main screen for easy access to frequently attended WebEx meetings and Personal Rooms. Only available for Meeting Center.



Meet Where You Work

From your calendar

From messaging apps

From where you learn

From your car

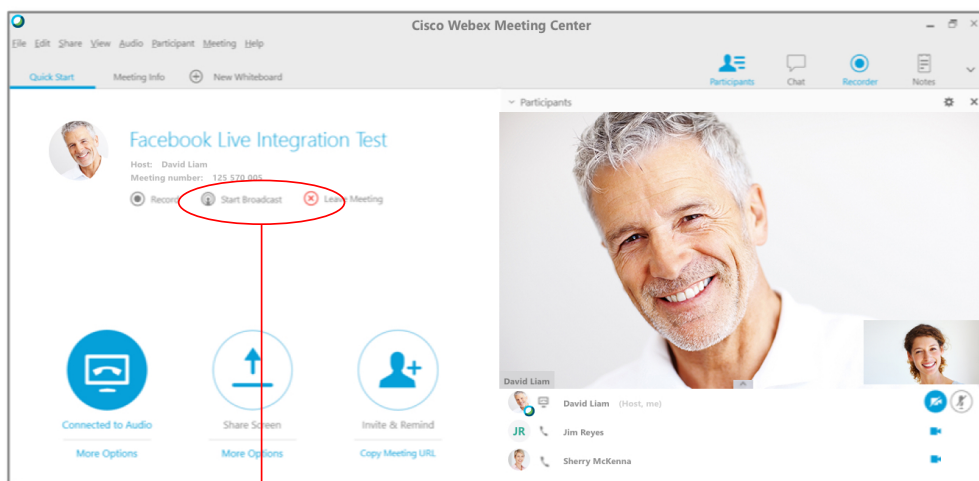


Enable best meeting experience from 3rd party tools

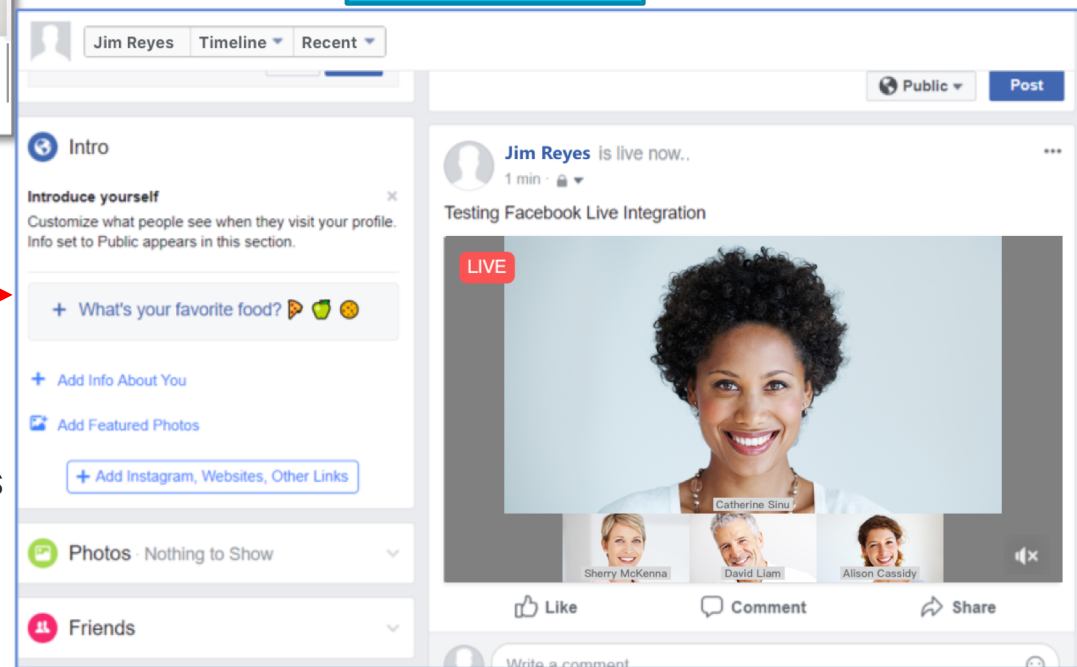
Webex Meetings Streaming to Facebook Live



Reach out to your audience on social media



Facebook



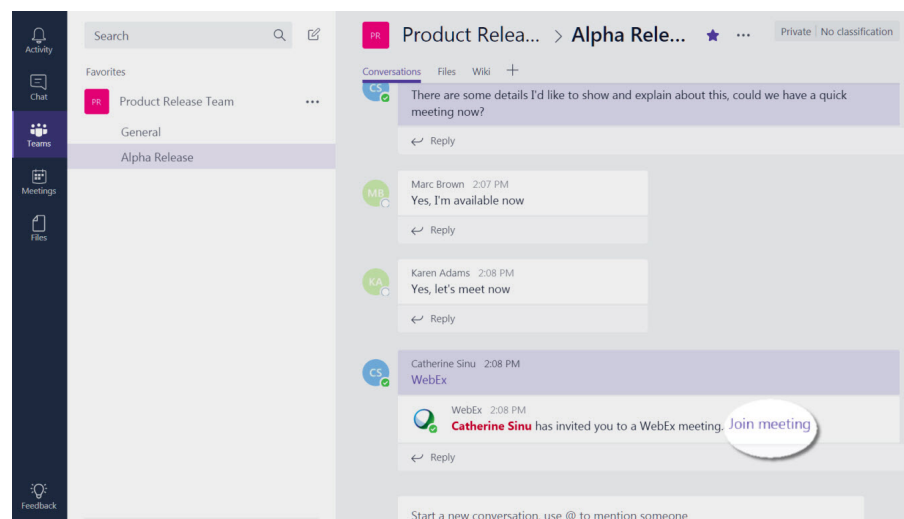
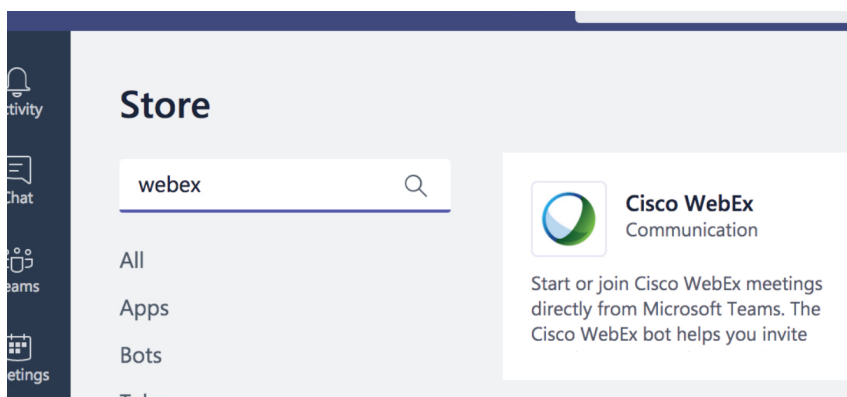
Notes:

- Requires MP4 recordings on the site.
- Request to turn it on if not automatically available
- Site admin must grant explicit permission to users

Webex Meetings for Microsoft Teams




Simple Webex Commands to share meeting URLs within Microsoft Team's Channels



Webex Meetings Integration for Workplace by Facebook



Settings for Cisco Webex Meetings

 **Cisco Webex Meetings**
CISCO SYSTEMS, INC.

Start or join Webex video meetings from Workplace

[Learn more](#)

Permissions granted to this integration


- ✓ Read the email address of members in selected groups
- ✓ Send and receive chat messages from any member of your community

Apply group-related permissions to

- All groups
- Specific groups

[Terms of Service](#) · [Privacy Policy](#) of Cisco Webex Meetings

Uninstall Installed by **Brandon Him** **Cancel** **Save**

 Cisco Webex Meetings
Start or join Webex video meetings from Workplace
Bot

3:23PM

Get Started

Hello! I'm the Cisco Webex Meetings bot to help you start and join Webex scheduled meetings and Personal Room meetings. You can refer to my menu, or say "help" for a list of commands.

Whenever you're ready to set your Webex site url, say: "personalsite <url>".

For example...

personalsite company.webex.com

3:41PM

@Cisco Webex Meetings join 205 545 326

Cisco Webex Meetings

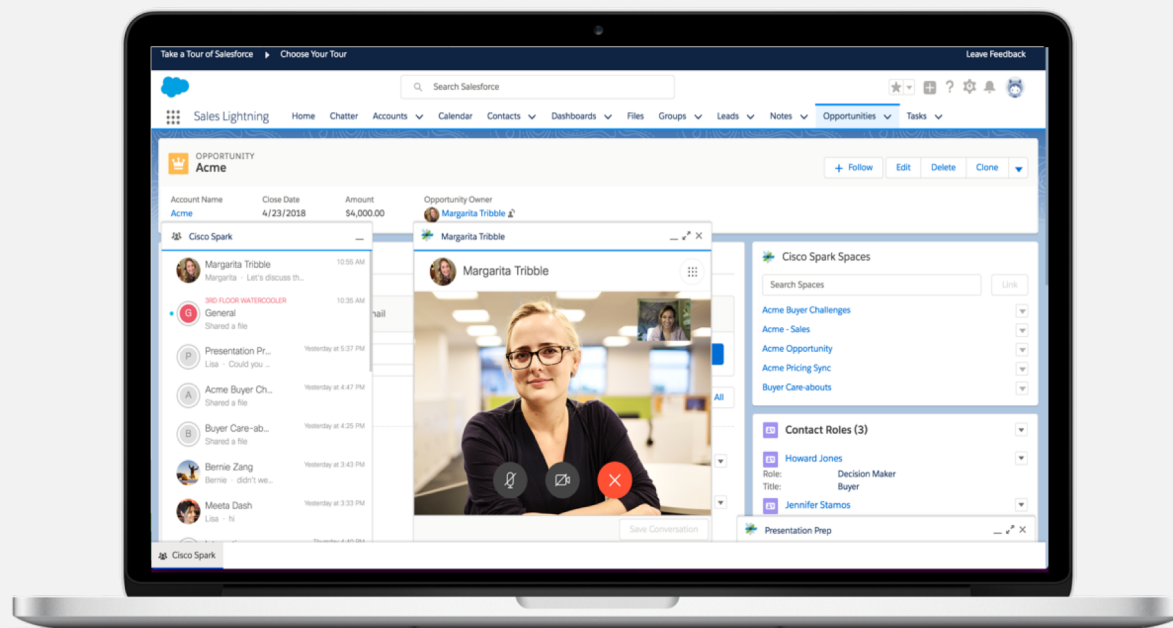
Click the link to start your meeting:
<https://company.webex.com/cisco/e.php?AT=SI&MK=205545326>

Type a message, @name...

Cisco WebEx for Salesforce: Native Integration

Essential collaboration tools right inside your Salesforce environment

- Cisco collaboration embedded directly into Salesforce UX
- Deploys easily without requiring any development work: Admin setting + user permissions
- Reduces tool and context switching
- Offers intuitive functionality that appears where you need it most
- Delivers immediate value without requiring prior Cisco Spark usage



Webex Meetings Integration with LMS

Applied 101

Home
Announcements
Assignments
Discussions
Grades
People
Pages
Files
Syllabus
Outcomes
Quizzes
Modules
Conferences
Collaborations
Attendance
Cisco Spark
Cisco WebEx
Settings

Webex

Meetings [+ New Meeting](#)

Upcoming Past Meetings

Name	Host	Duration	Date	Action
Applied Math	Devinder Kathuria	1 hour 0 min	Wed, Apr 25, 2018 1:30 PM	JOIN
Introduction	Devinder Kathuria	1 hour 0 min	Thu, Apr 26, 2018 10:00 AM	JOIN

Involvio Higher-Education Integration for Cisco Webex

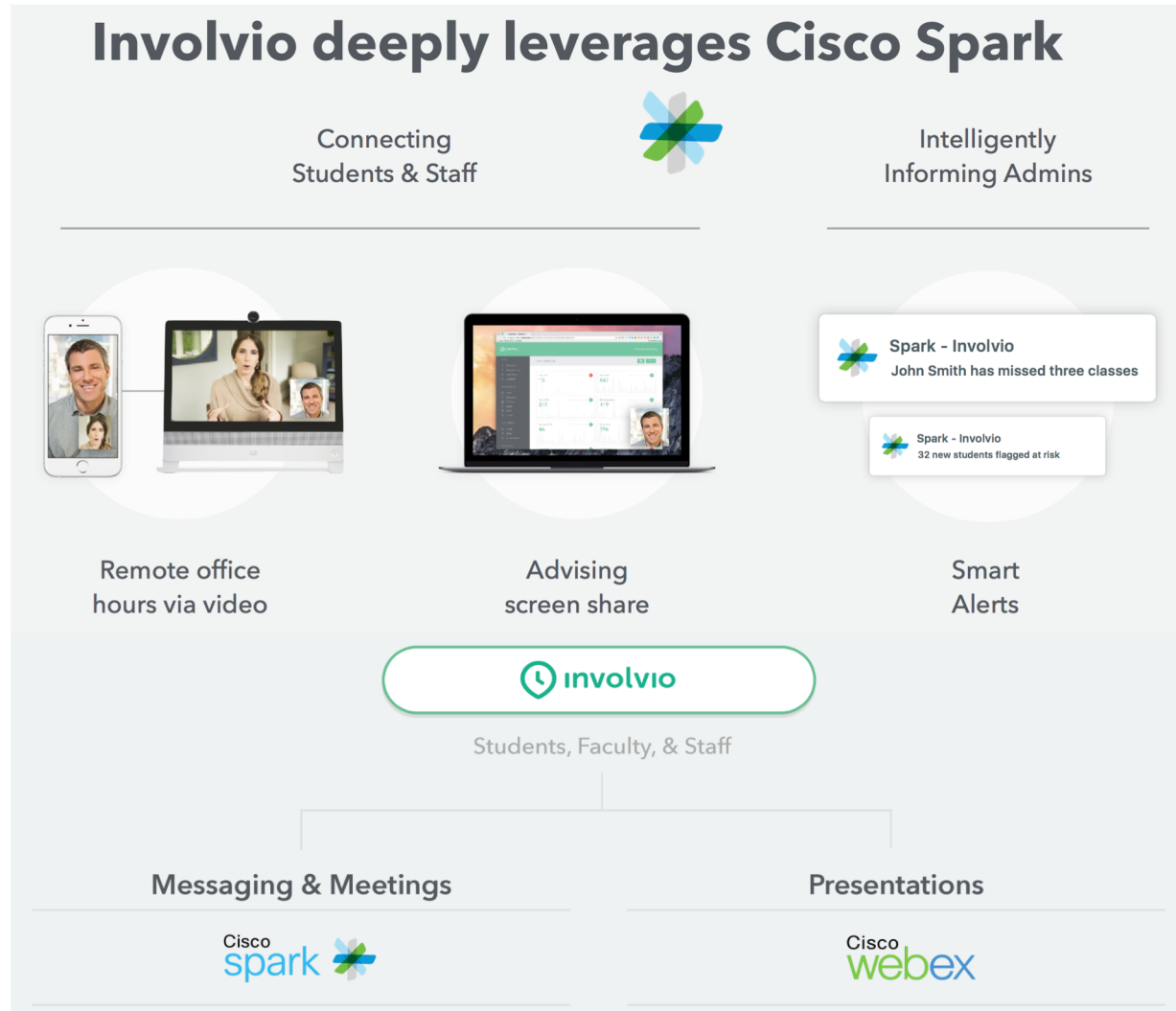


A Higher Ed offering that improves the student experience alongside various Cisco Webex Integrations

Involvio helps solve the problems of student retention, unifying campus resources, driving student engagement and gathering key insights

Involvio has seen multiple early wins with Cisco Webex already

Target availability: Available Now



Enterprise Security & Compliance



SHA-256 Signed Certificates



GDPR compliance

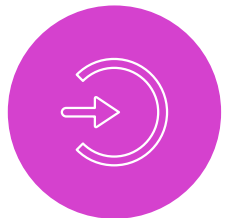


FIPS certification



FedRAMP

meetings with video devices

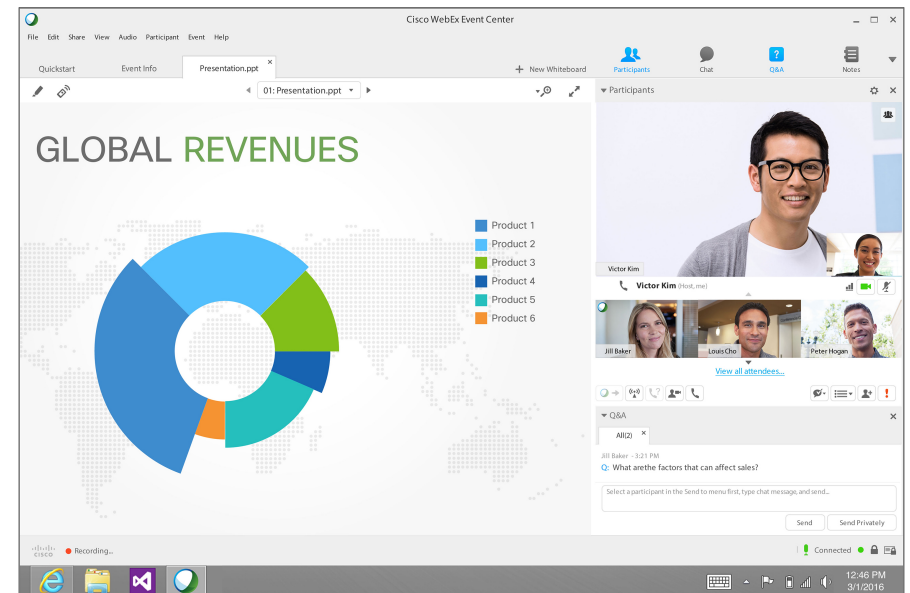


MIFID compliance

Webex Event

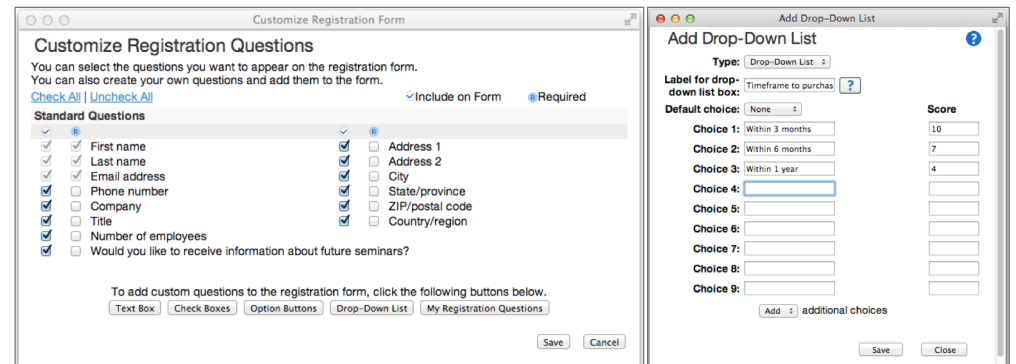
Cisco Webex Events

- Single solution for managing and delivering online events
- Customized email management
- Automated registration and lead scoring
- Highly interactive experience
 - PowerPoint and application sharing
 - High-quality video*
 - Polling, chat, Q&A
- Flexible, integrated audio
- Supports up to 3000 participants
- Provides mobile support across Android, iPhone, and iPad devices
- Includes e-commerce



Registration Management

- Fully customizable registration form
- Can include survey questions to score leads
- Ability to add lead source to registration link for tracking



Automated Email Management

- Generate email invitations (text or HTML)
- Create preset reminders
- Send automatic follow-up emails

Email Messages:

Email format: Plain Text HTML Include iCalendar Attachments

Invitation emails: [Attendees](#) | [Panelists](#)

Registration emails: Pending Approved Rejected | [Event In Progress](#)

Event updated emails: [All Approved Registrants](#) | [All Attendees](#) | [All Panelists](#)

Reminder emails: [1st Reminder](#) [2nd Reminder](#)

Follow-up emails: [Thank You for Attending](#) [Absentee Follow-Up Email](#)

August	26	2014		3	30	<input type="radio"/> am <input checked="" type="radio"/> pm
August	26	2014		3	30	<input type="radio"/> am <input checked="" type="radio"/> pm
August	26	2014		4	30	<input type="radio"/> am <input checked="" type="radio"/> pm
August	26	2014		4	30	<input type="radio"/> am <input checked="" type="radio"/> pm

Registration Reporting

- Get real-time registration reports
- Track which programs are directing attendees to your event (through source ID)
- Track registration and lead score
- Deliver leads into the sales funnel for follow-up and event ROI calculation
- Import report into CRM system

Email	Registered	Registration Status	Source ID	Registration Date	Registration ID	Registration Score
kih@tahm.com	Yes	Approved	WebLink	October 1, 2007 Pacific ST	978627	3
sedef.ozcana@sbcglobal.com	Yes	Approved	WebLink	October 1, 2007 Pacific ST	235860	5
lizzy@yxm.com	Yes	Approved	WebLink	October 1, 2007 Pacific ST	586486	7
jevlo@wtbcm.com	Yes	Approved	email2	October 1, 2007 Pacific ST	623872	9
marki@yahoo.com	Yes	Approved	BannerAd	October 1, 2007 Pacific ST	229576	10
Jasond@Bank.com	Yes	Approved	BannerAd	October 1, 2007 Pacific ST	159991	12
Kellybrown@gmail.com	Yes	Approved	BannerAd	October 1, 2007 Pacific ST	885392	13
lora.vizz@partntals.com	Yes	Approved	BannerAd	October 1, 2007 Pacific ST	470256	15
saabaon@gmail.com	Yes	Approved	email1	October 1, 2007 Pacific ST	424394	15
Anws@pat.ca	Yes	Approved	email1	October 1, 2007 Pacific ST	163703	20
Rodsaf@grhis.com	Yes	Approved	email1	October 1, 2007 Pacific ST	140940	22
sara@bank.com	Yes	Approved	email1	October 1, 2007 Pacific ST	529576	26
chris@webx.com	Yes	Approved	email1	October 1, 2007 Pacific ST	479354	27
smoed@hat.com	Yes	Approved	email2	October 1, 2007 Pacific ST	229576	30
julssdfas@kstone.com	Yes	Approved	email2	October 1, 2007 Pacific ST	176827	30
cheryimofe@graphic.com	Yes	Approved	email2	October 1, 2007 Pacific ST	483814	30

Post-Event Recording

- Send a link to recorded content after the event (registration and survey-enabled)
- Maintain an archive of recorded events

Event Recordings					
Search: <input type="text"/> <input type="button" value="Search"/>					
English · San Francisco Time					
Total: 151 recordings				Page: 1 2 3 4 5 6 7 8 9 10 Next	
Topic	Panelist	Date	Size	Duration	Format
What's Preventing You from Putting the Voice of the Customer to Work? Most businesses realize the value of the voice of the Customer. Today, hundreds of organizations reg...	Robin Walker, Customer Experience and Loyalty, XYZ Corporation	August 26, 2014	5.9 MB	9 minutes	ARF
Sills Management: Lessons Learned From the Real World Staying in business today depends on making the most of what you have. Only by understanding the ski...	Kristen Wallace, Solutions Consultant Company A	August 21, 2014	9.7 KB	15 minutes	ARF
<input checked="" type="checkbox"/> A customer's view on finding the right Hosted Email provider Email is critical to company-wide collaboration, and IT leaders are no longer willing to compromise ...	Amelia Davis, Director of IT, Building #18	August 19, 2014	14.4 KB	46 minutes	ARF

Webex Events E-Commerce


- Generate revenue for events or recordings with PayPal payment-processing services
- Encourage faster adoption of webcasts using promotion code discounts

Payment Information

Payment summary:

Items:	\$99.50	Do you have any promotion codes? Enter promotion codes here (one at a time): <input type="text"/> <input type="button" value="Apply"/>
Promotional savings:	-\$0.00	
Total amount:	\$99.50	

Pay with credit or debit card

*Card number: 

*Expiration date: / mm/yy

*CSC: [What's this?](#)

Billing address:

First name:

Last name:

Country:

Address:

City:


State/Province:

ZIP/Postal code:

Email address:

Payment method:

Pay with PayPal

 **Check out**

The safer, easier way to pay

Events by Date [View](#)

English - San Francisco Time

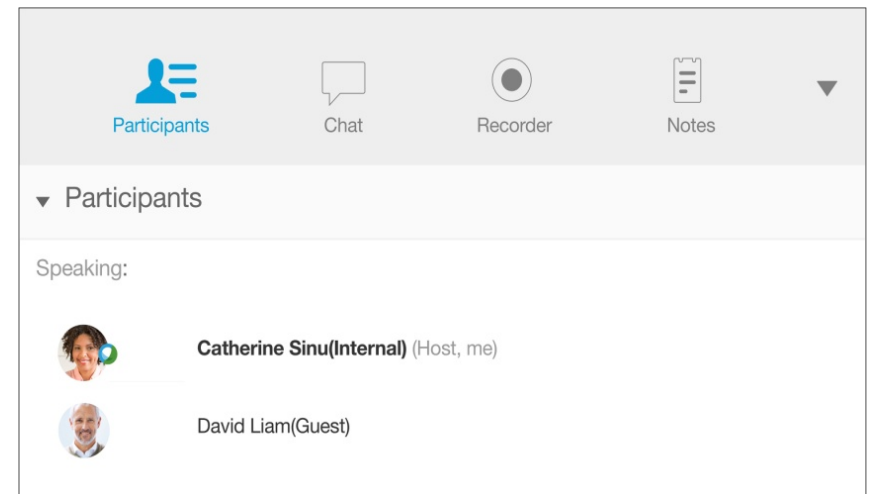
Show past events Show only events that require registration

Date & Time	Topic	Fee
▼ January 2016		
Jan 16, 2016 10:45 pm	WebEx Release T31R1 Features - Webinar	USD \$100.00
Jan 21, 2016 2:30 pm	Event Center - Best Practices	Free
Jan 29, 2016 2:45 pm	Training Center - Polling & Testing	Free
▼ February 2016		
Feb 4, 2016 6:00 pm	CMR-Hybrid Overview - Webinar	USD \$99.50
Feb 23, 2016 11:30 pm	Event Center - Your choice for Webinars	Free
Feb 24, 2016 1:45 am	WebEx - Online Collab Made Easy	USD \$149.99
▼ March 2016		
Mar 4, 2016 2:30 pm	Training Center - Learn How	USD \$49.99
Mar 12, 2016 2:30 pm	Support Center - Customer Help	USD \$49.99
Mar 16, 2016 2:30 pm	Meeting Center - Tips and Tricks	Free
▼ April 2016		
Apr 3, 2016 2:45 pm	CMR / TP Demystified	Free

Single Sign-On Enhancements

Add Attendance Security to Internal Meetings

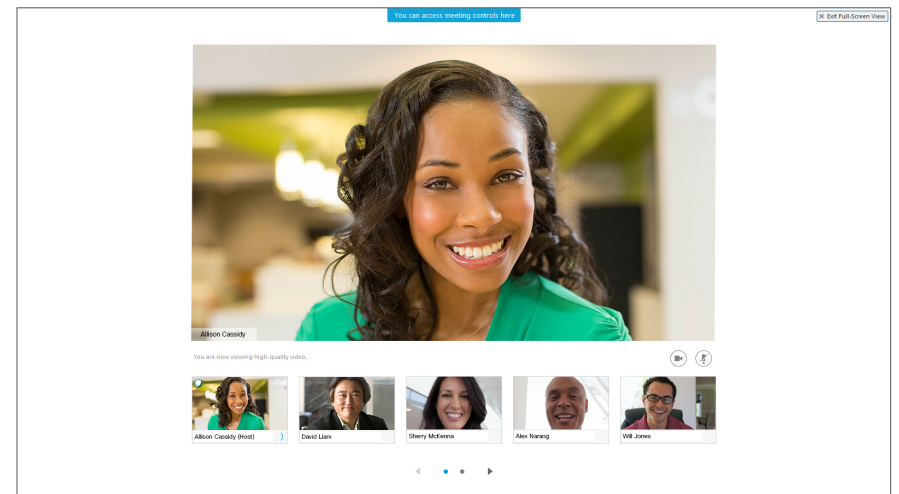
- Identify or “tag” attendees in Participant list as Single Sign-On (SSO) authenticated: “Internal” or “Guest”
- Require all participants to authenticate with SSO
- Set up invite-only meetings and require internal participants to authenticate with SSO (no forwarding of invitation allowed)



High-Quality Video

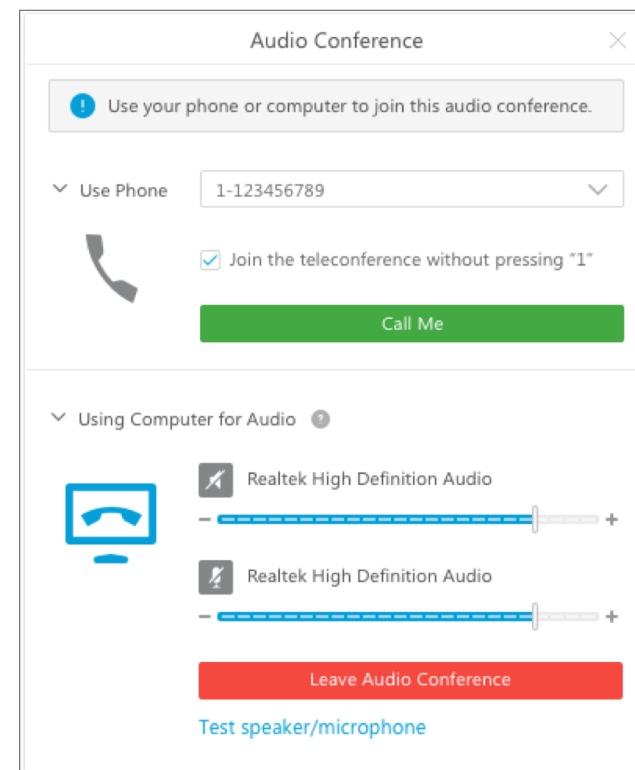
Engage audiences with videos of presenter and panelists

- High-quality resolution: 360p
- Displays up to five video thumbnails of panelists
- Ability to lock in on presenter
- Self-adjusting video quality
- Display flexibility: Webcam or video cam
- Mobile support on Android and iOS devices



Integrated Hybrid Audio

- Fully integrated audio for seamless experience; the host can know who is talking; mute and unmute attendees individually or collectively
- Telephony, VoIP, or mixed-mode options for flexibility and cost savings
- Global access to telephone numbers
- Call-in, call-back, toll, and toll-free options



Polls

Get audience interaction with polls before, during, or after the event

- Deliver multiple polls in one session
- Use flexible question formats
- Instantly tabulate and share poll results
- Show instant reports
- Save poll results in a consolidated file (.csv, .txt, .html)

The image shows two screenshots of a polling application interface. The left screenshot displays the 'Polling' window with a list of poll questions. The right screenshot shows the 'Poll results' window with a table of results and a bar graph.

Left Screenshot: Polling Window

Questions:

1. What is your evaluation timeframe?
 - a. 1 week
 - b. 1 month
 - c. 3 month
 - d. Longer than 3 months
2. Will you need Production Services with your event?
 - a. Yes
 - b. No
 - c. Not at this time
 - d. Tell me more

Right Screenshot: Poll results Window

Questions	Results	Bar Graph
1. How many hours do...		
a. Below 10	0/2 (0%)	
b. 11 - 20	1/2 (50%)	██████████
c. 21 - 30	1/2 (50%)	██████████
d. 31 and above	0/2 (0%)	
No Answer	0/2 (0%)	
2. How do you get acc...		
a. Dial-up	0/2 (0%)	
b. DSL	1/2 (50%)	██████████
c. Cable	1/2 (50%)	██████████
d. Satellite	0/2 (0%)	
e. Other	0/2 (0%)	
No Answer	0/2 (0%)	
3. Do you agree with t...		
a. Strongly Agree	1/2 (50%)	██████████
b. Agree	1/2 (50%)	██████████
c. Uncertain	0/2 (0%)	
d. Disagree	0/2 (0%)	
No Answer	0/2 (0%)	
4. What is your status?		
a. Student	1/2 (50%)	██████████

Polling status
2 of 2 attendees have responded
Remaining time: 3:23 Time limit: 5:00

Share with attendees

- Poll results
- Individual Results
- Correct answers
- Individual's grades

Buttons: Clear All, Edit Questions, Open Poll

Threaded Q&A

Answer, track, and manage audience questions

- Question prioritization
- Questions can be asked and answered privately
- Response options
 - Private
 - Public
 - Defer or dismiss
 - Assign to a colleague
 - Mark as responded verbally

The screenshot displays a threaded Q&A interface with two panels. The top panel, titled "All (2) My Q&A (1)", shows a conversation between Charlie James and Ken Oliver. Charlie asks, "What is the timing on the new release?" and Ken replies, "We're looking at Q4 of this year." Charlie then asks, "When is the next sales training?" and Heather Hansen replies, "We are set for the first week in November." A context menu is open over the first question, showing options: Assign to, Priority (with a sub-menu for High, Medium, Low), Answered Verbally, Copy, Defer..., Dismiss..., and Deselect. The bottom panel, titled "All (3) Prioritized (2)", shows a list of questions with priority indicators. The first question is marked with a yellow dot and the second with an orange dot. The priority filter is set to "View priority: [checked] High [checked] Medium [checked] Low".

In-Event Monitoring

Monitor audience engagement through a visual attention indicator; know when to correct course

Keep an eye on priority attendees

- Attendee lead score and company name
- Individual attention indicator (!) next to names, based on active window
- Global attentiveness meter for the class
- Data available under reports

The screenshot displays a meeting interface with a 'Participants' panel and an 'Attentiveness' pop-up window.

Participants Panel:

- Speaking:** (empty)
- Panelists (2):**
 - Catherine Sinu (Host, me) - Video and Audio icons
 - Adrian Delamico - Video icon
- Attendee (4):**
 - Wil Jones - Attention indicator (!), Video icon
 - Kate Robertson - Attention indicator (😊), Video icon
 - Attendee 1 - Attention indicator (🚀), Video icon
 - Attendee 2 - Attention indicator (!), Video icon

Attentiveness Pop-up Window:

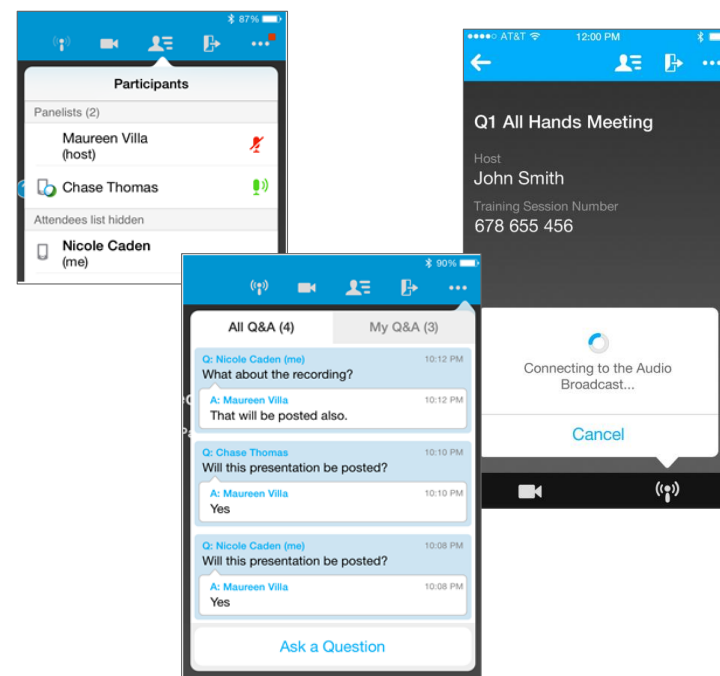
- Attentiveness:** (Red indicator)
- Attentive:** 50% (Green bar)
- Inattentive:** 50% (Red bar)
- 2 Attendee(s)** (Attentive)
- 2 Attendee(s)** (Inattentive)

Bottom Bar:

- Audio icon
- Microphone icon
- Speaker icon
- Help icon
- More options icon

Mobile Participation – Android and iOS

- Panelists and attendees can join from mobile devices, but cannot be the host
- Mobile panelists can be made presenters (share-enabled tablets)
- Use the Q&A to ask and answer questions
- Supported audio: Cisco Webex® telephony, TSP telephony, audio broadcast, Cisco Webex VoIP
- Unsupported audio: TSP VoIP, MP audio
- Registration starts in the mobile browser, then launches the app to join the meeting
- Requires Cisco WebEx Business Suite (WBS) 29.10, or later to support mobile devices



Post-Event Data Capture

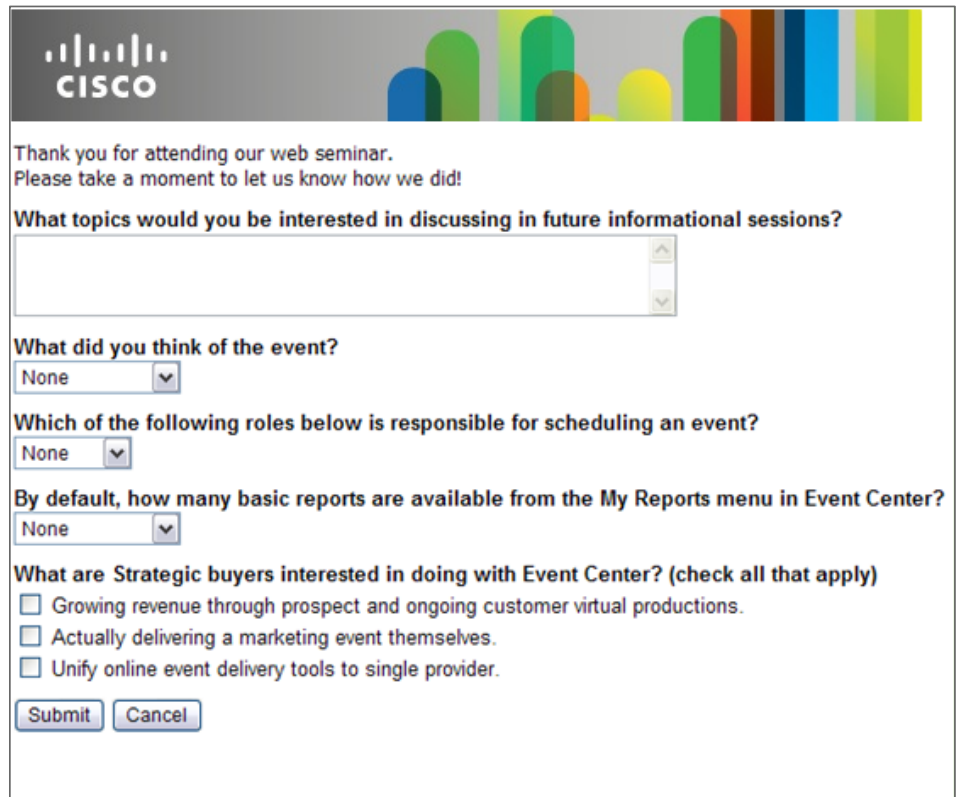
- Provides a better understanding of attendee engagement and interests
- Attendee report
 - Join time and leave time
 - Attention ratio
- In-event activity report
 - Poll responses
 - Q&A responses
 - Chat transcript

Attendee Report

J	K	L	M	N	O
Join Time	Leave Time	Duration	Attention to Duration ratio	Attention to Attendance ratio	Lead Source ID
1:12 pm Pacific ST	1:32 pm Pacific ST	20.0 min	52%	71%	WebLink
1:15 pm Pacific ST	1:57 pm Pacific ST	41.0 mins	67%	100%	email2
1:19 pm Pacific ST	1:57 pm Pacific ST	37.0 mins	46%	100%	BannerAd
1:22 pm Pacific ST	1:47 pm Pacific ST	24.0 mins	66%	55%	BannerAd
1:26 pm Pacific ST	1:30 pm Pacific ST	4.0 mins	53%	89%	BannerAd
1:28 pm Pacific ST	1:38 pm Pacific ST	9.0 mins	70%	100%	BannerAd
1:31 pm Pacific ST	1:41 pm Pacific ST	10.0 mins	66%	100%	email1
1:19 pm Pacific ST	1:57 pm Pacific ST	37.0 mins	54%	83%	email1
1:22 pm Pacific ST	1:34 pm Pacific ST	24.0 mins	52%	100%	email1
1:26 pm Pacific ST	1:30 pm Pacific ST	4.0 mins	58%	87%	email1
1:28 pm Pacific ST	1:48 pm Pacific ST	20.0 mins	30%	90%	email1
1:31 pm Pacific ST	1:41 pm Pacific ST	10.0 mins	56%	100%	email2
1:31 pm Pacific ST	1:41 pm Pacific ST	10.0 mins	35%	100%	email2
1:19 pm Pacific ST	1:57 pm Pacific ST	37.0 mins	56%	75%	email2

Post-Event Survey

- Provides instant feedback about your event
- Branded survey questionnaire
- Flexible question format
- Responses available in the attendee report



The screenshot shows a survey form with a Cisco logo at the top left and a colorful bar chart graphic at the top right. The form contains the following questions and options:

Thank you for attending our web seminar.
Please take a moment to let us know how we did!

What topics would you be interested in discussing in future informational sessions?

[Text input field]

What did you think of the event?

None [dropdown arrow]

Which of the following roles below is responsible for scheduling an event?

None [dropdown arrow]

By default, how many basic reports are available from the My Reports menu in Event Center?

None [dropdown arrow]

What are Strategic buyers interested in doing with Event Center? (check all that apply)

- Growing revenue through prospect and ongoing customer virtual productions.
- Actually delivering a marketing event themselves.
- Unify online event delivery tools to single provider.

Submit Cancel

Marketing Automation and CRM Integration

- Cisco Webex® open APIs facilitate integration with leading marketing automation and CRM platforms*
- Take advantage of existing marketing tools for registration and follow-up campaigns
- Automatically import leads into CRM at the time of registration



* Integrations can be developed by third-party vendors, but Cisco does not manage these integrations.

Centers Comparison

Product Comparison	Cisco Webex® Meetings	Cisco Webex Events
Capacity	Up to 1000 participants	Up to 3000 participants
Real-time presentation and application sharing	✓	✓
Ability to pass control to others	✓	✓
Cross-platform support (Windows, Mac, Linux)	✓	✓
Mixed-mode audio – standard phone plus VoIP – in the same session	✓	✓
Session recording for on-demand playback	✓	✓
Video interoperability with standards-based systems	✓	
Enhanced interactivity (quick-response tools, threaded Q&A, etc.)		✓
Multiple roles (host, presenter, panelist)		✓
Advanced registration, tracking, and reporting		✓

Webex Training

Webex Training At-A-Glance

- Unmatched interactivity
- High-definition video
- Multimedia content sharing and third-party closed captioning
- Hassle-free integrated audio
- Breakout sessions and hands-on labs
- Quick-response tools
- Support for mobile devices*
- Robust testing and reporting

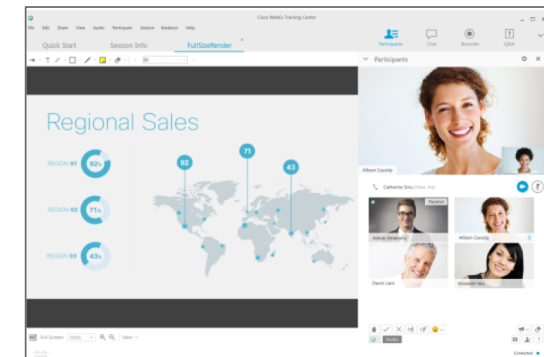
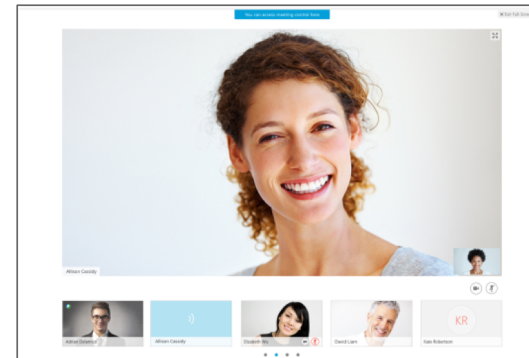


*Supported on Android and iOS.

High-Definition Video

Engage Learners and Personalize the Online Training Experience

- High-definition resolution: 720p*
- Active speaker switching
- View up to 6 video thumbnails at a time (7 participants total, counting active speaker) – scroll to see more
- Lock in on presenter or participant
- Self-adjusting video quality
- Display flexibility: Theater mode, full-screen mode, thumbnails
- Webcam or video cam



*High-definition video supported in main session only.

Visual Attention Indicator

Gauge Class Attentiveness and Refocus the Course When Necessary

- Individual attention indicator (!) next to name based on active window
- Global attentiveness meter for the class
- Data available under reports

The image shows a meeting interface with a 'Participants' window and an 'Attentiveness' gauge. The 'Participants' window lists the following individuals:

Category	Name	Attention Status	Video On
Panelists (2)	Catherine Sinu (Host, me)	None	Off
Panelists (2)	Adrian Delamico	None	Off
Attendee (4)	Wil Jones	Inattentive (!)	On
	Kate Robertson	Inattentive (😞)	On
	Marc Brown	Inattentive (!)	On
	Peter Hogan	Attentive (✓)	On

The 'Attentiveness' gauge shows a 50% split between 'Attentive' (green bar) and 'Inattentive' (red bar). Below the gauge, it indicates '1 Attendee(s)' for each category.

Integrated Testing Engine

Measure Class Effectiveness with Rich Testing Capabilities

- Multiple question types
- Deliver tests before, during, or after session
- Automatic scoring and reporting
- SCORM compliance
- Store and reuse tests

The screenshot displays the WebEx 'Create Test' interface. The top navigation bar includes 'Home', 'Meeting Center', 'Event Center', 'Support Center', 'Training Center', and 'My WebEx'. The left sidebar contains a navigation menu with categories like 'Attend a Session', 'Host a Session', 'Set Up', and 'Support'. The main content area is titled 'Create Test' and includes the following fields:

- Test Title:** Text input field with the value 'Test'.
- Test Description:** Text area.
- Author:** Text input field with the value 'Ken Oliver'.
- Maximum score:** Text input field with the value '0 points'.
- Grades:** Checkboxes for 'Assign a grade according to the score of the student' and 'Specify Grades...'. The 'Assign a grade...' checkbox is checked.
- Display question:** Radio buttons for 'All questions in one page' and 'All questions on separate pages'. The 'All questions in one page' radio button is selected.

The 'Add Question' section is also visible, featuring:

- Question Type:** A dropdown menu set to 'Multiple Choice (select one answer)'.
- Question:** A text input field with the placeholder 'Please type the question here.'.
- Answers:** A text input field with the placeholder 'Please enter the answers to this question, then specify the correct answer'.
- Answers:** A table with columns 'Answer' and 'Correct?'. The first row shows 'Option 1' in the 'Answer' column and a radio button in the 'Correct?' column.

The 'Test Delivery Options' dialog box is open, showing the following settings:

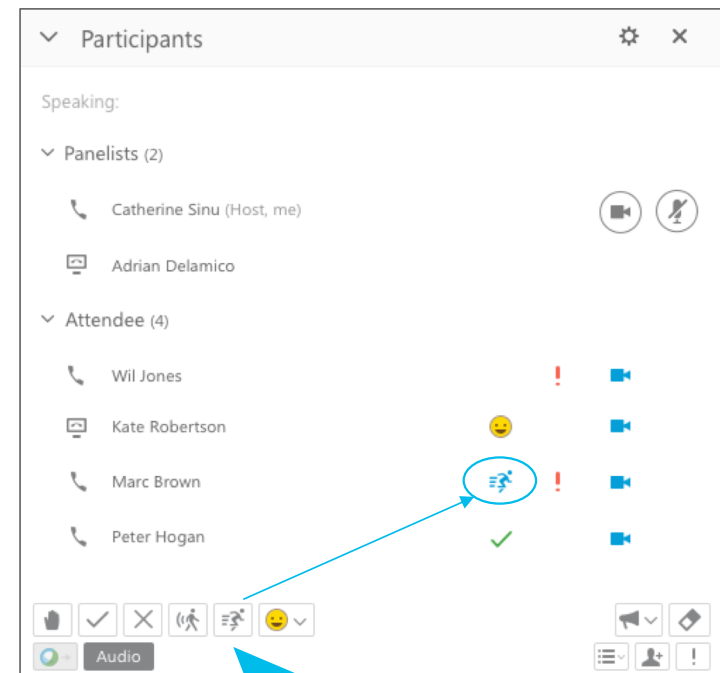
- Delivery method:** Radio buttons for 'Start this test within a live session' (selected), 'Deliver this test on the website (pre-session and post-session test)', and 'Deliver this test on the website (pre-session and post-session test)'.
- Time limit:** Radio buttons for 'No time limit', 'Attendees must finish the test within 30 minutes', and 'Attendees must finish the test within 30 minutes'.
- Email attendees:** Checkboxes for 'Scoring and grading report' (checked) and 'Scoring and grading report'.
- Attempt limit:** Radio buttons for 'Allow attendees to take the test 1 time(s)' (selected) and 'No limit'.

At the bottom right of the 'Create Test' form, there are 'Save' and 'Cancel' buttons.

Quick-Response Tools

Real-time Feedback and Communications with Trainees

- Hand raising
- Automatic ordering of raised hands (visible only to panelists)
- Yes/No or Agree/Disagree
- Indicate to instructor to go faster or go slower
- Emoticons
- Count of Yes/No answers



Indicate to the instructor to go faster

Threaded Q&A

Answer, Track, and Manage Audience Questions During Training

- Question prioritization
- Questions can be asked and answered privately
- Assign question to colleague
- Response options
 - Private
 - Public
 - Defer/dismiss
 - Answered verbally
 - Marked as responded verbally

The screenshot displays a threaded Q&A interface with two panels. The top panel, titled "All (2) My Q&A (1)", shows a list of questions and answers:

- Charlie James - 9:40 AM
Q: What is the timing on the new release?
- Ken Oliver - 9:42 AM
A: We're looking at Q4 of this year.
- Charlie James - 9:43 AM
Q: When is the next sales training?
- Heather Hansen - 9:44 AM
A: We are set for the first week in November

The bottom panel, titled "All (3) Prioritized (2)", shows a filtered list of questions and answers:

- Liz Parker_Owen - 10:04 AM
Q: What's the timing of the new release?
- Ken Oliver - 10:06 AM
A: We're looking at Q4 of this year.
- Charlie James - 10:06 AM
Q: When is the next sales training?
- Ken Oliver - 10:08 AM
A: We are looking at the first week in November

Management options are visible in the top right of the interface:

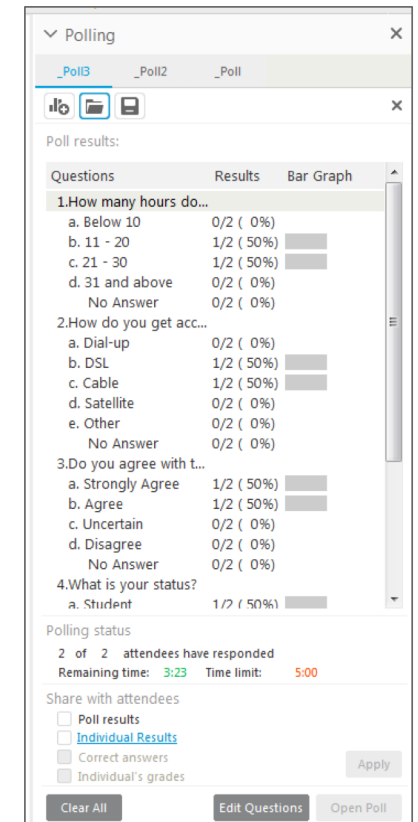
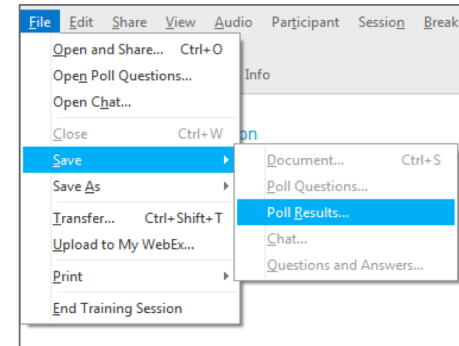
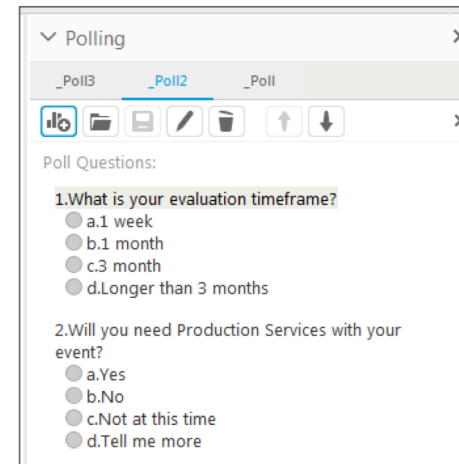
- Assign to
- Priority (dropdown menu): High, Medium, Low, Clear
- Answered Verbally
- Copy
- Defer...
- Dismiss...
- Deselect

Buttons for "Send" and "Send Privately..." are also present.

Polls

Get Instant Feedback and Opinions and Share Group Views

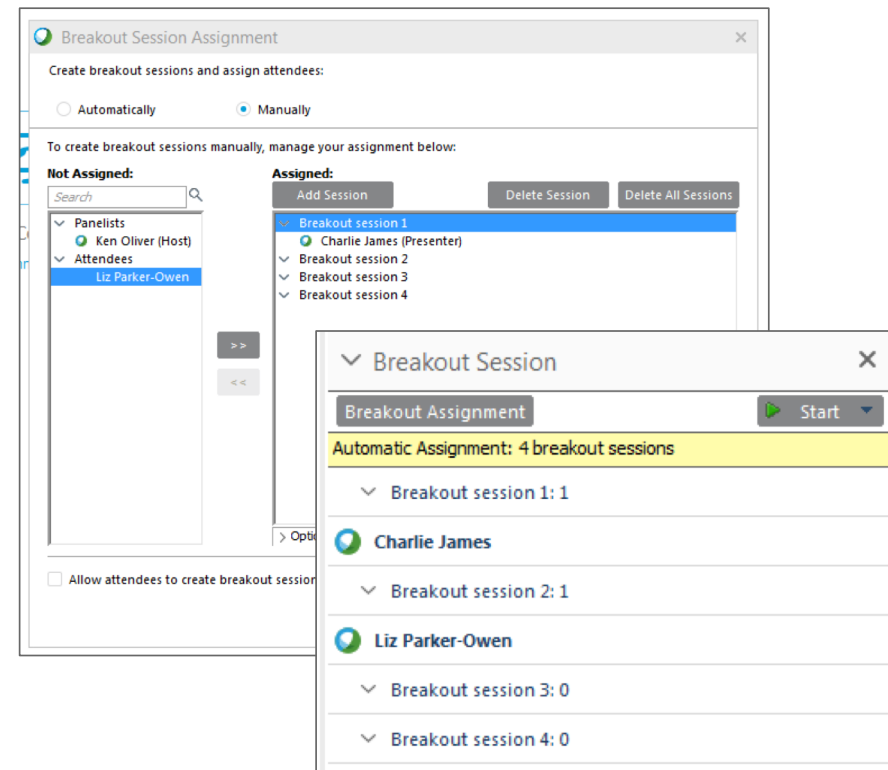
- Deliver multiple polls in one session
- Question formats: Multiple choice/multiple answer, multiple choice/single answer, short answer
- Instant tabulation
- Show instant reports
- Share poll results
- Save consolidated poll results (.csv, .txt, .html)



Breakout Sessions

Promotes Active Participation and Learning Through Private, Small-Group Collaboration and Brainstorming

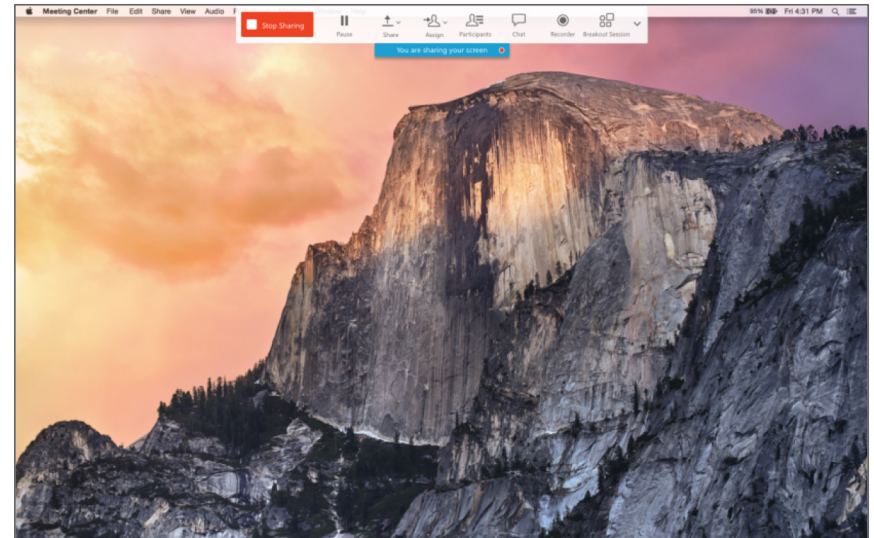
- Share documents, presentations, whiteboards, videos, applications, etc.
- Instructors can “drop into” breakout session to assess progress and facilitate discussion
- Audio sub-conferences
- Predefined, manual, or random assignment of attendees to sessions
- Broadcast messages to all breakout sessions
- Present content from breakout session in the main session



Hands-On Lab

Secure Access to Remote PCs for Hands-On Learning and Practice

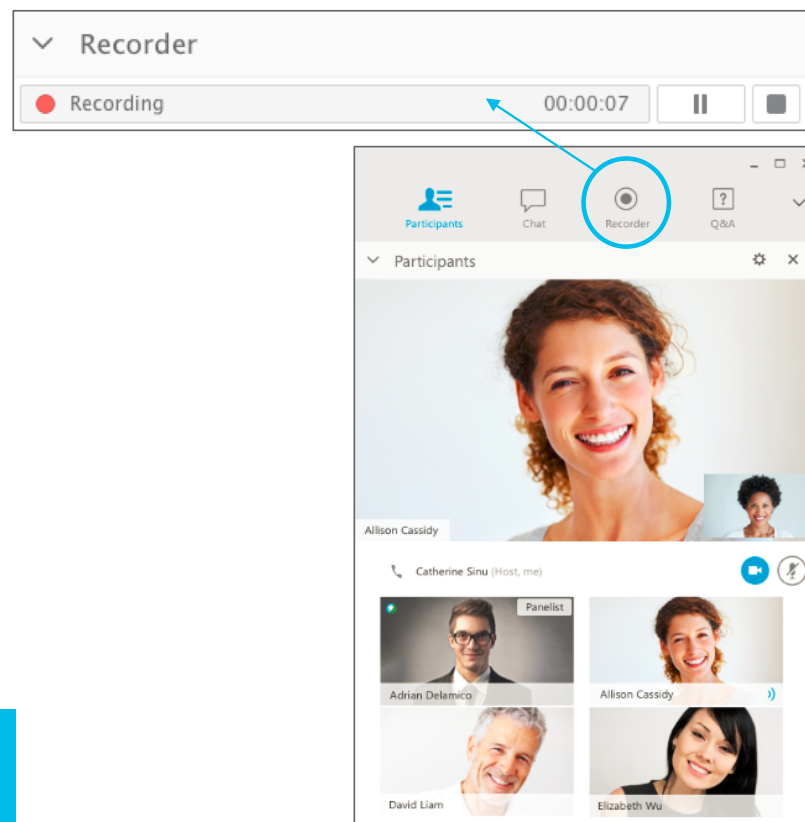
- Access can be restricted to one or more specific applications or the entire suite
- Hands-on sessions can occur during live training or on-demand
- Support for VMware 6.0 and MS Virtual PC 2007
- Only Webex® Training has hands-on lab feature



Record Sessions for On-Demand Delivery

- Capture, store, and edit recordings using integrated Network-Based Recording capability
- Recordings capture all aspects of the training session, including data, video, and audio content... even annotations
- Build a digital library of recorded lectures to support self-paced study that students can access anytime, from any location
- Browser-based on-demand streaming playback
- Full playback reporting

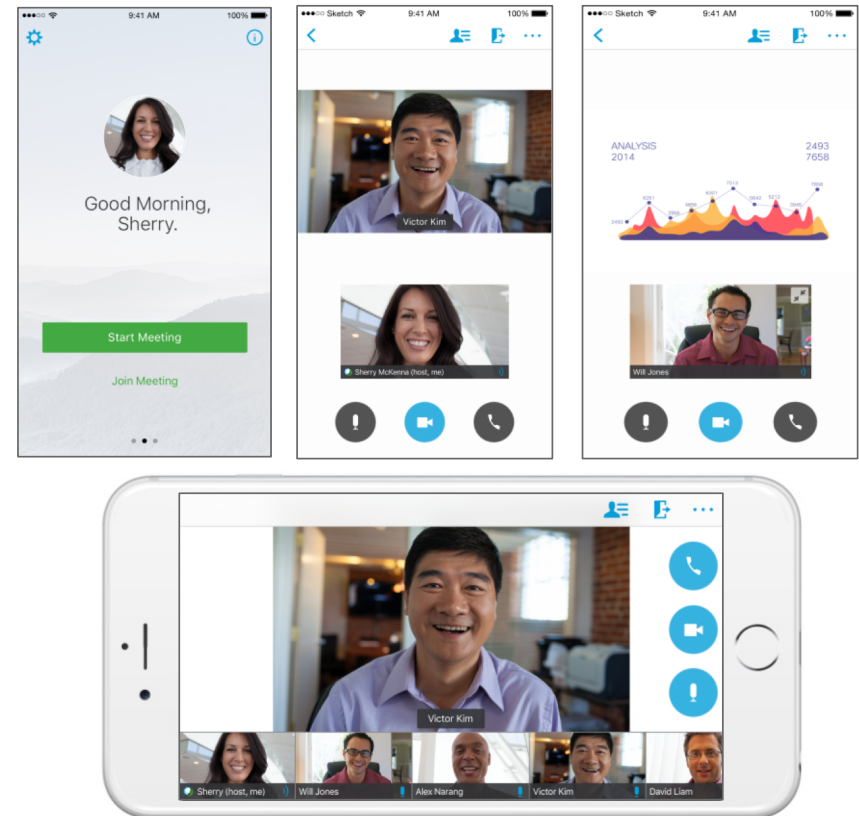
With Webex® integrated audio, all voice is captured as part of your streamed recordings



Mobile Support

Keep Engaged on Any Device

- Supported on Android, iPhone, iPad
- Join Webex® training-session meetings
- View content, chat, participate in Q&A, and see who is in the meeting
- Share two-way video
- Polling participation available in iOS



*Features may vary between devices.

Easy Administration

For Scheduled Meetings or Instant Sessions

- Quickly set up training session
- Set session password
- Send out registration form
- Send up to 3 automatic email reminders (15 minutes up to 2 weeks before)
- Pre-assign breakout sessions based on registration
- Add tests to be taken before, after, or during the session

The screenshot shows the Cisco WebEx 'Schedule Training Session' page. The interface is divided into several sections:

- Session and Access Information:** Includes a 'Topic' field with the value 'Best Practices for world-class organizations', a 'Set session password' field, and a list of checkboxes for session options: 'Listed on public calendar', 'Listed for signed-in users', 'This session will have over 500 attendees', 'Automatically delete session after it ends', and 'Send a copy of the attendee invitation to me'.
- Audio Conference Settings:** Includes a 'Select conference type' dropdown set to 'WebEx Audio', a 'Display toll-free number' checkbox (checked), and an 'Entry and exit tone' dropdown set to 'Beep'.
- Date and Time:** Includes a 'Starting time' field set to 'April 15, 2017 10:00 am', a 'Time zone' dropdown set to 'San Francisco (Pacific Daylight Time, GMT-07:00)', and checkboxes for 'Attendees can join [5] minutes before the start time' and 'Attendees can also connect to audio conference'.

Rich Reporting and Assessment

- Registration
- Attendance and Attention
- Hands-on Lab
- Polling and Testing
- Sessions Delivered
- Recorded Session Registration



eCommerce

Monetize Instruction

- Sell live or recorded sessions
- Supports US, CAN, and UK currencies
- Configure credit cards and currency
- Ability to edit/delete coupons
- PayPal PayFlow Pro and Website Payments Pro supported out-of-the box
- New Transaction Report capability
- Enhanced promotion code report
- Enhanced promotion code functions with multiple-use, percent-off, and custom-named codes; ability to send codes to email distribution list

Payment Information


Payment summary:


Items:	\$100.00	
Promotional savings:	-\$0.00	
Total amount:	\$100.00	

Do you have any promotion codes?
Enter promotion codes here (one at a time):

Payment method:

Pay with PayPal

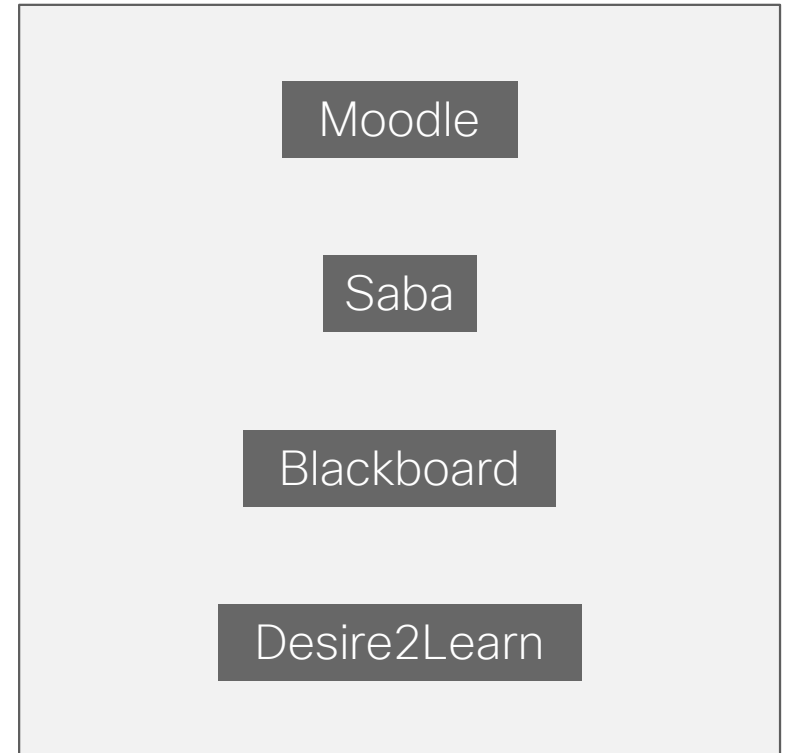
 **PayPal Check out**
The safer, easier way to pay


powered by Symantec
ABOUT SSL CERTIFICATES

LMS Integration

Fits Easily with Existing Training Environment

- Bring Webex[®] synchronous and collaborative learning functions to your Learning Management System
- The Webex Training open APIs facilitate integration with different LMS platforms*
- Integrations can be performed by Cisco[®] Advanced Services or your LMS partner



*Cisco does not manage integrations.

Centers Comparison

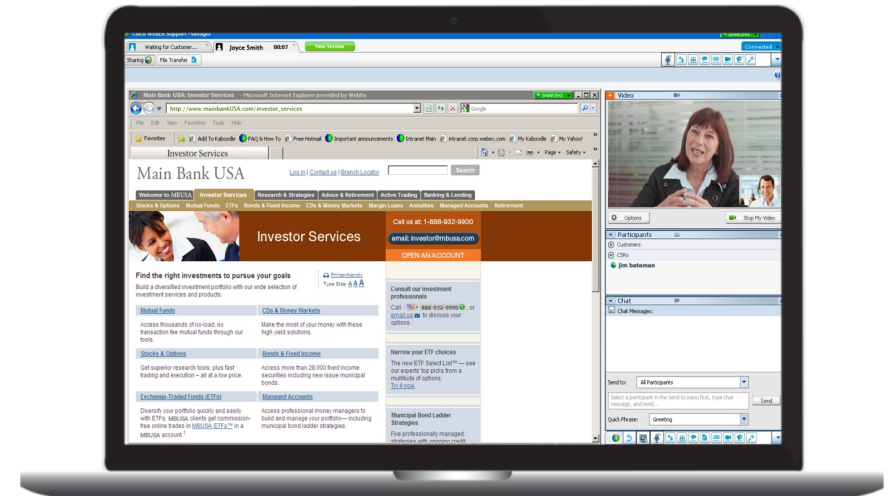
Product Comparison	Cisco Webex® Meetings	Cisco Webex Training
Capacity	Up to 1000 participants	Up to 1000 participants*
Real-time presentation and application sharing	✓	✓
High-definition multi-point video	✓	✓
Ability to pass control to other trainers or to learners	✓	✓
Cross-platform support (Windows, Mac, Linux, Solaris)	✓	✓
Mixed-mode audio – standard phone plus VoIP – in the same session	✓	✓
Session recording for on-demand playback	✓	✓
Enhanced interactivity (quick-response tools, threaded Q&A, etc.)		✓
Multiple instructor roles (host, presenter, panelist)		✓
Hands-on labs (remote access to lab computers)		✓
Breakout sessions for collaborative learning		✓
Integrated testing with automatic grading		✓
Advanced registration, tracking and reporting		✓
Integration with Learning Management Systems (LMS) via SCORM and XML		✓
eCommerce functionality for selling live or recorded classes		✓

*Up to 500 high definition video streams.

Webex Support

Webex Support

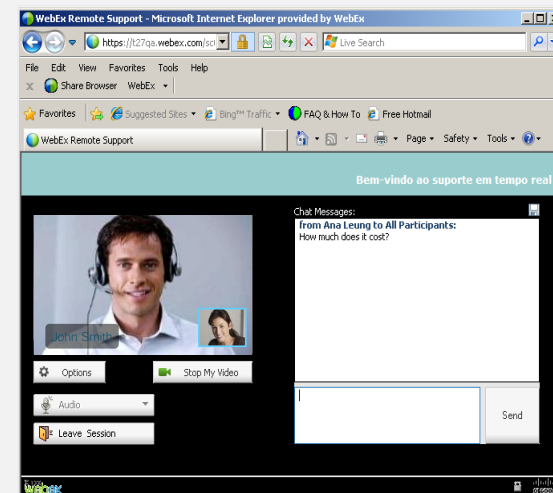
- High-quality two-way video
- Advanced WebACD
- Click-to-Chat
- Application, web, streaming video, and document sharing
- PSTN or VoIP audio
- Network-based recording
- Robust reporting
- Scalable Software-as-a-Service deployment



High-Quality Video



- Deepen customer relationship and trust through more personalized interactions
- Give a human element to your service and support



- Up to 360p resolution at 30 frames per second
- Self-adjusting video quality
- Flexible display views

Click-to-Chat with Video

Offer rich chat functions including video and improve agent productivity through multisection chat handling and chat phrase library

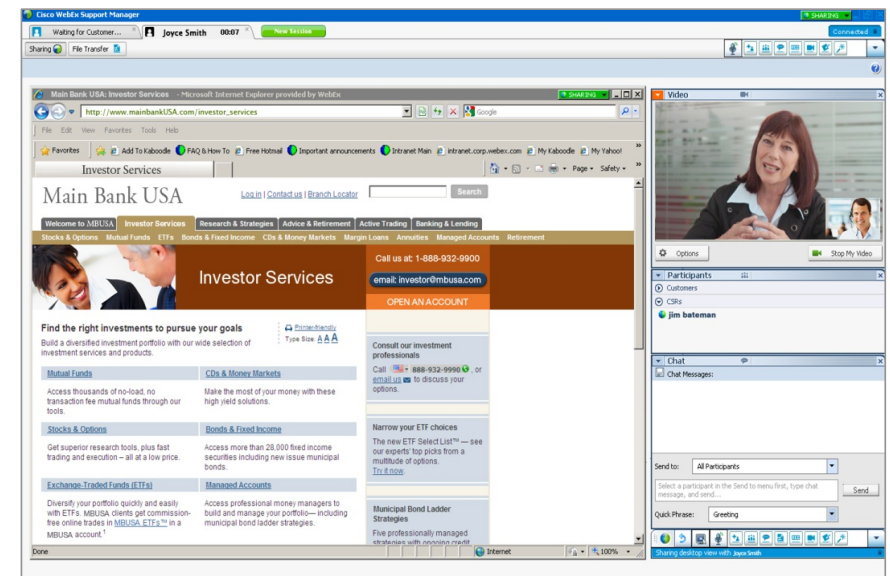
- Place a branded chat button on support page, portal, or intranet
- Tabbed interface allows agents to chat with several customers simultaneously
- Chat library of frequently used responses
- Chat sessions can be recorded, transcribed, saved, and forwarded



Web, Application, and Desktop Sharing

Collaborate with customers by seamlessly initiating a Web conferencing session with a single click

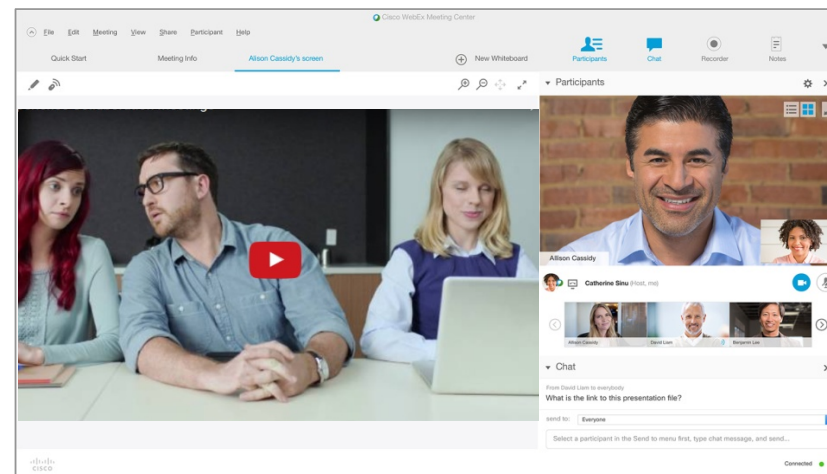
- Share webpages, documents applications, and desktops
- For privacy, documents can be uploaded
- Annotate shared content as needed
- Both customer and representative can mutually share content



Share Content and Streamed Media Files

Keep Everyone on the Same Page

- Share content or your entire screen from your desktop and mobile device
- Let attendees take control and share content or annotate yours
- Incorporate multimedia into your meetings by sharing YouTube, PowerPoint, Flash animations, audio, and video files
 - Simultaneously stream third-party closed-captioning or sign-language interpretation in the Multimedia Viewer



All the Tools You Need to Provide Support

Provide support anywhere, anytime, and reduce costly onsite visits

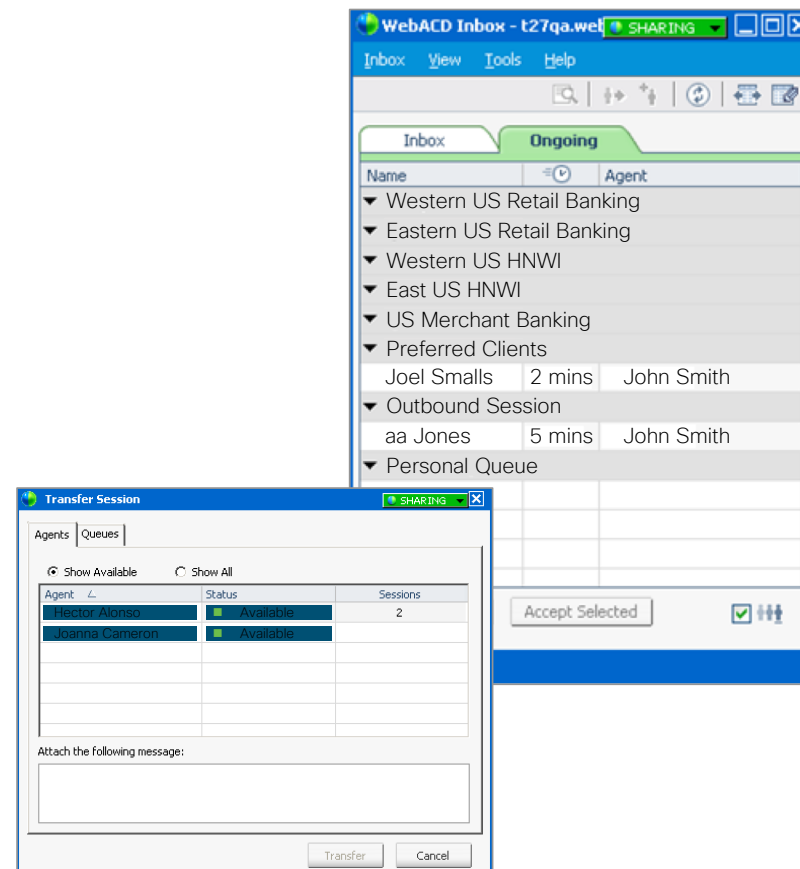
- Queue, route, and distribute support requests
- View desktop, applications, or document
- Log in in as Administrator to troubleshoot
- Reboot and reconnect, even in Safe Mode
- Support customers across firewalls and platforms



Advanced WebACD with Personal Queue

Deliver fast, efficient service and support by connecting customers to the appropriate queue or to a specific representative

- Route customers to specific queues based on expertise, segment, product line, geography, or any other workflow variable
- “Personal Queue” feature enables customers to reach a specific CSR
- View agent availability and conduct warm transfer



Robust Reporting

Get rich after-session reporting for performance management, compliance, and auditing

- Reports on session information, individual representative activity, call volume, and more
- Detailed information on wait time, call duration, agent productivity, queues, and more
- All activity is documented, including chat and all actions taken
- Exportable to .csv file

The screenshot displays the Webex Site Administration dashboard. The top navigation bar includes 'Home', 'Manage Site', 'Manage Users', 'Session Types', and 'Assistance'. The main content area is titled 'Site Administration' and features a 'Site Settings for: Remote Support' dropdown. Below this, there are several reporting options: 'Session Query Tool' (Report on session information for selected queue(s) or CSR(s)), 'Call Volume' (Report on the number of incoming and outgoing requests), 'CSR Activity' (Report on CSR activity), and 'URL Referral' (Report on URL referrals). A 'CSR Activity' report is shown, with filters for 'From: July 26, 2011 12:00 am' and 'To: August 26, 2011 11:59 pm'. A dropdown menu for 'Select CSR' is open, listing agents: Wong Hung, Yaniv Levi, Hani Edemou, Zee Zhang, Zoltan Deak, and All. The report includes 'Display Report' and 'Export to CSV' buttons.

CSR Activity

Session Details

Session Information

Call: Wednesday, August 17, 2011 San Francisco Time
Queue: 02: 50276527
CSR: New Release

Customer Name: scott.smith
Customer Email: scott@gmail.com

Session Request Time: 12:30 pm
Wait Time: 3 min
Service Start Time: 12:33 pm
Service End Time: 12:40 pm
Service Duration: 07:30 min

Pre-Session Form

First name: scott
Last name: smith
Email address: scott@gmail.com
You can use this pre-Session Form to:

Chat Log

8/17/11 12:30 pm	<System message to scott.smith>	<Your number in the queue: 1>
8/17/11 12:30 pm	<System message to scott.smith>	<A representative will be joining you shortly.>
8/17/11 12:30 pm	<System message to scott.smith>	<Your CSR will be with you in 1 minute(s)>

Webex Webcasting

Cisco Webex Webcasting

Features

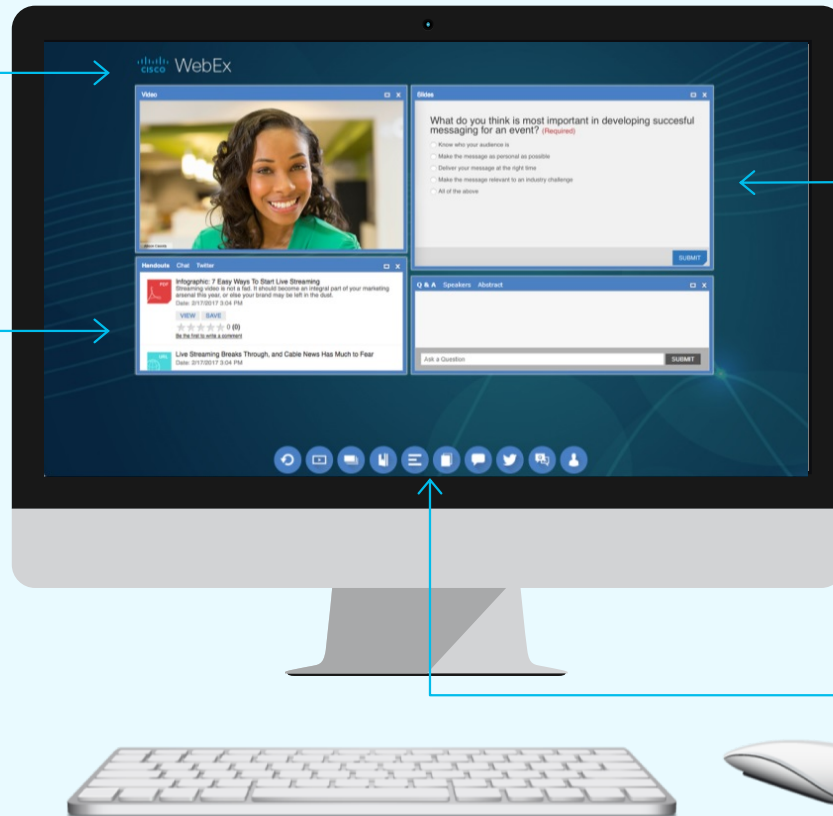
- Live, simulive, or on demand
- Streaming audio and video with synchronized slides
- Scalable to 100,000+ attendees
- Customizable registration and secure Single Sign-On (SSO) options
- Web-based – no plugins or downloads
- Robust analytics and reporting
- Branded interface with modular tab layout
- Mobile browser experience and video conferencing
- Interactive options, including Q&A, polling, chat, and surveys
- Real-time health monitoring, active speaker audio detection, social streaming



Flexible webcast console

Add your company logo and customize background or color theme

Flexible panels can be repositioned and resized



Animated slides and polling questions

Interactive widget options including Q&A, chat, social media integration, handouts, and more

ECS webcasting acquisition options



Phone



Webcam



Video encoders



Telepresence



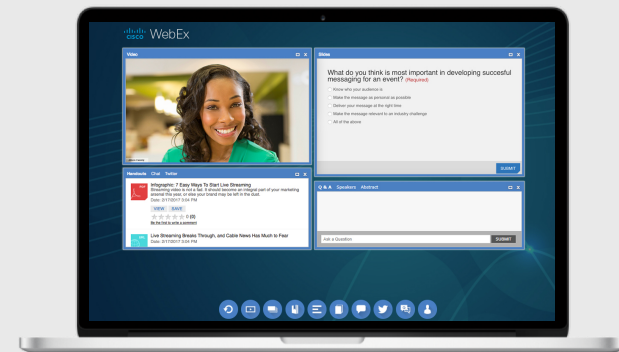
Mobile



IM Clients



Satellite/Fiber



Content syndication and social streaming



OTT

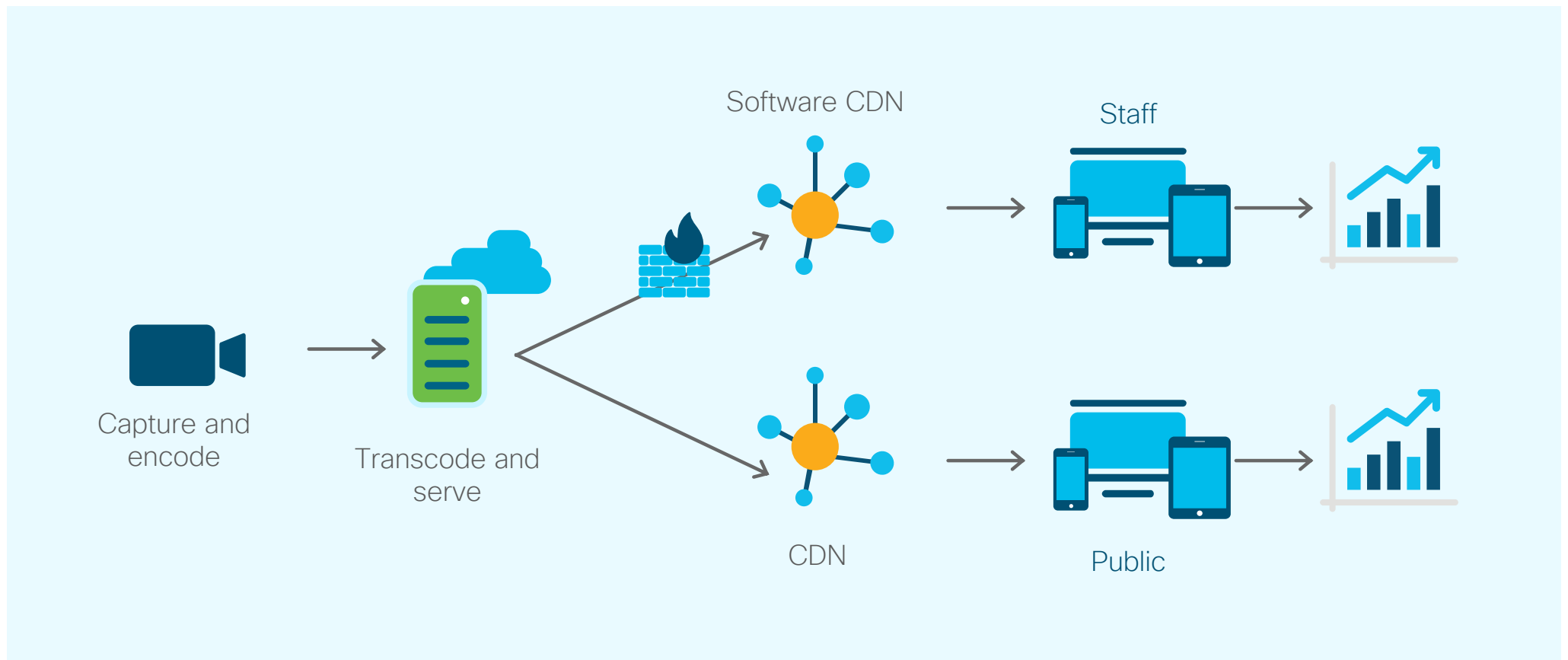


Websites

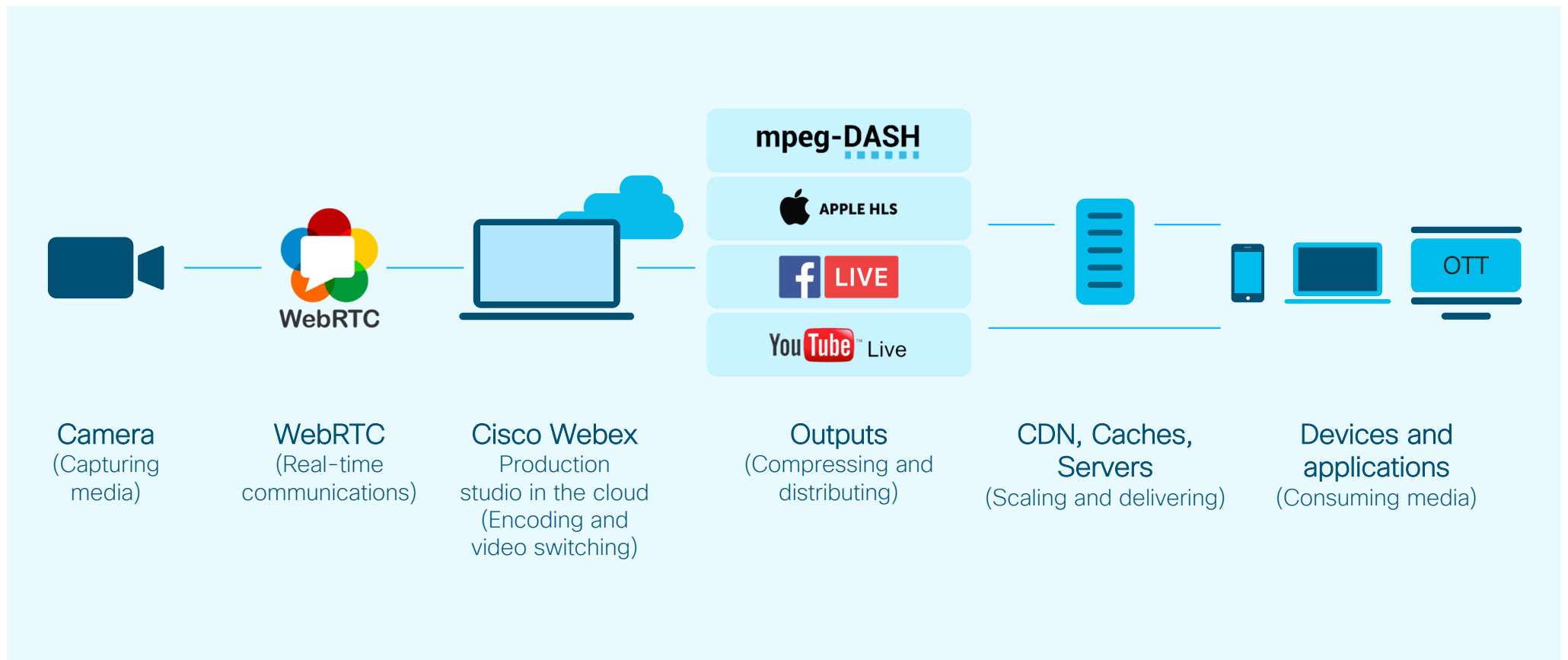


Corporate tube

Network delivery and optimization



Live-streaming video delivery



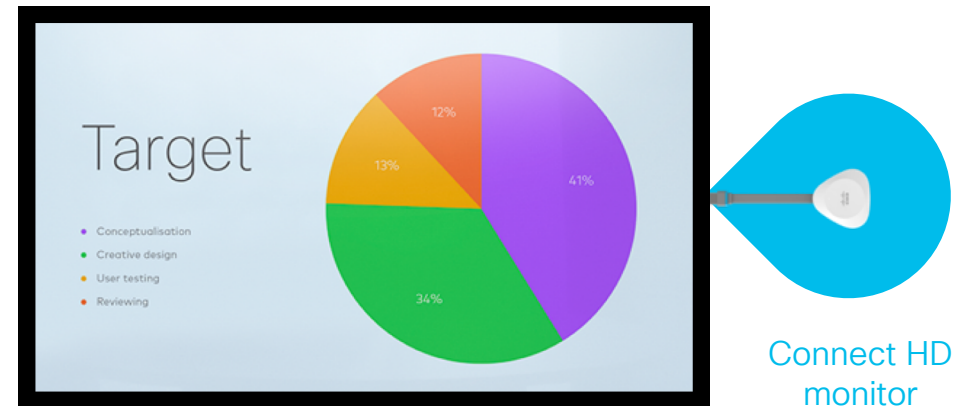
Webex Share



Cisco Webex Share

Quickly enable every corner of your business for collaboration

- Simple user experience with automatic pairing and one-click to share
- Share a specific application or your whole screen
- Enable virtual team members to see what's being shared*
- Keep work moving forward anytime, anywhere in secure Cisco Webex Teams spaces



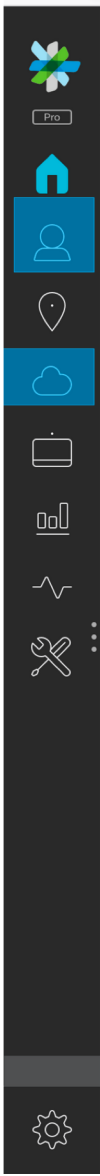
Cisco Webex Share

Features coming 2H 2018

- Share in meetings with Cisco Webex Teams and Cisco Webex Meetings
- Add or use the existing audio conferencing device in your huddle spaces to enjoy an experience optimized for and integrated with the Webex platform



Webex Control Hub



Overview

Message

Active Rooms

189

Last month: 120

● ⚙️

Meeting

Total Meetings

2,105

Last month: 1,805

● ⚙️

Call

Total Calls

875

Last month: 302

Trial ●

Notifications

To-Do Link your accounts to Cisco Spark - A new way to experience WebEx meetings. ×
[Get Started](#)

Alert System update on Dec 5, 2015 at 11pm (PST). ×

New Set up Call to start your 90-day trial. [Get Started](#) ×

Care

This month

45

Last month: 39

●

Room Devices

Online this week

45

Last month: 39

Trial ● ⚙️

Hybrid Services

On Premise Status

- Calendar
- Call
- Management
- Context

●

Users

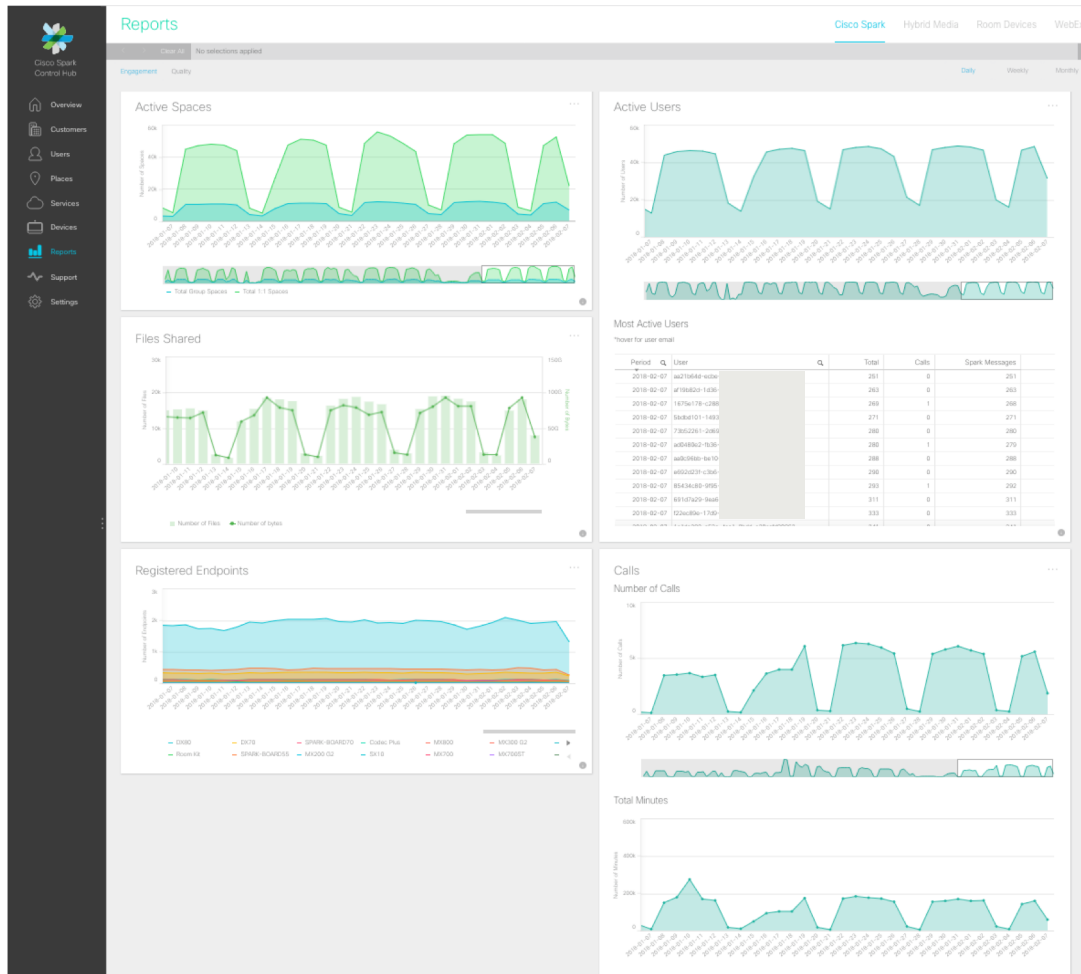
23 Users who may belong to your organization.

[Review](#)

- Directory Synchronization ⚙️
- Single Sign On (SSO) ⚙️



Analytics - Control Hub



Metrics

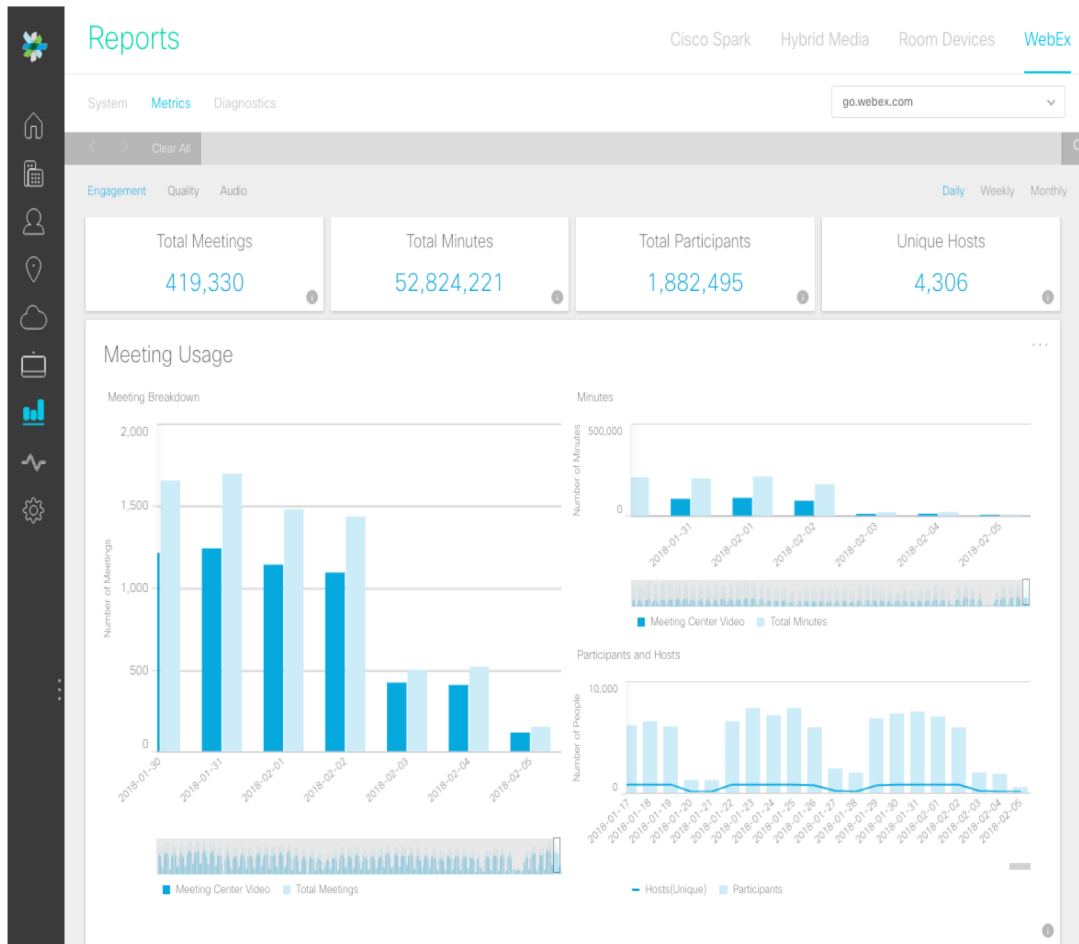
Diagnostics

Access via the "Reports" Tab for both Standard and Pro Pack versions

- Following Reports are available if applicable to customer's configuration
 - Cisco Spark
 - Hybrid Media
 - Room Devices
 - WebEx



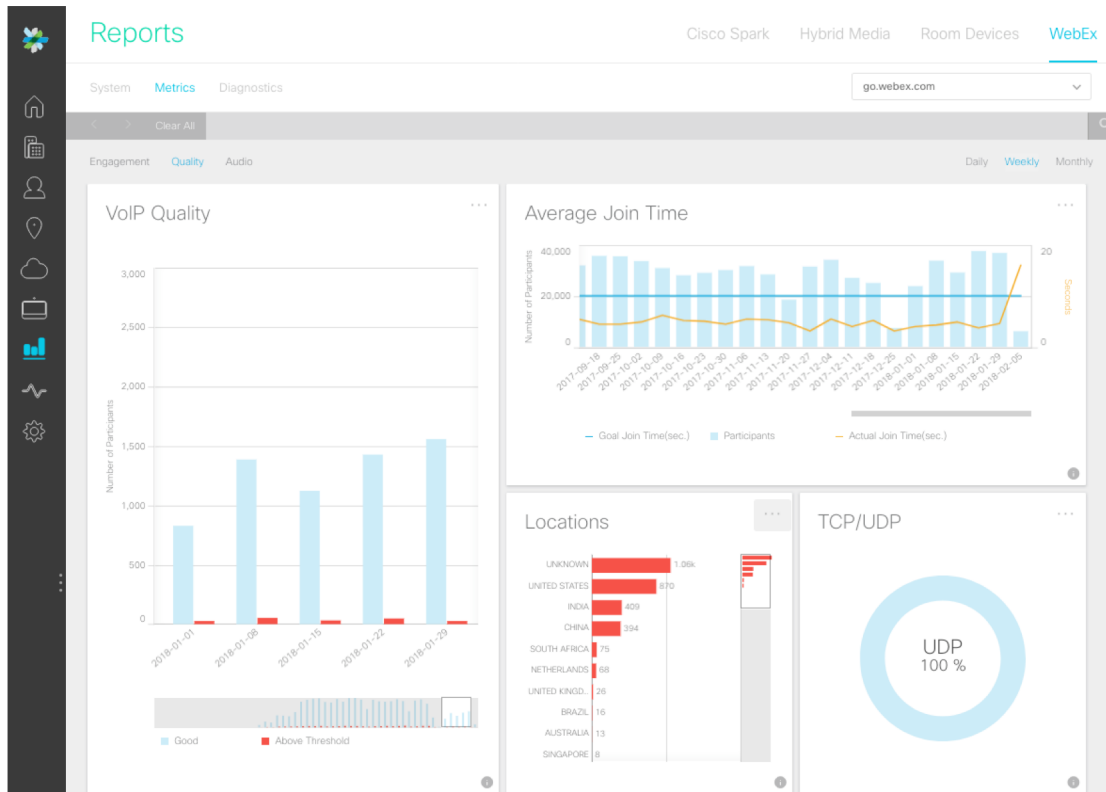
WebEx Engagement Reports (Standard)



1. Total Meetings KPI
2. Total Minutes KPI
3. Total Participants KPI
4. Unique Hosts KPI
5. Meeting Usage Chart
6. Minutes Usage Chart
7. Participant and Hosts Chart

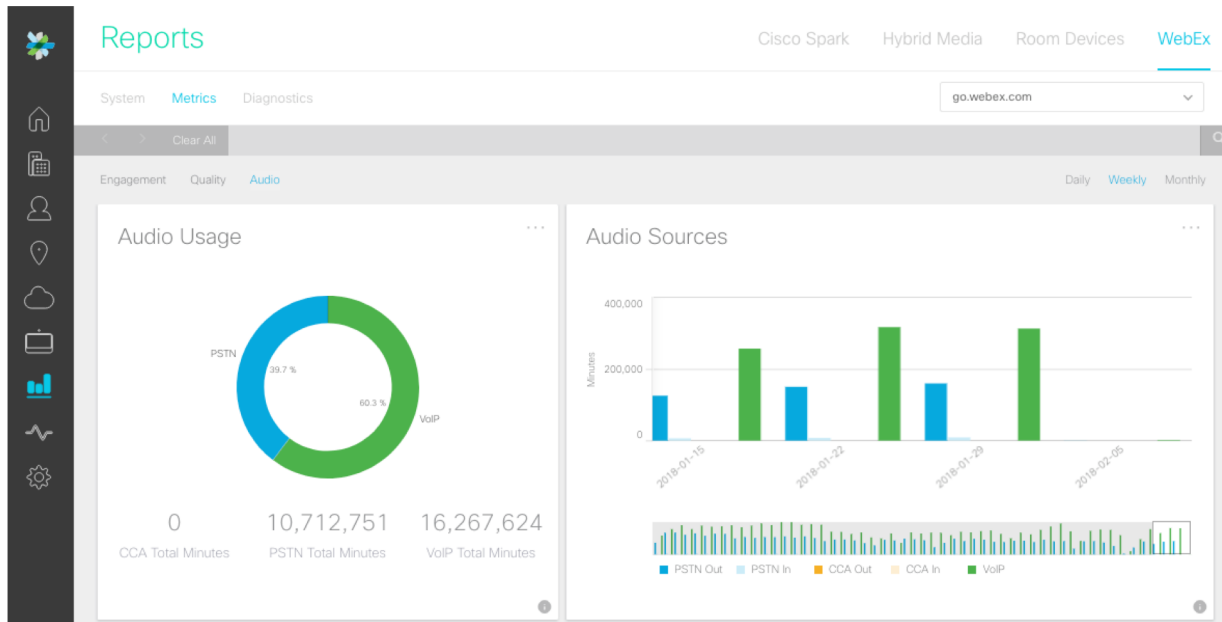


WebEx Quality Reports (Standard)



1. VoIP Quality
2. Average Join Meeting Time
3. Locations - ranked per VoIP Quality
4. TCP/UDP

Webex Audio Reports (Standard)



1. Audio Usage Breakdown Chart
2. Audio Source Breakdown Chart - CCA In, CCA Out, PSTN In, PSTN Out, VoIP



Webex Diagnostics (Analytics Pro Pack)

Reports

Cisco Spark **WebEx** Hybrid Media Room Devices Care

Metrics **Diagnostics** Classic

misanchez@cisco.com May 1, 2017 to May 3, 2017 (GMT -8:00) America/Los_Angeles

Conference ID	Meeting Number	Start Date (PST)	Duration (Min)	Meeting Name	Host Email	Number of Participants	Status
61450919953781745	995378174	2017-05-01 01:59:56	42:43	Atlas Premium Feature Team	MiSanchez@cisco.com	2	In Progress
14509199537817456	995378174	2017-05-01 02:00:46	12:43	Atlas Premium Feature Team	MiSanchez@cisco.com	12	Ended
45091995378174561	995378174	2017-05-02 02:00:23	34:41	Atlas Premium Feature Team	MiSanchez@cisco.com	9	Ended
50919953781745614	995378174	2017-05-02 02:00:42	25:23	Atlas Premium Feature Team	MiSanchez@cisco.com	5	Ended
09199537817456145	995378174	2017-05-03 02:01:56	45:52	Atlas Premium Feature Team	MiSanchez@cisco.com	4	Ended

Webex Diagnostics (Analytics Pro Pack)

< Diagnostics
Meeting Details Participants

Personal Room

Meeting Number: 92 [redacted] Conference ID: [redacted]69243

Start Date: 2018-02-09 Start: 6:00 PM End: 6:23 PM Duration: 22 Min Participants: 3

Audio Video

Legend: ● Good ▲ Fair ■ Poor ● Not Available

Meeting Overview

Meeting Created
2017-08-08 05:52:13 PM

Host Name
[redacted]@opterr.com

Features

- Agent Session**
Duration 22 minutes
- Hybrid PSTN**
Duration 22 minutes

Site Name(ID)
welcome
[redacted]

Host ID
[redacted]62

Chat
Duration 22 minutes
Chat Yes

Meeting Type
MC

Host Email
[redacted]@opterr.com

MMP Video
Duration 22 minutes
Poll Yes

App Share Session
Duration 8 minutes
Flash No

NBR2
Duration 7 minutes
App Share Yes

Hybrid MMP VoIP
Duration 22 minutes
File Share Yes

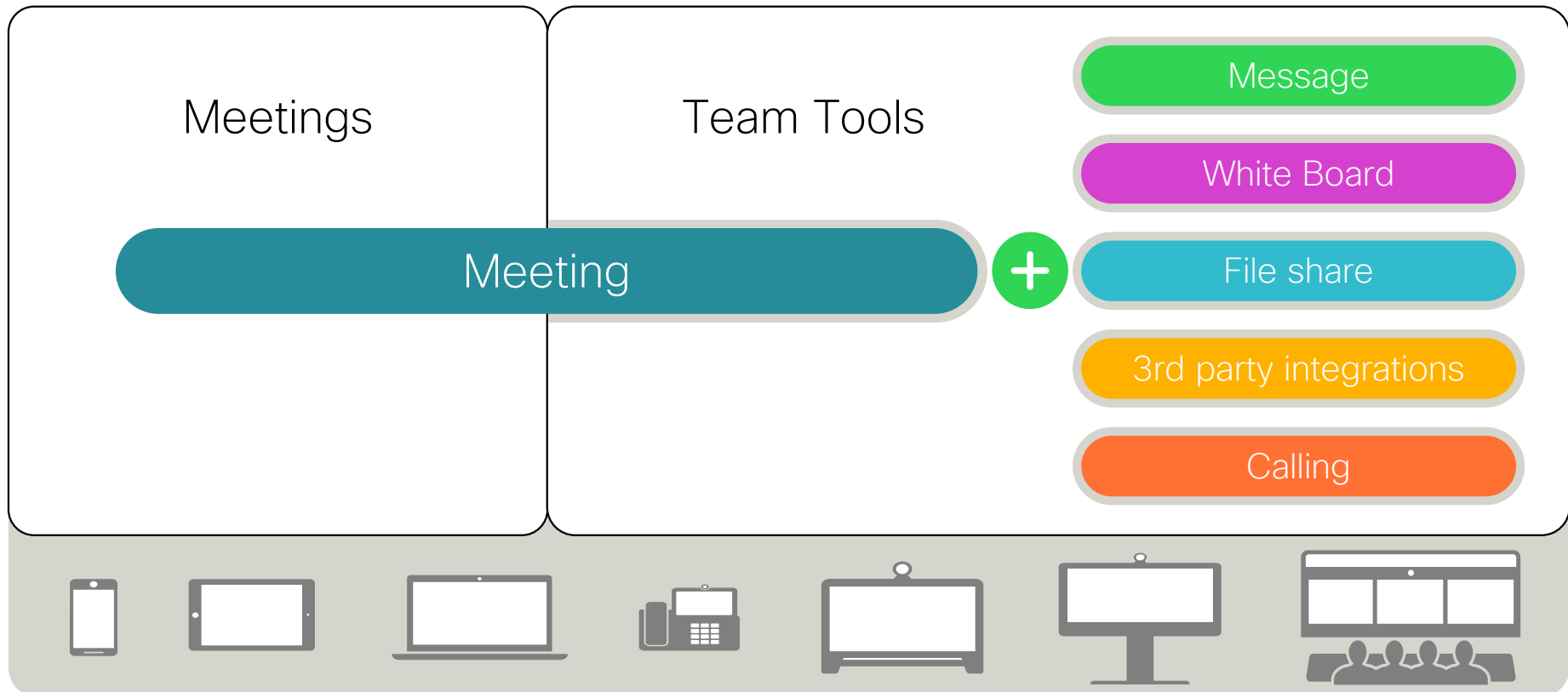
Cisco Webex Teams

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Designed for Customer Evolution

Expansion, Not Migration

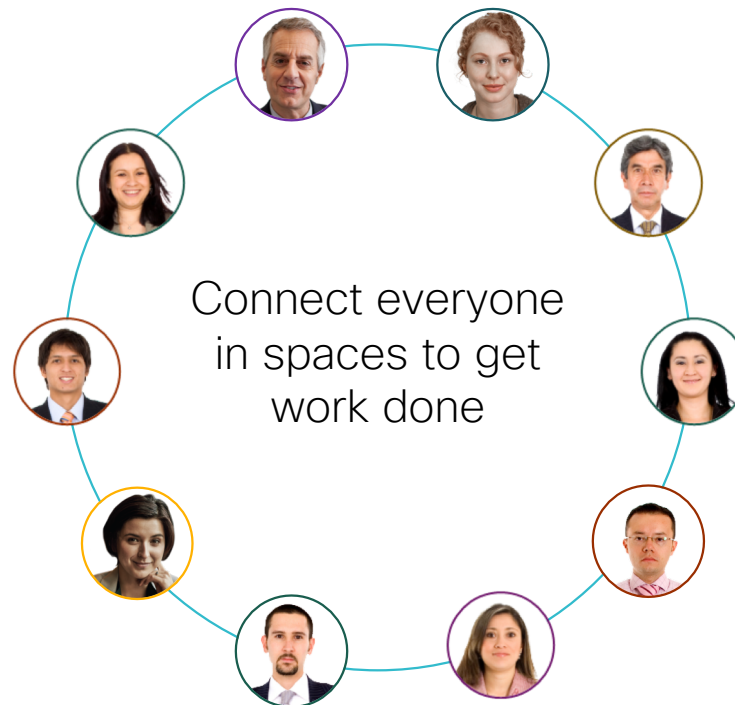


Cisco Webex Teams

Empower Everyone to Move Work Forward Anytime, Anywhere

All the right people
from inside or outside
your company

All interactions happen
in a space for each
group or project to keep
things organized

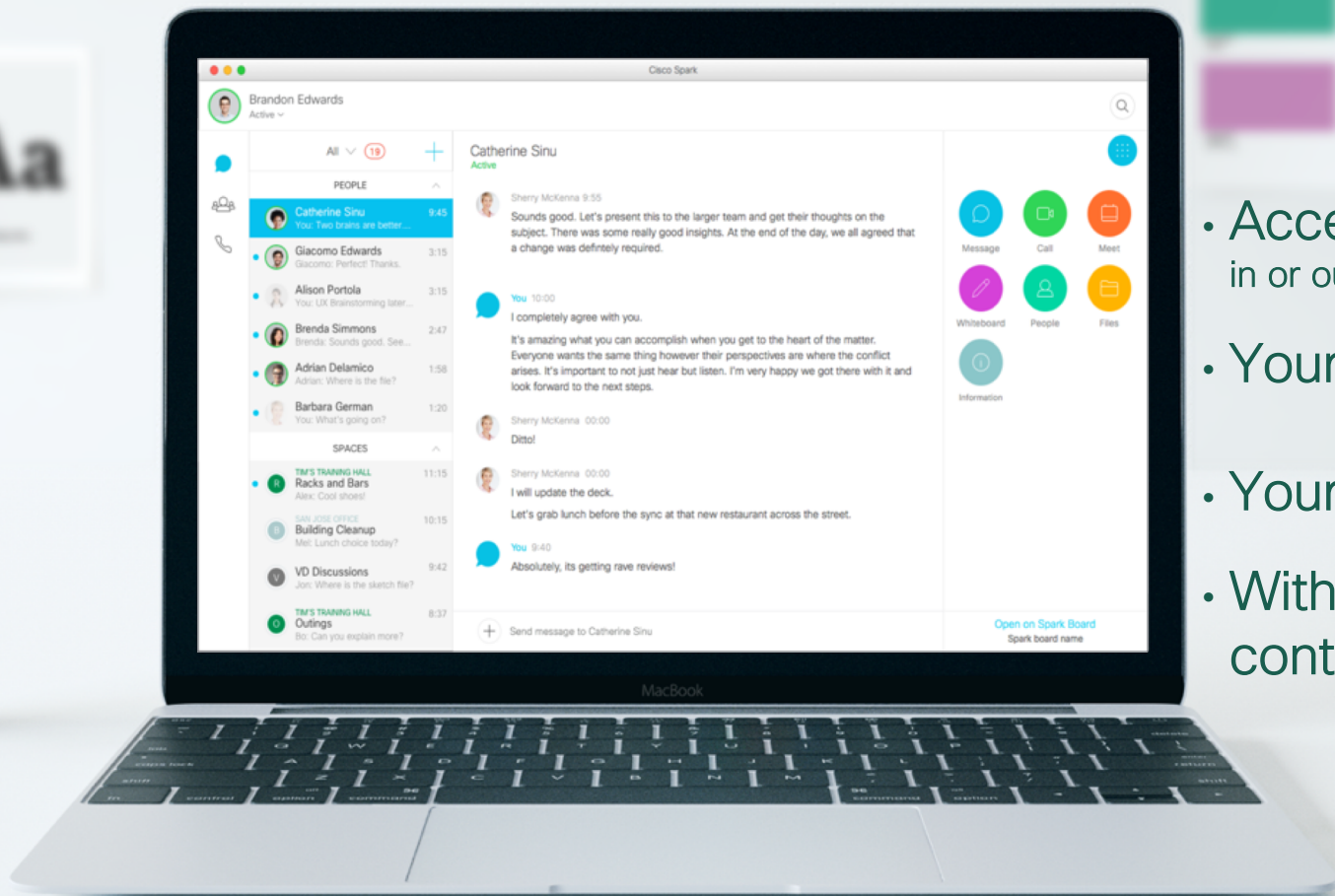


Anyone can schedule,
start, record, mute others
- no need to rely on a
single "host"

Support all work styles
and tasks with a
complete set of tools

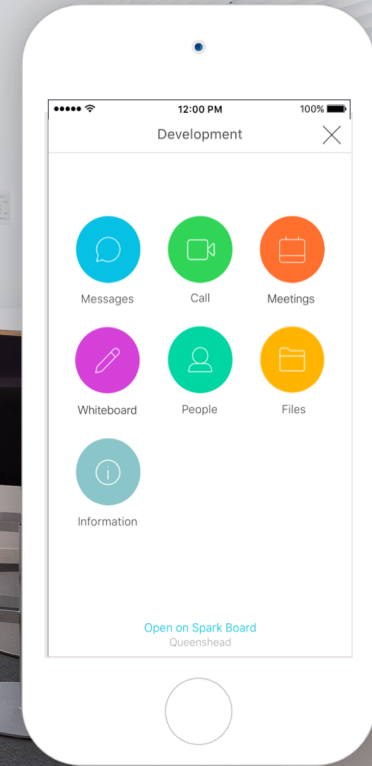
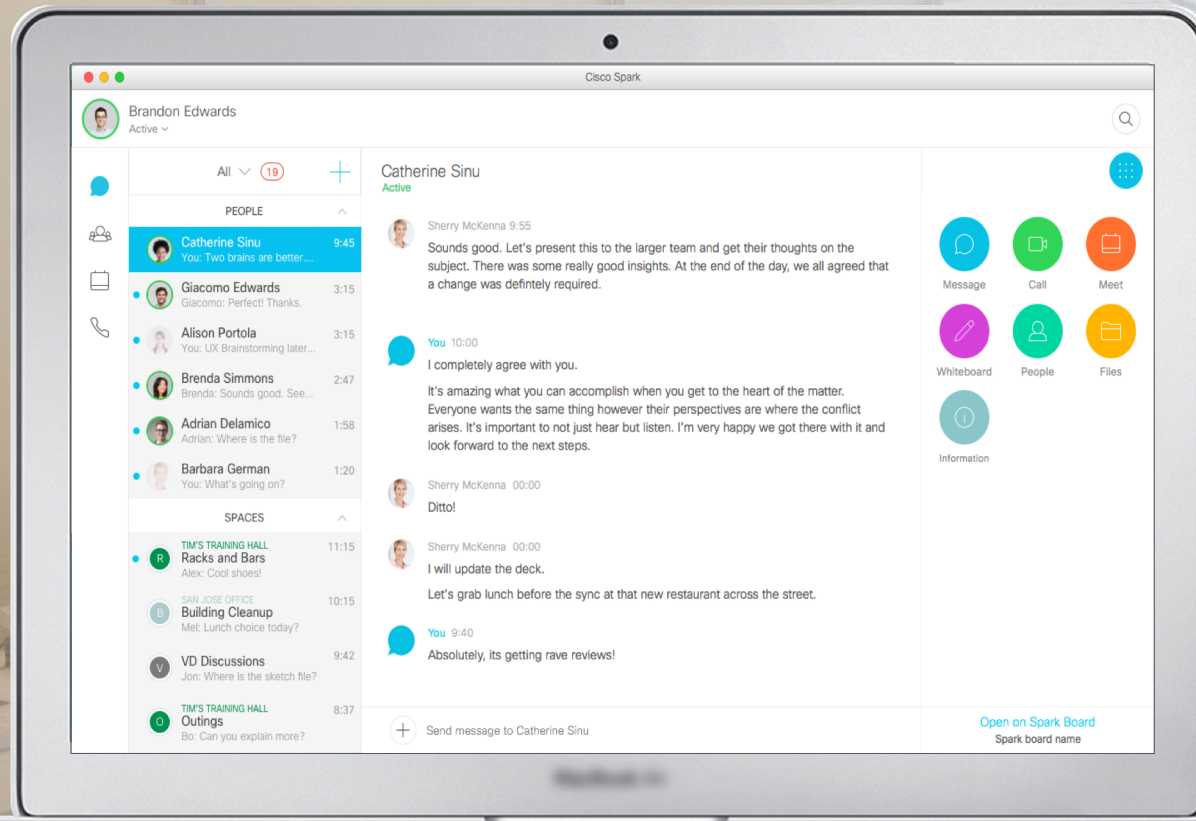
Built for the new era of team productivity

Meet your new team space



- Access to people in or outside your company
- Your meetings
- Your calendar
- With messaging, content, and tools

Surround meetings with messaging & content



Make your meetings more productive

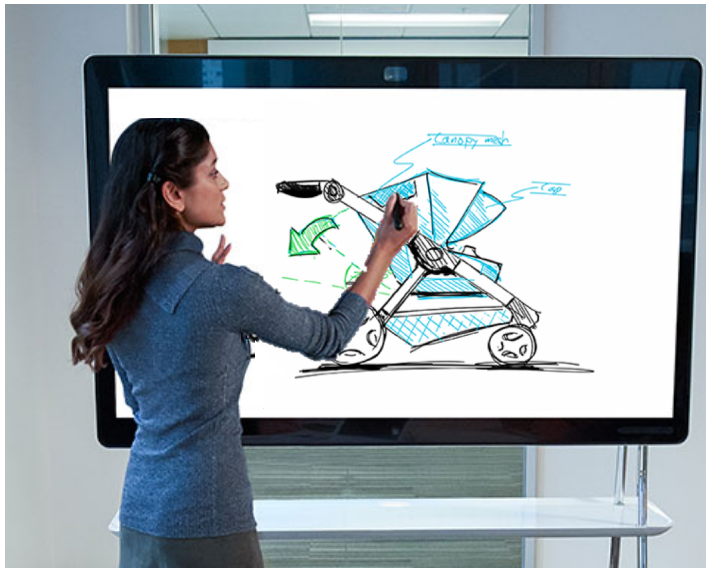
In and beyond the meeting



- Before meeting discussions and working
- In-meeting sharing of content, files, and persistent messaging
- Continue after-meeting / non-attendee catch up
 - Post meeting notes and slides in space
 - Access any whiteboard or annotations
 - Automatically upload of meeting recordings
- Minimize disruptions - anyone can mute / record
- See everyone for maximum engagement



Increase Team Creativity & Communication

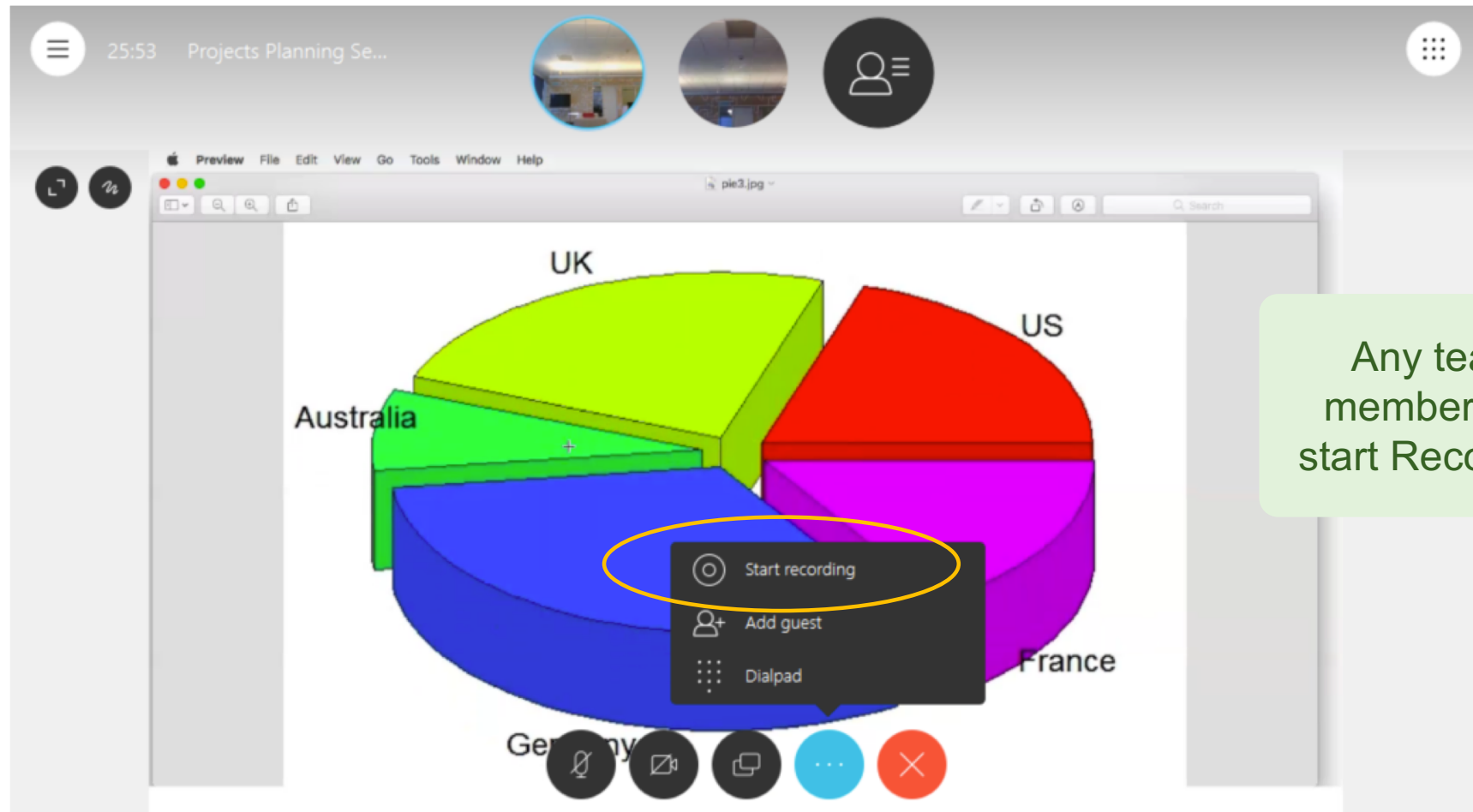


Extend white boarding across cloud connected devices

+ View in-app from anywhere and available in the space after a meeting



Record Meeting



Play Recording & Follow up Conversations

The image shows a screenshot of the Cisco Spark interface. On the left, a chat window titled "Projects Planning Session" contains a message from "You" dated "5/5/2018, 3:26 PM" stating "Your recording is ready." Below the message is a "Cisco Spark Meeting" recording card with a play button icon and a duration of "2 min". A timeline below the message shows "Today" with a meeting entry: "You had a meeting (27 min) 4:59 PM". At the bottom of the chat window are icons for attachments, video, screen sharing, emojis, mentions, and profile. On the right, a floating panel contains icons for "Message", "Call", "Meetings", "Whiteboard", "People", and "Files". The "Files" icon is circled in green, and a green arrow points from it to a separate "Files (1)" panel on the far right. This panel displays a document icon and the file name "Kick Off Meeting Notes.docx" by "Ken Wong" with a timestamp of "4:43 PM".

Re-imagined Teamwork

Before



During



After



Team Tools

White Board

Meeting Experience

Video

Messaging

Assistant

3rd Party Apps

better user experience



AI

increased productivity



Модель взаимодействия нового поколения

Клиент
«хочет общения»



Приведение канала
общения к единому виду

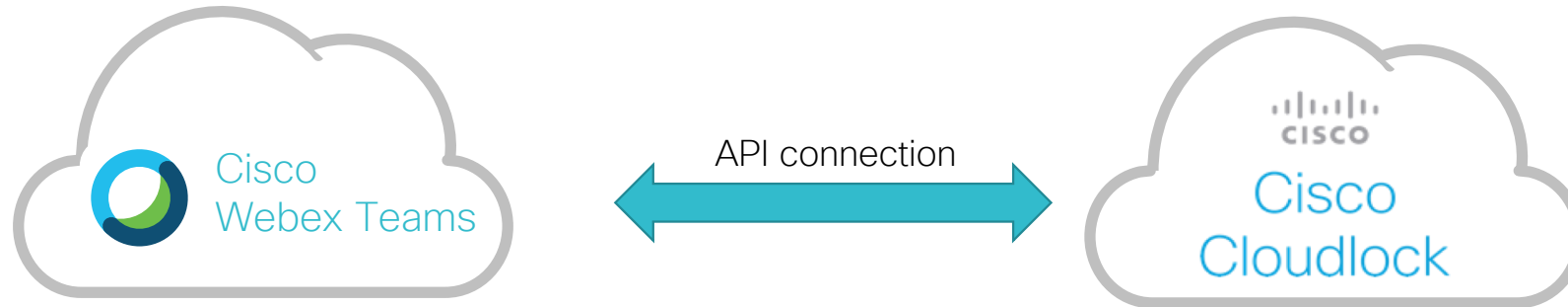


Выбор нужного
агента



Общение по предпочитаемому каналу связи

Cisco Webex Teams and Cisco Cloudlock



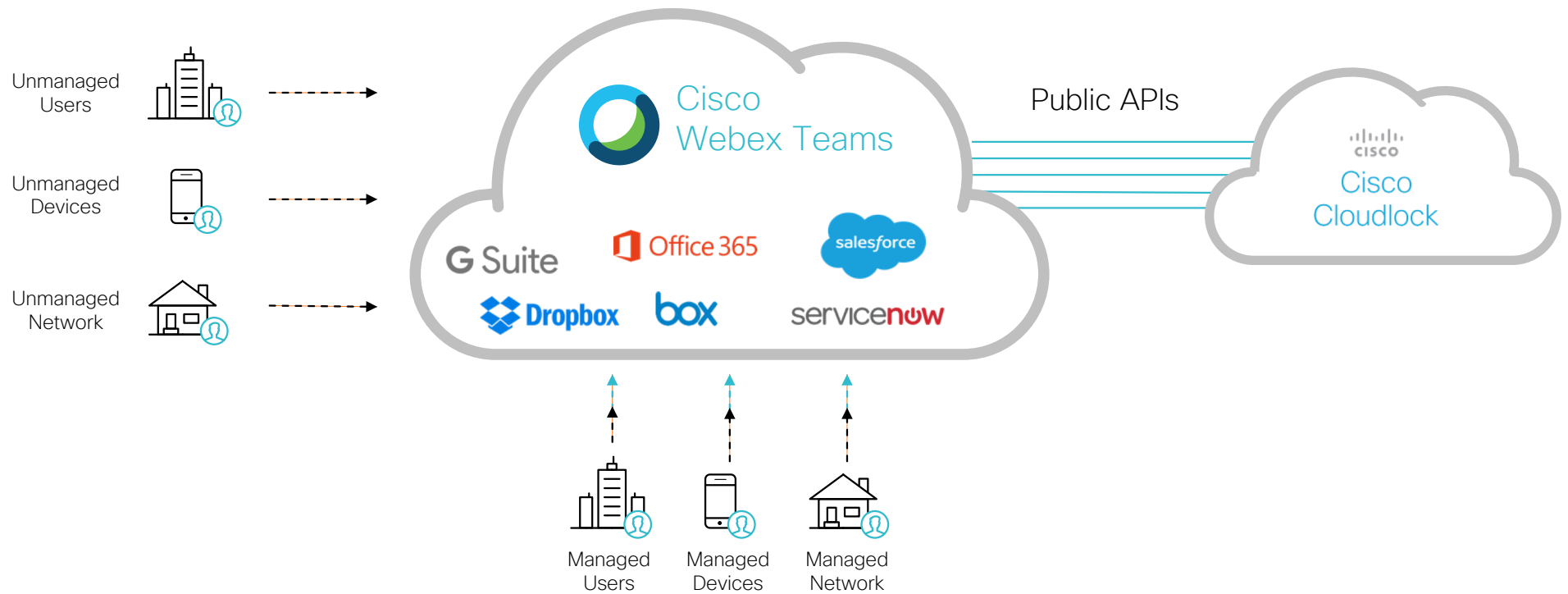
Messaging,
collaboration and file
sharing

Data protection and
threat detection

Secure collaboration and file sharing to ensure compliance
with internal and external data security policies

Cisco Cloudlock

Protection Across Multiple SaaS Solutions



Over 70 Pre-defined Data Loss Prevention Policies



PII

- SSN/ID numbers
- Driver license numbers
- Passport numbers



Education

- Inappropriate content
- Student loan information
- FERPA compliance



General

- Email address
- IP address
- Passwords/login information



PHI

- HIPAA
- Health identification numbers
- Medical prescriptions



PCI

- Credit card numbers
- Bank account numbers
- SWIFT codes

Plus the ability to easily create custom policies

Единое окно обслуживания неголосовых обращений

DLP Система



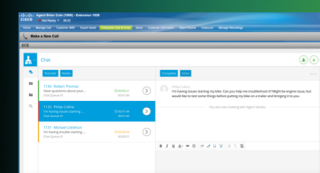
Единая отчетность

- Cisco® Unified Intelligence Center



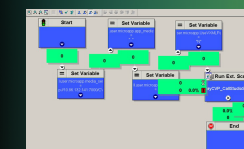
Единое агентское место

- Finesse



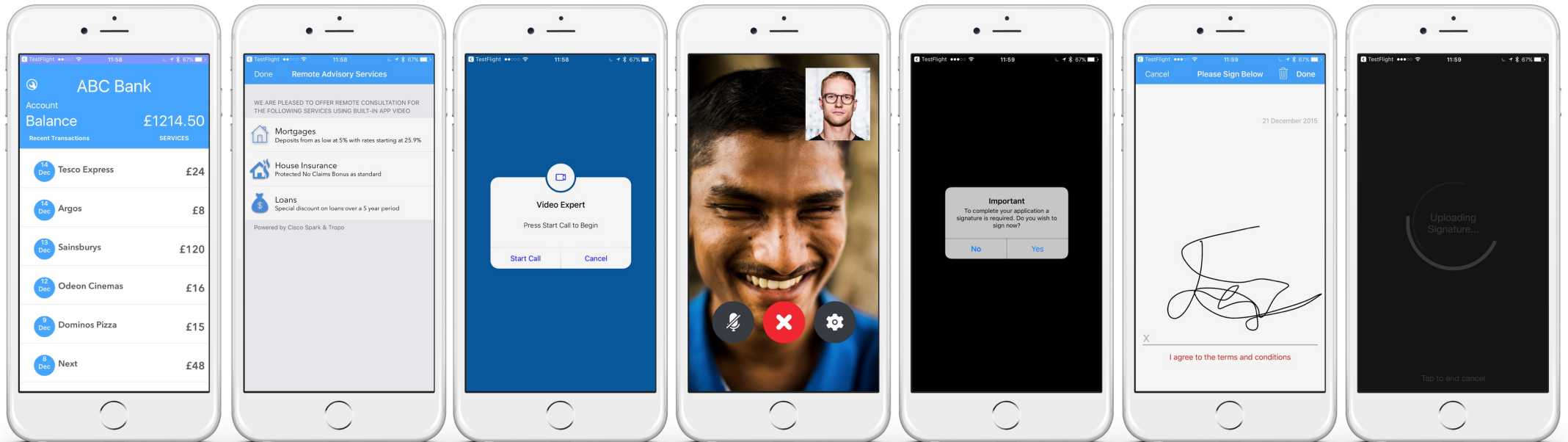
Единая маршрутизация

- ICM script



ChatBot

Mobile Banking



Cisco Flex

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With one way to buy


Cisco Collaboration Flex Plan

Subscribe once,
deploy the way you want




Cisco Collaboration Flex Plan – Choice when You are ready

Meetings




Cisco Webex Meetings



Cisco Meeting Server




Calling



Cisco Unified Communications Manager with Jabber

Team Collaboration



Cisco Webex Teams

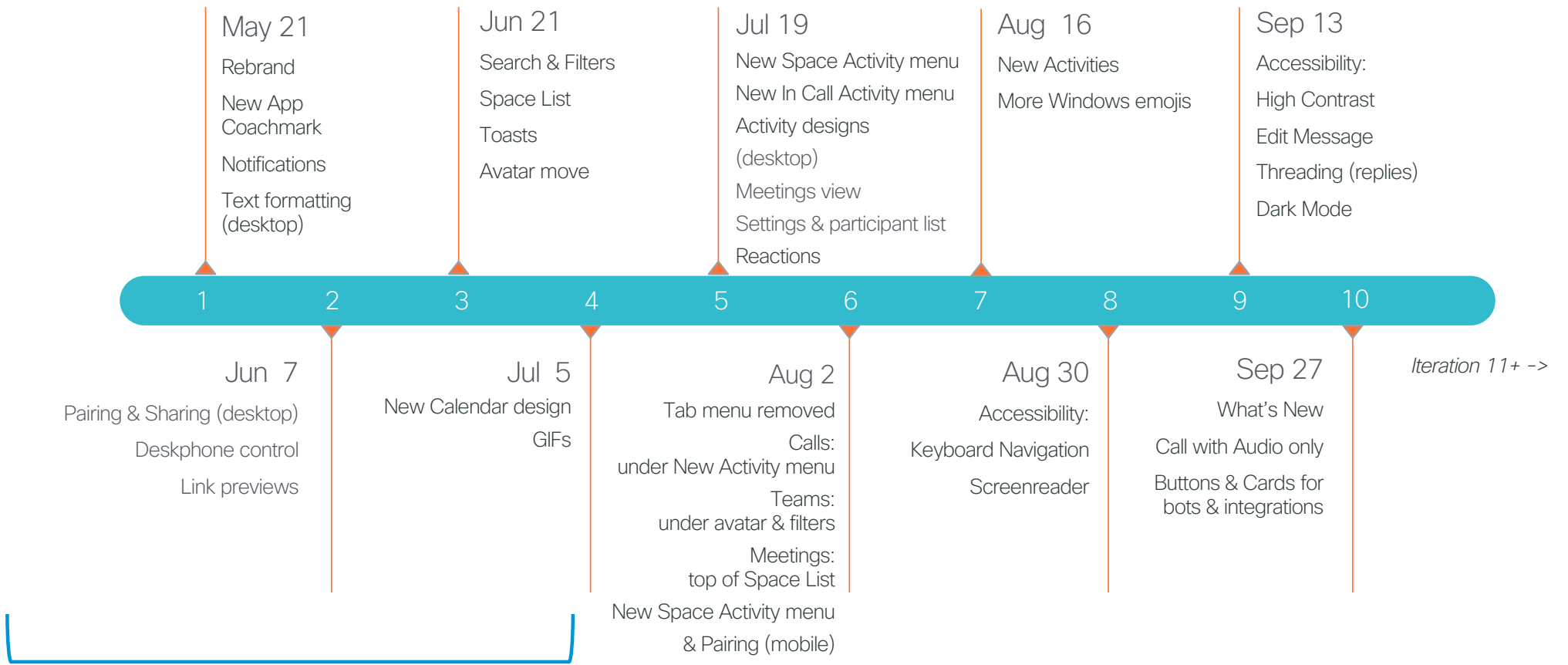
How much?

Line Number	Item Name	Description	Quantity	ListPrice	Extended ListPrice	Selling Price
1.0	A-FLEX	Collaboration Flex Plan	1	0.00	0.00	0.00
1.1	SVS-SPK-SUPT-BAS	Basic Support for Cisco Spark	1	0.00	0.00	0.00
1.2	A-FLEX-AUCM1	AU Cloud Meetings Tier 1 (1)	40	34.00	16,320.00	16,320.00
1.3	A-SPK-VOIP	Included VolP (1)	1	0.00	0.00	0.00
1.4	A-FLEX-MEET-ENT	Cloud Meetings Entitlement	300	0.00	0.00	0.00
1.5	A-FLEX-FILESTG-ENT	File Storage Entitlement	6000	0.00	0.00	0.00
1.6	A-FLEX-DEVREG-ENT	Cloud Device Registration Entitlement	300	0.00	0.00	0.00
1.7	A-FLEX-MSG-ENT	Messaging Entitlement	300	0.00	0.00	0.00
1.8	A-FLEX-TMS-250USR	TMS 250 System License (1)	2	0.00	0.00	0.00
					SubTotal	16,320.00
					Estimate Total	16,320.00



Webex Teams App Iteration Schedule

Desktop & Mobile Apps : *dates & content subject to change*



New meetings roll out

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