

Webex Production Services Team

About us

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 meeting or webinar.



Who you'll work with

Your Producer:

Will assist with managing all aspects of your Webex. Once your Assist is confirmed, your Producer will email you login instructions for any planning meetings that you have scheduled.

Scheduling team:

Our schedulers will assist you with your reservation requests and confirming support with our producer team. They can also help coordinate date changes and cancellations.

Language support:

English

When to engage us

For a one-hour meeting or webinar, we recommend a minimum of two weeks' notice to adequately prepare.

For durations that are longer than three hours or for multi-day events, we recommend a minimum lead time of eight weeks for planning and preparation and to ensure Producer preference.

Once you have Assists added to your Webex subscription, you can request Assist support for any meeting or webinar!

**Unsure if you have Assists added to your Webex subscription? Please contact your Sales team or Customer Success Manager.*

How to schedule

[Click Here](#) to request support from the Webex Production Services Team.

- Enter all the important details about your Webex, including date, time, time zone and duration. There is also a place on the form to enter any special requirements or Producer requests that you might have
- Once we receive your request, our scheduling team will review your request and assign a Producer to support you

Reservation confirmation: Within three Business Days

I would like production 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 meeting or webinar.

AUDIENCE SIZE (Expected Attendance)	EVENT COMPLEXITY	RECOMMENDED ASSIST
Small <i>Webinar or meeting 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

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