

Host exceptional web meetings every time with expert help.

Make online meetings easier. Count on award-winning Cisco WebEx Assist producers to help ensure smooth execution and maximum ROI.

Cisco WebEx Premium Meeting Center Assist Services – \$349 (1 hour live meeting)

Services	Cisco WebEx producer will:
Pre-meeting support	Thirty minutes
Setup and coaching before your meeting	<ul style="list-style-type: none"> • Ensure the host is able to start the meeting. • Help load your presentation. • Make sure all presenters join successfully. • Answer technical questions.
Preparation for your meeting recording	<ul style="list-style-type: none"> • Set up to record your meeting. • Log in and test recorders.
In-meeting assistance	1 hour
Monitoring and support during your live meeting	Remain on hand to answer technical questions.
Post-meeting results	Thirty minutes
Delivery of your final meeting recording	<ul style="list-style-type: none"> • Remove pre- and post-meeting footage. • Provide access to your recorded meeting with a download link or auto-play CD.

Cisco WebEx Standard Meeting Center Assist Services – \$149 (1 hour live meeting)

Services	Cisco WebEx producer will:
Pre-meeting support	Thirty minutes
Setup and coaching before your meeting	<ul style="list-style-type: none"> • Ensure the host can start the meeting. • Help load the presentation. • Make sure all presenters join successfully. • Answer technical questions.
In-meeting assistance	1 hour
Monitoring and support during your live meeting	<ul style="list-style-type: none"> • Answer technical questions.



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.

A la carte assistance

Add-on services	Cisco WebEx producer will:
Meeting consultation	\$149 per hour, 1 hour minimum
Meeting strategy and prep	<ul style="list-style-type: none"> Understand your meeting goals. Review best practices and meeting strategies. Schedule your meeting online and build the event landing page.
Audio selection	Determine teleconferencing needs.
Dry run	\$149 per hour, 1 hour minimum
Timeline, assignments, and a backup plan	<ul style="list-style-type: none"> Outline meeting agenda and goals. Assign producer, host, and presenter roles; establish responsibilities. Determine alternate plans in case of session disruptions such as a power outage or Internet failure.
Full technical rehearsal	<ul style="list-style-type: none"> Review best practices and provide instructions 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 in your meeting. Use audio effectively. Conduct polling.
Meeting hosting	<i>(Requires a dry run for role assignment)</i>
Expert technical management	Manage the technical aspects of your meeting.
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. Supply your poll results.

A la carte assistance (continued)

Add-on services	Cisco WebEx producer will:
Chat recording	<i>(Requires a dry run for role assignment.)</i>
Capture of in-meeting chat	Provide transcripts of chat for which the producer has access.
Hold music or VoIP audio conferencing	No extra charge <i>(Requires 24 hour advance notice.)</i>
Pre-meeting music or VoIP preparation	Set up and push VoIP or hold music to participants.
Conversion to Windows Media Format	\$149 per hour, 1 hour minimum <i>(Time depends on recording size.)</i>
Delivery of the meeting to recording in Windows Media Format	<ul style="list-style-type: none"> Convert the meeting recording from WebEx format (WRF) to recording in Windows Media Format (WMF). Make it accessible with a link or CD. Furnish poll results.
Complete meeting editing	\$149 per hour, 1 hour minimum <i>(Time depends on length and amount of editing required.)</i>
Refinement of the session recording.	Edit your meeting file for on-demand viewing.
Additional hours	\$149 per hour, thirty minute minimum <i>(Must be booked with your WebEx Assist producer.)</i>
Custom assistance with the meeting	Add more time to the WebEx Meeting Center Assist service.

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

