

# WebEx Event Assist



## Event success. No stress.

WebEx Event Assists ensure flawless execution, maximum ROI and customer satisfaction on every event.

Make large-scale, successful web events simple! Experience the high-touch support of both Standard and Premium Event Assists. Let an expert producer provide consultation and support during every phase of your event: pre-event planning, in-event services, and post-event follow-up.

### Premium Event Assist\* — \$1199

**An event coordinator will contact you to:**

- Schedule times for your consultation, dry run and live event
- Determine your teleconferencing needs for your event
- Assign a member of our production team to work with you

**Your producer will provide event services to accomplish:**

- Consulting with you to understand your event goals
- Consultation includes Best Practices and Event Strategies
- Conducting a dry run of your event
- Supporting you during your live event
- Working with you to provide post-event support
- Providing guidance to enable you to successfully produce future events



### Standard Event Assist\* — \$599

**An event coordinator will contact you to:**

- Schedule time for your live event
- Determine your teleconferencing needs for your event
- Assign a member of our production team to work with you

**Your producer will provide event services to accomplish:**

- Provide 30 minutes of assistance before your meeting starts
- Monitor and provide real-time assistance throughout your event
- Show attendees how to ask questions and complete surveys
- Show you and your presenters how to answer questions from your audience
- Record and post the event to your Web site

\*Event Assists are available only for Event Center Customers.

*“WebEx’s Event Center is a great marketing tool. It is a cost-effective means to generate leads, and it has been well-received by our customers and prospects. Our online seminars have been very successful.”*

— Judy Tracy, Online Event Manager, Documentum



**WebEx Communications was awarded the 2005 CustomerSat Achievement in Customer Excellence (ACE) Award for Production Services Customer Satisfaction.**



# Premium Event Assist

<i>Premium Service Offering</i>	<i>Explanation of Service</i>
<b>Event Design Consultation: 2 hours</b>	
<b>Schedule the event</b>	Basic HTML upon request
<b>Set up auto approval</b>	Approval only on enrollment
<b>Upload single logo</b>	Brand event—description page with logo image
<b>Rehearsal / Dry Run: 1.5 hours</b>	
<b>Technical rehearsal</b>	Goal is to mirror actual event
<b>Train presenters</b>	Coaching for success. Training to include loading and advancing slides and an overview of Q&A, polling, event flow and best practices
<b>Finalize time line and establish backup plan</b>	Establish roles and responsibilities for live event
<b>Create poll questions</b>	Create and save poll questions to be used in live event, if applicable
<b>Establish multi-media support (if applicable)</b>	Determine and verify UCF options, if required
<b>Live Event: 1.5 hours</b>	
<b>WebEx producer joins event 30 minutes prior</b>	Room setup: load slides, set up for application sharing (if needed), discuss operator's scripts, and last minute logistics
<b>Record event</b>	Set up recorders and record event
<b>Monitor event</b>	Provide level 1 technical assistance during event
<b>Post Event: 1.5 hours</b>	
<b>Final report generation</b>	Attendance and absentee reports
<b>Edit recording (if required)</b>	Basic editing of recording
<b>Post recording</b>	Post recording to site and retrieve links
<b>Manage follow up e-mails</b>	System-generated recording link added to absentee e-mails, text-based only
<b>A La Carte Services: \$495/hour</b>	
<b>Rehearsal/Dry Run</b>	Additional dry run and technical rehearsal
<b>Post event</b>	Recorded event on CD available upon request Merge/edit prerecorded files
<b>Enrollment management through event life cycle</b>	Approval and rejection (less than 100 enrollees) —included Approval and rejection (100–499 enrollees) — 1 hour Approval and rejection (500–1000 enrollees) —2 hours Approval and rejection (1000+ enrollees) —3 hours