

Webex Production Services



The Webex Production Services Team: Delivering professional meetings and webinars

Overview

The Production Services Team offers a variety of support levels to fit your meeting and webinar needs. From start to finish, our expert producers and suite of service offerings are here to provide you with solutions to ensure a smooth delivery of your Webex event.

When to engage us

For a one-hour Webex, we recommend a minimum of two weeks' notice to ensure availability and allow adequate preparation. For longer durations, we recommend three weeks lead time, and for complex multi-session events we recommend eight weeks for planning and preparation.

Service tiers

Our service offerings align with the new Webex attendee capacities. Increased functionality and app integration within the Webex platform have greatly improved audience engagement, broadcast capability and complexity. Our suite of services can now accommodate all of these potential meeting types and audience sizes. At the highest attendee capacities some of the lower-tier Assist services are not available.

Primary business hours

Monday - Friday 4am to 9pm Pacific Time. Service outside these hours may be available if scheduled with additional notice.

How does it work?

Just add the [Production Assist](#) option to your Webex contract, either when you subscribe or after, as a separate contract. This allows you to book our services whenever you choose to use them without additional up-front transactions. If you don't use Production Services, you won't be charged for having the service available. If you do use Production Services, you'll be billed in arrears for the service type and audience size on your next Webex invoice.

Once you've enabled Production Services for your contract, all you need to do to is submit a reservation through our convenient [online](#) form, and we'll take care of the rest. The next pages will review our service offerings and when you might want to select each option. You'll need to know your planned audience size to determine the level of service to select. Think expected attendees: do you need small, medium, or large?

Here's a list of audience size options and site capacity with available Assist service types.

ASSIST TYPE	AUDIENCE SIZE OPTIONS	SITE CAPACITY	SKU
Technical Monitoring Assist	Small Medium Large	Use for site capacities of 1k, 3k, 5k, 10k, 25k, 50k, 100k	A-ASSIST-TMA-SM A-ASSIST-TMA-Med A-ASSIST-TMA-LG
Standard Assist	Small	Use for site capacities of 1k, 3k, 5k	A-ASSIST-STD-SM
Premium Assist	Small Medium	Use for site capacities of 1k,3k,5k,10k	A-ASSIST-PRM-SM A-ASSIST-PRM-MED
Premium Plus Assist	Small Medium Large	Use for site capacities of 1k, 3k, 5k, 10k, 25k, 50k, 100k	A-ASSIST-PP-SM A-ASSIST-PP-MED A-ASSIST-PP-LG
Add on Support Time	Small Medium Large	Use for site capacities of 1k, 3k, 5k, 10k, 25k, 50k, 100k	A-ASSIST-ADD-SM A-ASSIST-ADD-MED A-ASSIST-ADD-LG

Small Less than 5,000 attendees
 Medium 5,001 to 10,000 attendees
 Large 10,001 and above attendees

Pre-session planning

What's included:

PRE-SESSION PLANNING	TECHNICAL MONITORING ASSIST	STANDARD ASSIST	PREMIUM ASSIST	PREMIUM PLUS ASSIST
<p>Determine service level based on audience size:</p> <p>Small Less than 5,000 attendees Medium 5,001 to 10,000 attendees Large 10,001 and above attendees</p>	<p>Small Medium Large</p>	<p>Small</p>	<p>Small Medium</p>	<p>Small Medium Large</p>
<p>Webex Space (Meeting Planning)</p> <p>Coordinate in real time with your producer via a Webex space for event planning and preparation</p>		<p>✓</p>	<p>✓</p>	<p>✓</p>
<p>Webex Space (Technical Monitoring)</p> <p>Coordinate in real time with your assigned technical monitoring engineer regarding your presenter/panelist connections and the overall health of your event.</p> <p><i>Note: This is NOT real time technical support for attendee connections.</i></p>	<p>✓</p>			<p>✓</p>
<p>Host call: (30 minutes)</p> <p>Coordinate with your Webex producer regarding the requirements for your Webex such as:</p> <ul style="list-style-type: none"> • Roles and responsibilities • Content to be shared (including video options) • Recording format • Producer hosting options • Slido polling requirements <p>Recommended 1 week before the event</p>		<p>✓</p>		


Pre-session planning

What's included:

PRE-SESSION PLANNING	TECHNICAL MONITORING ASSIST	STANDARD ASSIST	PREMIUM ASSIST	PREMIUM PLUS ASSIST
<p>Consultation (up to 1 hour)</p> <p>Work with your Webex producer to review and identify your goals, success metrics, and what you'd like to accomplish with your Webex. Discussion topics include:</p> <ul style="list-style-type: none"> Review best practices and strategies Help with scheduling and invitations* Discuss security requirements and implementation Discuss audio best practices Review recording options Discuss roles & responsibilities for the meeting/webinar, including the host role Prepare for the dry run by discussing expected content to be shared, video options, and interactive tools to be used <p>Recommended 2 to 3 weeks before your Webex</p> <p><i>*Links for your invitations and communications will be provided after the consultation meeting</i></p>			✓	✓
<p>Dry Run (up to 1 hour)</p> <ul style="list-style-type: none"> Review meeting agenda, run-of-show and define roles & responsibilities Determine how to handle disruptions Review best practices for the interactive tools and content to be shared Review event content Train presenters on the tools they will use, such as sharing content and attendee interaction options Test playback of any pre-recorded video content <p>Recommended 2 to 3 days before your Webex</p>			✓	✓

Pre-session planning

What's included:

PRE-SESSION PLANNING	TECHNICAL MONITORING ASSIST	STANDARD ASSIST	PREMIUM ASSIST	PREMIUM PLUS ASSIST
<p>Additional planning time (up to 2 hours)</p> <p>Coordinate with your Webex producer on any additional planning that might be required to support your Webex.</p> <p>Can be used for:</p> <ul style="list-style-type: none"> • Extra consultation • Extra dry run or technical rehearsal • Extra planning meetings <p><i>We recommend using this time during the 2 to 3 weeks leading up to the live date.</i></p> <p><i>Note: Planning time cannot be used to extend the duration of the live webinar. Please purchase add-ons for Webex duration longer than 60 minutes.</i></p>				

Live Support

What's included:

LIVE SUPPORT	TECHNICAL MONITORING ASSIST	STANDARD ASSIST	PREMIUM ASSIST	PREMIUM PLUS ASSIST
<p>Pre-conference (30 minutes prior to the start time)</p> <p>Your Webex producer will work with you to:</p> <ul style="list-style-type: none"> • Make sure your Webex has successfully started • Help load your presentation or share content • Make sure all presenters join successfully • Set up to record your Webex • Play hold music for attendees (Classic Events only) 		✓	✓	✓
<p>Live support (Up to 1 hour duration, not including pre-conference)</p> <p>Your Webex producer will actively manage and monitor your Webex. Support includes:</p> <ul style="list-style-type: none"> • Actively monitoring your Webex to answer any technical questions from attendees and presenters • Assisting with polls or other interactive tools & apps • Assisting with breakout rooms within the event (Breakouts are not recommended for high capacity Webex sessions) • Acting as host, providing introductions • Managing chat and Q&A • Recording your event 		✓	✓	✓
<p>Technical Monitoring (up to 1 hour event)</p> <ul style="list-style-type: none"> • A Technical Engineer will join Webex space 30 minutes prior to the meeting start time • A Technical Engineer will be on-hand in the Webex space to respond to technical issues and questions • Proactively address issues detected using monitoring tools 	✓			✓

Post-session support

POST-SESSION SUPPORT	TECHNICAL MONITORING ASSIST	STANDARD ASSIST	PREMIUM ASSIST	PREMIUM PLUS ASSIST
<p>Reporting and recording follow up includes:</p> <ul style="list-style-type: none"> Your producer provides final registration and attendance data in a post-event report Chat, Q&A and Poll results Event recording provided in preferred format <p><i>SSO customers with sites that producers cannot access will receive detailed instructions on running their reports.</i></p>		✓	✓	✓
<p>Technical Monitoring Report</p> <ul style="list-style-type: none"> Attendance data with system & connection information Issue analysis and recommendations 	✓			✓

Add-on support options

Purchase one add-on per hour of additional support needed. Add-ons will also be billed according to audience size.

*Note: When adding extra time to any Assist offering that includes Technical Monitoring (Technical Monitoring Assist or Premium Plus Assist) **two** add-ons are required. One for Technical Monitoring Engineer and one for Producer.*

ADD-ON SUPPORT OPTIONS	TECHNICAL MONITORING ASSIST	STANDARD ASSIST	PREMIUM ASSIST	PREMIUM PLUS ASSIST
<p>Add-ons will also depend on audience size:</p> <p>Small Less than 5,000 attendees Medium 5,001 to 10,000 Attendees Large 10,001 and above attendees</p>	<p>Small Medium Large</p>	<p>Small</p>	<p>Small Medium</p>	<p>Small Medium Large</p>
Add Consultation	n/a	n/a	✓	✓
Add Dry Run	n/a	n/a	✓	✓
Add Producer Support for Additional Event Duration per hour	n/a	✓	✓	✓
Add Monitoring Support for Additional Event Duration per hour	✓	n/a	n/a	✓

Add-on notes:

- Producer support is not included in a Technical Monitoring Assist
- Planning meetings are included in Premium and Premium Plus Assist only
- Technical monitoring support is not included in the Standard and Premium Assist

I would like assist support for my upcoming meeting. What type of assist do I need to request?

Determine your audience size and the level of complexity for your Webex.

AUDIENCE SIZE (Expected Attendance)	EVENT COMPLEXITY	RECOMMENDED ASSIST
Small <i>Webex with 5,000 attendees or less</i>	Low complexity	Technical Monitoring Assist - Small <u>or</u> Standard Assist - Small
	High complexity	Premium Assist- Small
Medium <i>Webinar with 5,001 to 10,000 attendees</i>	Low complexity	Technical Monitoring Assist - Medium <u>or</u> Premium Assist - Medium
	High complexity	Premium Plus Assist - Medium
Large <i>Webinar with 10,001 or more attendees</i>	Low complexity	Technical Monitoring Assist - Large <u>or</u> Premium Plus Assist - Large
	High complexity	Premium Plus Assist - Large

What is a low complexity event?

- I'm very familiar with Webex
- I don't need help planning and setting up the Webex. I just need extra hands-on support during the event
- I only need support for my panelists
- I don't need extra time with my producer before the start date
- Smaller audience sizes

What is a high complexity event?

- I'm new to Webex
- This is extremely high visibility within my company and/or there will be a global audience
- I need extra planning time with my producer leading up to the event
- I will need assistance using the integrated collaboration apps
- Additional monitoring required

I would like assist support for my upcoming meeting. What type of assist do I need to request?

USE CASE	AUDIENCE SIZE	RECOMMENDED ASSIST
<p>Corporate Announcements, Earnings Calls, CEO Town Halls, Global Marketing Events</p> <p>Additional considerations:</p> <ul style="list-style-type: none"> • New Webex user • Global audience • Senior leadership • Additional tech support & monitoring needed • Multiple speakers in various locations • More complex interactivity requirements 	<p>Small Medium Large</p>	<p>Premium Plus Assist</p>
<p>Town halls</p> <p>Additional considerations:</p> <ul style="list-style-type: none"> • Global, regional or local audience • Mixed connection types i.e. Video and/or audio only • More complex interactivity requirements 	<p>Small Medium</p>	<p>Premium Assist</p>
<p>Training and product demonstration</p> <p>Additional considerations:</p> <ul style="list-style-type: none"> • Experienced Webex user • Screen share • Departmental audience 	<p>Small</p>	<p>Standard Assist</p>
<p>Marketing</p> <p>Additional considerations:</p> <ul style="list-style-type: none"> • Internal audience • One way communication • Experienced Webex user 	<p>Small</p>	<p>Standard Assist</p>

How to get in touch with the Production Services Team?

Contact us

- The Production Services Team is U.S. based
- Business hours: 4AM–9PM Pacific time (M-F)
 - Service outside these hours may be available if scheduled with additional notice
- For questions, email:
WebexProductionServices@cisco.com

Response times

- **New reservations:** 3 business days
- **Change requests to our scheduling team:**
As soon as possible within business hours