

Host exceptional web events every time with expert help.

Now it's easy to capture attention and results with webinars and other web events. Count on award-winning Cisco WebEx Assist producers to ensure smooth execution, maximum ROI, and present professional results.

Cisco WebEx Premium Event Center Assist Services – \$1199 (1 hour live event)

Services	Cisco WebEx producer will:
Consultation	2 hours
Event strategy and prep	<ul style="list-style-type: none"> Identify your event goals. Review best practices and event strategies. Schedule your event online. Provide instructions how to send invitations. Build the event landing page and enrollment page.
Enrollment method selection	Give consultation whether to use manual or auto approval, or custom enrollment questions.
Audio selection	Help select the best telephony option for your event goals; integrated, audio broadcasting, operator assistance, or VoIP.
Dry run	1.5 hours
Timeline, assignments, and a backup plan for your live event	<ul style="list-style-type: none"> Outline the event agenda and plan of action. Assign producer, host, and presenter roles; establish responsibilities. Determine alternate plans in case of event disruptions such as a power outage or internet failure.
Full technical rehearsal	<ul style="list-style-type: none"> Run through the technical details of the event. Provide training on best practices, and on how to: <ul style="list-style-type: none"> Upload and advance presentation slides. Share your desktop and demonstrate applications. Hold a Q&A session. Chat publicly or privately during the event. Use your selected type of audio. Conduct live polls.
Poll creation	Develop polls according to your goals.

Services	Cisco WebEx producer will:
Pre-event support	Thirty minutes
Setup and coaching before the event	<ul style="list-style-type: none"> Ensure the host can start the event. Verify the roles established during your dry run. Help load the presentation. Make sure all presenters join successfully. Answer technical questions.
Preparation for your event recording	<ul style="list-style-type: none"> Set up to record your event. Log in and test recorders.
In-event assistance	1 hour
Monitoring and support during your live event	<ul style="list-style-type: none"> Remain on hand to answer questions. Manage poll taking.
Post-event results	1.5 hours
Delivery of your final event recording	Provide easy access to the event recording with a download link.
Enrollment and attendee reporting	Supply reports on event enrollment and attendees.
Poll, chat, and Q&A results delivery	<ul style="list-style-type: none"> Furnish poll results. Provide records of chat for which producer has access. Deliver Q&A transcripts.



Production Services wins two ACE awards in 2007. Cisco WebEx was honored for the Assist production services experience and producer performance. CustomerSat gives the ACE award for outstanding achievement in customer satisfaction.

Cisco WebEx Standard Event Center Assist Services – \$599 (1 hour live event)

Services	Cisco WebEx producer will:
Pre-event support	Thirty minutes
Setup and coaching before your event	<ul style="list-style-type: none"> Ensure the host can start. Help load the presentation. Make sure all presenters can join. Answer technical questions.
Preparation for your event recording	<ul style="list-style-type: none"> Set up to record the event. Log in and test recorders.
In-event assistance	1 hour
Monitoring and support during your live event	Remain on hand to answer technical questions.
Post-event results	Thirty minutes
Provide your final event recording	<ul style="list-style-type: none"> Remove pre- and post-event footage. Upload the recorded event to your WebEx site. Provide easy access to the recording with a download link.
Enrollment and attendee reporting	Supply reports on your event enrollment and attendees.
Chat and Q&A results delivery	<ul style="list-style-type: none"> Provide records of any chat for which producer has access. Deliver Q&A transcripts.

A la carte assistance

Add-on services	Cisco WebEx producer will:
Online consultation	\$495 per hour, 1 hour minimum
Setup and coaching before your event	<ul style="list-style-type: none"> Help identify event goals. Review best practices and strategies. Schedule the event online. Provide instruction on how to send invitations. Build your landing and registration pages.
Audio selection	Determine teleconferencing needs.
Dry run	\$495 per hour, 1 hour minimum
Timeline, assignments, and a backup plan for live event roles; establish responsibilities	<ul style="list-style-type: none"> Outline event agenda and plan. Assign producer, host, and presenter. Determine alternate plans in case of event disruptions such as a power outage or internet failure.

A la carte assistance (continued)

Add-on services	Cisco WebEx producer will:
Dry run	\$495 per hour, 1 hour minimum
Full technical rehearsal	<ul style="list-style-type: none"> Teach best practices and how to: <ul style="list-style-type: none"> Upload and advance presentation slides. Share your desktop and demonstrate applications. Hold a Q&A session. Conduct polling. Chat publicly or privately. Use your selected type of audio.
Event hosting	<i>(Requires a dry run for role assignment.)</i>
Expert technical management	Handle the technical side of running your event, from behind the scenes.
Polling	<i>(Requires a dry run for role assignment.)</i>
Poll creation or coordination and results delivery	<ul style="list-style-type: none"> Develop polls according to your goals. Manage poll taking and records. Furnish poll results.
Hold music or VoIP audio conferencing	No extra charge <i>(Requires 24 hour advance notice.)</i>
Pre-event music or VoIP preparation	Set up and push VoIP or hold music out to attendees.
Recording your event on a CD	\$100 per CD
Delivery of your event recording on a CD	Capture the event on a CD in WebEx format (WRF) with an embedded player for auto play and reproduction.
Conversion to Windows Media Format	\$149 per hour, 1 hour minimum <i>(Time depends on recording size.)</i>
Delivery of the event recording in Windows Media Format	Capture the event on a CD in Windows Media Format (WMF) with an embedded player for auto play and reproduction.
Complete event editing	\$495 per hour, 1 hour minimum <i>(Time depends on length and amount of editing required.)</i>
Refinement of the event recording.	Make basic edits throughout your digital event file for on-demand viewing.
Additional support hours	\$495 per hour, thirty minute minimum
Custom assistance with Event Center Assist Service	Add more time to your live Event Center Assist Service.

Find out more about Cisco WebEx Event Center Assist Services. Speak with a solution specialist today. Call **1.877.509.3239**, press 2.

