

Webex Production Services





Take the worry out of your Webex with expert help for extraordinary events

Overview

Welcome to the world of hybrid work! Connect with your teams, your customers, your shareholders, with anyone, effortlessly, with Webex and Production Services. Let us help you create amazing experiences with our deep knowledge of the Webex collaboration portfolio.

Virtual or Hybrid Events

Our team works with you to develop engaging, interactive events everyone can enjoy, no matter their physical location, and execute them flawlessly every time. No need to worry about your Webex, we're here to help!

Flexibility & Value

No matter what your needs are, we can help. If you are new to Webex or planning a complex multi-hour conference, we are with you every step of the way, from planning, to rehearsing, to executing every session.

Experienced with Webex and just need an extra pair of hands on the day of the event? We've got your back! Running meetings for your executive leadership team and need additional support and monitoring to ensure the technology does not get in the way? Not a problem with Production Services!

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. Please allow three business days for scheduling prior to your first preferred meeting date.

Below you will find an overview of our services options. Please see our data sheet for specifics on each level of service.

Services Available

Please see our [data sheet](#) for specifics on each type of service and the breakdown of which services are available for different capacities: up to 5000 participants, 5,001–10,000 participants, 10,001 and above.

Technical Monitoring

Our engineers monitor your individual panelist & presenter connections as well as the overall health of your Webex meeting, event or webcast, and make any necessary technical recommendations.

Premium Assist

For those who want assistance throughout the process, from planning the registration options, security, invitations, to presenter training and managing the event on the day, Premium Assists enable your Producer to engage in the entire event life cycle.

Add-On Support Time

For longer events or situations where you require additional time with your Producer for planning or training purposes you can add extra hours of support to any package.

Standard Assist

For those more comfortable with Webex and preparing for an event, a Standard Assist gives you the comfort of extra assistance with panelists, attendee support, and managing the interactive tools on the live event day. Includes a prep call to discuss roles & responsibilities.

Premium Plus Assist

Combines Technical Monitoring and the Premium Assist, with additional planning & preparation time included for the more complex events.

Add an Assist Contract before your next big event and see how stress-free the experience can be.

Use Cases

SERVICE	USE CASE
Technical Monitoring	<ul style="list-style-type: none">• Confidential Executive Leadership Team meetings where there is limited patience with technology challenges• High profile events where the host is participating and requires additional support on technical issues
Standard Assist	<ul style="list-style-type: none">• Ongoing series where the host and presenters are familiar with Webex, but prefer additional support• Individual host/presenters who need additional support with attendees, polling, etc. while they are speaking
Premium Assist	<ul style="list-style-type: none">• New to Webex hosts• Small teams who need additional resources for large or high-profile events
Premium Plus Assist	<ul style="list-style-type: none">• Highly complex events with numerous speakers in different locations and multiple interactivity options• Events around acquisitions that may involve integrating different technologies

The Cisco Advantage

Cisco Webex Production Services has nearly 20 years and over 85,000 customer engagements worth of experience in developing best practices for any type of event.

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

Resources

[New Subscriber Welcome Kit](#)

[Reservation Form](#)

[Data Sheet](#)

[At-A-Glance](#)