



# Frequently Asked Questions

## GENERAL QUESTIONS

### **What is Cisco WebexONE?**

Cisco WebexONE is THE premier collaboration event of the year. Bringing together the best of Cisco Collaboration Summit, BroadSoft Connections, and Cisco Contact Center Summit into a single event—it is 2 incredible days of learning—providing in-depth training, innovative insights, and direct access to experts on the hottest topics in collaboration today.

### **Where will the event be held and what are the dates?**

Mandalay Bay Convention Center  
3950 S Las Vegas Blvd, Las Vegas, NV 89119  
September 14-16, 2020

### **Who should attend WebexONE?**

We are the innovators, the creators, the game-changers, the expressors. If you focus on building seamless video conferencing, unified communications, or contact centers, this event is for you. If you are serious about workplace transformation, this event is for you. If you are ready to roll-out the future of collaboration in your workplace, this event is for you.

### **Is there a charge to attend the event?**

Yes, the registration costs are as follows:

Early Bird Ticket--\$995 Feb 11-June30  
Standard Ticket--\$1195 July 1-Aug 29  
Onsite Ticket--\$1395 Aug 29-onsite

### **What is the official start time and end time of the event?**

The event starts at 5:00pm on Sept 14 with a Welcome Reception and ends on Sept 16 at 11:00pm with a Celebration Event.

### **What does a ticket to WebexONE include?**

A ticket to WebexONE includes admittance to the welcome reception, keynotes, the Solutions Showcase, the Solutions Showcase reception, track sessions, breakfast and lunch on Tuesday and Wednesday, and the Celebration Event on Wednesday evening.

### **What is the attire for this event?**

The attire is business casual.

### **How do I sign up for sessions?**

There will be an opportunity to choose your sessions through the WebexONE schedule builder. Once this opens, you will be notified via email and on the event website, [www.webexone.com](http://www.webexone.com).

### **How do I request an invitation for my colleague?**

Your colleague may visit [www.webexone.com](http://www.webexone.com) and click **Register Now** to register.

### **Can I bring my spouse/partner to WebexONE?**

You are welcome to bring your spouse/partner to Las Vegas, however, the conference program, sessions, and evening events are for registered, badged attendees only.

### **Can I bring my spouse/partner to the Celebration Event on Wednesday Evening?**

You can purchase a guest pass to the Celebration Event for \$249.00 to bring a guest. Your guest must be 21 years or older.

### **Can I bring my children to WebexONE?**

All attendees for the event must be 21 years or older. Children are not permitted at the event.

## REGISTRATION

### **Can I use learning credits toward my registration costs?**

No, WebexONE does not have a learning credits program this year.

### **I registered for the event, but I did not receive a confirmation. Who do I contact?**

Please contact us at [webexone-questions@cisco.com](mailto:webexone-questions@cisco.com).

### **I am having difficulties processing my registration. Who do I contact?**

Please contact us at [webexone-questions@cisco.com](mailto:webexone-questions@cisco.com).

### **I've completed my registration and need to make a change. What do I do?**

If you need to make a change to your registration, your confirmation email contains a confirmation code and link that allows you to access your registration to make changes.

If you still have questions, please contact [webexone-questions@cisco.com](mailto:webexone-questions@cisco.com).

### **I forgot my password. How can it be reset?**

Select “forgot password” on the login screen to have your password reset. If further assistance is required, contact: [webexone-questions@cisco.com](mailto:webexone-questions@cisco.com).

### **If I need to cancel my attendance, who do I contact?**

Refer to your registration confirmation email and follow the link to cancel your registration and hotel (if applicable) by clicking CANCEL MY REGISTRATION at the top of the page.

Alternatively, you can email us at [webexone-questions@cisco.com](mailto:webexone-questions@cisco.com) to cancel your registration.

## TRAVEL & ACCOMMODATIONS

### What is the closest airport I can fly into for the event?

You should fly into [McCarran International Airport](#) for WebexONE. McCarran is only a few miles from Mandalay Bay, but with traffic, the trip to/from the airport usually takes around 15-20 minutes.

### How do I get from McCarran Airport to Mandalay Bay?

There are several forms of transportation available at McCarran Airport, including:

[Taxis](#)

[Lyft/Uber](#)

[Rental Cars](#)

### What hotel should I book for WebexONE?

When registering for WebexONE, you will automatically be prompted to book a room at the official hotel for the event. WebexONE has a room block at the following hotel:

[Mandalay Bay Resort and Casino](#)

*3950 S Las Vegas Blvd.*

*Las Vegas, NV 89119*

Hotel rooms offered through Cisco at discounted event rates are limited and available on a first-come, first-served basis. While completing your registration, the online system will reflect up-to-the-minute availability and booking options.

In the event that our room block is sold out, you can book at any of the [neighboring hotels](#) on the Las Vegas strip.

### Why should I book with Cisco instead of directly with the hotel?

By making your reservation within the Cisco event official housing block, you are supporting the event and ensuring lower overall costs such as registration and convention center fees. Personally, you benefit by receiving the lowest rate for your room(s) as well as added services and incentives only available to those who book through Cisco.

### What is the local weather like in Las Vegas in September?

The average daily temperature is 80 degrees.