



# Host flawless web events every time with expert help.

Plan out and prepare for your event with an experienced, certified producer.

Get superior results from your event with a guided trial run beforehand.

Focus on your event, leaving the technical details to an expert producer.

Receive event reports and an edited recording for later use.

Improve your future web events by learning best practices.



Now it's a breeze to capture attention and results with webinars and other web events. Count on award-winning WebEx Assist producers to ensure smooth execution, maximum ROI, and impressed attendees. Event success. No stress.

Put on your next big event with confidence via WebEx. It's easy with the help of a certified Assist producer. Whether you're new to Event Center or a veteran user, receive the support you need. Your Assist producer will ensure you get the most out of media-rich, robust WebEx technology—before, during, and after your event. You can focus on engaging your attendees... and learn best practices along the way.

### **Secure results worry free with a Standard Event Center Assist.**

Get expert help to host a captivating web event and capture real results. Your WebEx Assist producer begins giving you technical support 30 minutes before your event. Then they make sure the host is able to start the event and bring in all presenters. Take comfort knowing your producer remains behind the scenes during your entire live event—always ready to handle any questions or issues in real time. Afterwards, you get a recording for reference, training, or on-demand webinars. You also receive enrollment and attendee reports. And you can prearrange for records of in-event polls and chat.

### **Prepare for greater event success with a Premium Event Center Assist.**

Get all the support of a Standard Assist, plus professional help with your event strategy and preparation. Your certified producer counsels you on the best approach, practices, and telephony to meet your goals. They also assist you with event scheduling and enrollment, and help you establish an effective game plan. Plus you and your presenters receive training to add sizzle to your event using polling, Q&A, video, and other powerful features. You put it all to the test with a guided practice run—and boost your outlook for event success.

### **Get even more out of your event with a la carte Event Center Assist services.**

Benefit from the extra reassurance of additional WebEx services—from before your event until after it. Engage an Assist producer to prepare you with event strategy consulting, planning, and a practice run. Or let them relieve you of the overall technical management of your event. You can take away your event recording on a CD, edited to your specification.



2007 ACE Award  
Achievement in Customer Excellence

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

# Ensure your event is a success with expert support—as much as you need.



## Premium Event Center Assist

Services	Your WebEx producer will...
<b>Consultation</b>	<b>2 hours</b>
Event strategy and prep	<ul style="list-style-type: none"> <li>Identify your event goals.</li> <li>Review best practices and strategies.</li> <li>Help with scheduling and invitations.</li> <li>Build landing and enrollment pages.</li> </ul>
Enrollment method selection	Help you choose manual, auto, or custom.
Audio selection	Help you select appropriate telephony.
<b>Dry run</b>	<b>1.5 hours</b>
Timeline, assignments, and a backup plan for your live event	<ul style="list-style-type: none"> <li>Outline your event agenda and action plan.</li> <li>Assign roles and responsibilities.</li> <li>Determine how to handle disruptions.</li> </ul>
Full technical rehearsal	<ul style="list-style-type: none"> <li>Run through technical, event details.</li> <li>Teach you best practices.</li> <li>Train you how to demo, poll, share your desktop, and more.</li> </ul>
Poll creation	Develop polls according to your goals.
<b>Pre-event support</b>	<b>0.5 hour</b>
Setup and coaching before your event	<ul style="list-style-type: none"> <li>Ensure the host can start the event.</li> <li>Verify event roles and responsibilities.</li> <li>Help you load your slides.</li> <li>Make sure all presenters join successfully.</li> <li>Answer any last-minute technical questions.</li> </ul>
Preparation for your event recording	<ul style="list-style-type: none"> <li>Set up to record.</li> <li>Log in and test recorders.</li> </ul>
<b>In-event assistance</b>	<b>1 hour</b>
Monitoring and support during your live event	<ul style="list-style-type: none"> <li>Remain on hand to answer questions.</li> <li>Manage poll taking.</li> </ul>
<b>Post-event results</b>	<b>1.5 hours</b>
Delivery of your final event recording	Give you easy access to your recording via a link.
Enrollment and attendee reporting	Furnish enrollment and attendee reports.
Poll, chat, and Q&A results delivery	Supply your poll, chat, and Q&A records.

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<b>Pre-event support</b>	<b>0.5 hour</b>
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Monitoring and support during your live event	Remain on hand to answer questions.
<b>Post-event results</b>	<b>0.5 hour</b>
Provision of your final event recording	Give you easy access to your recording via a link.
Enrollment and attendee reporting	Furnish enrollment and attendee reports.
Chat and Q&A results delivery	Supply your chat and Q&A records.

### A la carte assistance

- Event planning and a dry run
- Event hosting
- Poll creation and management
- VoIP audio conferencing
- Capture of your event on a CD
- Pre-event hold music
- Event recording delivery in Windows Media Format
- Additional editing of your recording
- Additional support hours

*“Our WebEx producer did an outstanding job helping us put together and host our webinar. We were in great hands, and our event was a tremendous success.”*

— Joe Carr, Chief Information Officer, New Jersey Hospital Association

**Find out more about WebEx Event Center Assist.**  
**Speak with a solution specialist today.**  
**Call 877-509-3239, press 2.**