

Cisco Webex

# Paving the way to the next normal

A guide to keeping your business  
moving and your people safe



# Executive summary

Constant change has revolutionized the way we work. As businesses were forced to reevaluate how they operate due to disruption from the global pandemic, technologies like Cisco Webex made collaboration and remote teamwork possible, powering how we work in the next normal.

The workplace has forever changed, transforming when, where, and how we work. In or out of the office, team collaboration is vital for organizations to succeed. At Cisco, we believe there's never been a better time than now to consider if we can do better in the future. What if we decided to fully embrace an exciting new way to work and used powerful technologies like Webex to drive businesses forward, enable impactful communication, and facilitate effortless collaboration?

We created this comprehensive guide to help you embrace the [future of work](#). Inside, you'll find:

- **A framework** for rethinking employee experiences, whether they're remote or in-office
- **Real customer stories** sharing how they're prepared for the next normal
- **Practical guidance** for optimizing HR processes and facilities management
- **Advice** on including digital infrastructure as part of your long-term business plan
- **Checklists** for getting the best experience and value from Cisco Webex solutions, plus
- **More resources and recommendations** to keep your business moving and your people safe

The next normal is here.  
Are you ready?



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2. **Workstyle**
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# The next normal: Transforming how we work



**74%**

of companies plan to  
move employees to a  
remote work environment  
permanently

**Gartner\***

## Redefining “work”

What exactly is work? Is it a building, a task, meetings, or a thing we do to make an impact on the world? It could be any of these things, but with organizations experiencing a significant shift in how we work, we’re beginning to redefine what work looks like. Work has become less about an office space and more about people—people who come together to innovate solutions, solve problems, and make a difference in the world.

But what about people who don’t work in offices? Indeed, they will be a part of the change, too. Educators, healthcare professionals, and government officials rely on technologies like Webex to educate today’s youth in digital classrooms, provide virtual care to patients, and meet and discuss sensitive topics securely.

As more and more organizations embrace the

next normal, it’s becoming increasingly clear that the future of work is now... and it’s here to stay. Let’s explore what that looks like and how you can fully embrace and prepare for a more flexible and distributed workstyle.

\*\*Gartner CFO Survey Reveals 74% Intend to Shift Some Employees to Remote Work Permanently,” April 2020.

# Celebrating change as an opportunity

Companies across the globe are experiencing rapid and constant change, which can be overwhelming or hard to keep up with. However, this is our opportunity to learn and grow to become better than we were previously.

Technology plays a big role in this transformation. Collaboration solutions like Webex make it easy for recruiters to source and hire the best candidate for the job, regardless of location. It allows businesses to expand into untapped markets. Technology even gives employees more flexibility in when, where, and how they work. All you need to make this happen (and to leave

an impact on your company) is a plan. Ready to get going?

**Design thinking**, a problem-solving methodology, can help you get started and empathize with the people powering your organization. Once you create a plan, you'll become the change leader in your organization and help leadership and your teammates understand how you all can thrive in the next normal of work.

To get started, first consider how you can create the best possible workplace experience for employees. Think of how you might collaborate if limitations like distance or

time zones weren't a factor. What would make work flow more easily day-to-day? Once you have an idea of what that will look like, build this ideal experience into your long-term investment strategy to keep your business flexible and resilient for anything the future may bring.

**Example:**  
*Hire the right people no matter where they live. You could even save some money by reducing the amount of office space you need.*



I think this [shift to remote work] has given us confidence that we can hire talent anywhere and have them participate productively on teams, regardless of their locations.

CHUCK ROBBINS, CEO, CISCO\*



\*CNBC, "Cisco CEO Chuck Robbins: The future post-pandemic workplace will be based on a 'hybrid model'," May 2020.



# Transforming how we work

While some businesses have been hiring remote workers for years, for many of us, it's an entirely new way of working. To adapt, we'll need to consider work in a new way and implement a strategy around engaging distributed teams who work in different workspaces and in different ways and who are part of the integrated workflow. We know it can be a bit overwhelming, which is why we've given you a blueprint for getting started.

## Workstyle

Foster an engaging work environment by creating a place where workers with different workstyles can co-exist and collaborate as if they were in the same space.

## Workspace

Enable seamless collaboration across experiences and business processes with intuitive software like Webex.

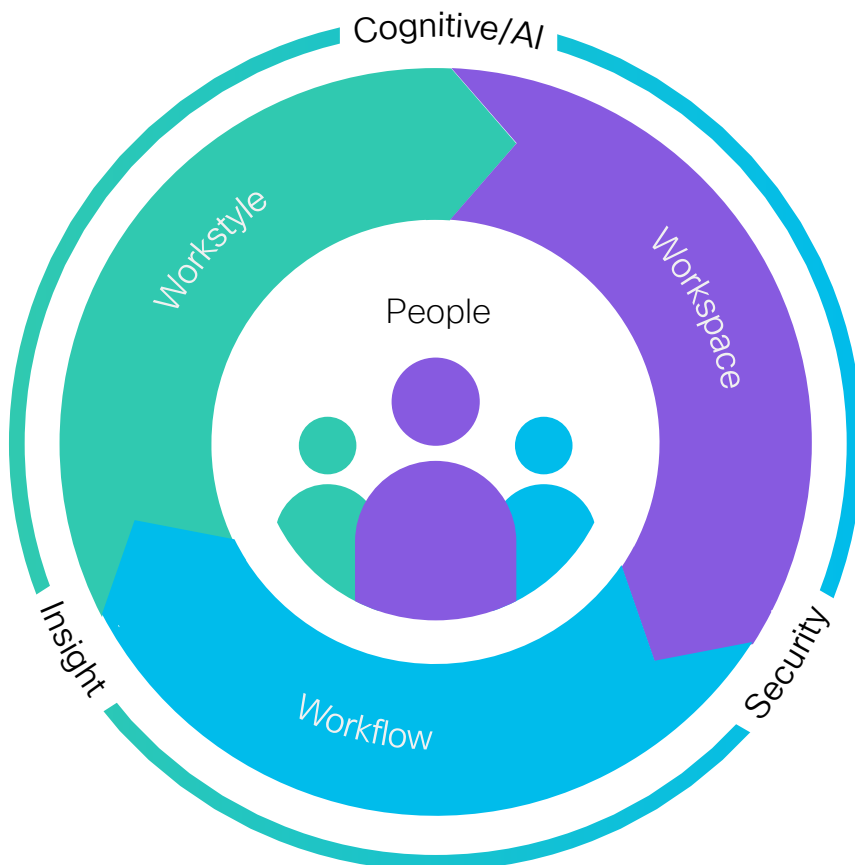
## Workflow

Merge physical and virtual work environments to adapt to varying workstyles. This allows for team innovation and productivity.

Technology is the foundation of this transformation within your organization. By utilizing an easy-to-use, secure, and insights-driven collaboration platform, you can foster relationship building within your teams, enhance customer interactions, and create high-performing teams across the world who can make smarter and faster decisions together.

How do we know this? Cisco remains a leader in the future of work, so we are continually improving how we collaborate across distributed teams—with our own technology—ensuring our employees are empowered to work, in or out of the office.

Discover more insights on the [future of work](#) from Cisco Webex.



# Workstyle: Rethinking employee experiences

## Ready for change?

Not sure where you are in the transformation process? Take 10 minutes to check out our [future of work maturity calculator](#) and get your personalized score. Once you know where you stand, you'll be able to dive into design thinking and consider your employees and their experiences.

Change is work, but remember, this is your chance to make a big impact within your organization. You've got this! To adapt to a changing work environment, you'll want to identify what your employees need. You'll need to understand their experiences and needs before you can implement any kind of change to your workstyle. We suggest creating a list of questions to make sure you fully understand their needs. Next, try to determine how you can reimagine those traditional work experiences in a new way.



## Making distributed collaboration possible

For example, consider how HR might reinvent employee experiences. The ability to work remotely has long been an added perk at some companies because it eliminates commuting and offers employees flexibility in when, where, and how they work. It can help attract top talent, especially as distributed teams become the norm, so it's important to consider how this would look in your organization.

Will your recruiters highlight the ability to work in a fully remote or remote-flexible environment? How will you onboard fully remote employees? If part of your team works from home while others are in the office, what technologies will you use to facilitate collaboration? Ask questions centered on the employee experience to ensure that team members—both in-office and remote—have the tools they need to succeed as you adapt to new ways of working.



## Are you recruiting for flexible or fully remote positions?

It's one thing to call out the possibility to work remotely in a job posting, but quite another to make it a reality. As you continue making changes, take a moment to stop and think about how recruiting and the onboarding process will change. This is where you can come back to design thinking to ensure you're asking the right questions.

Keeping the employee experience in mind, you'll want to consider the following:

- How do employees feel about our onboarding process?
- What do we want to achieve from our virtual onboarding process?
- What do new employees need to learn once they're hired?
- What do we need to provide new employees with for them to feel empowered and confident?

Cisco employees have been working in flexible work environments for a while now, and we have optimized our new employee onboarding process to better meet the needs of the organization and our employees. Check out a few highlights from our success story.

## Cisco reimagines the new employee onboarding experience

### Customer spotlight

- Before using Webex for a fully remote onboarding, **25% of employees** described the onboarding experience as lengthy, poor, and too complicated.
- After moving to a fully remote onboarding experience, new hires gave Cisco a **95% satisfaction rate**. The remote onboarding also reduced costs significantly and created a more efficient and pleasant process for everyone.

Caity Serra, a Cisco employee, described her experience:

“*My onboarding was 100% remote and a seamless experience. It felt just as powerful as if I was in an actual office, without having to travel! Even with the entire team being remote, we are frequently connected, and I have felt like part of the team since day one.*”

Want to recruit together with your distributed team? Our guide to [Webex Teams for HR](#) is all you need.



## Let Cisco collaboration tools work for you

As you design your plan for the future of work, chances are that technology will be heavily involved. Whether you use it to facilitate important meetings, collaborate on projects, or communicate across teams, Cisco's end-to-end solutions are here to bring your plan to life. Here's how:

### **Cisco Webex Meetings**

offers top-of-the-line security features that make meetings safe and productive. Easily schedule meetings or meet on the go with our intuitive video meeting platform.

### **Cisco Webex Teams**

is your go-to for everything communication. Message, meet, whiteboard, share files, and more. Team collaboration has never been easier.

### **Cisco Webex Control Hub**

is the easiest way to view and manage all your Cisco Webex services, all in one place.

### **Cisco Webex Devices**

bring intelligence and high-quality video together. Great for conference calls or customer meetings.

### **Cisco Webex Calling**

offers advanced voice capabilities from the cloud. Integrate team spaces with calling for an even more seamless experience.

### **Cisco Meeting Server**

is an in-office video, audio, and web conferencing solution that can help you collaborate with leadership or varying teams.

Want to learn more about Webex conferencing and collaboration products? [Check them out here](#)



# Get started: Transforming workstyle

## Checklists, tip sheets, and more...

If your organization is new to remote work or working with distributed teams, you may be asking yourself where to begin. We've got you covered! Our getting started checklist will help ensure success with your distributed teams.

### Checklist: What IT needs to enable flexible working

#### **Start now with rapid deployment.**

If you're transitioning to remote work now, get advice and technology recommendations for dealing with operational infrastructure on our [business continuity page](#)

**Get to know Control Hub.** Webex makes it easy for you to tailor your experience for what matters most to you. It has everything you need to administer and manage accounts and devices, all in one place. Gather data around usage and other insights that can help you optimize and get the most out of Webex. Check out the [Control Hub Essentials ebook](#)

**Claim and verify your domain.** Ensure that all users are managed at your company's domain. It takes less than five minutes! [Learn how](#)

**Assign templates.** Assign new users the correct license permissions with templates to get moving quickly.

[Learn how to set up templates](#)

**Claim and add users.** If you want to manage users that signed up for Webex services using your organization's email domain, you can claim those users into your organization. [Find out how](#)

**Turn on Speaker Track.** When using Webex Devices where multiple in-office colleagues are present—like in a conference room—turn on Speaker Track to allow the camera to switch framing from one speaker to the next. This allows attendees to clearly see who's speaking. [Learn how to turn it on here](#)

**Enable Face Recognition.** Want employees to get to know each other? Add Face Recognition and Name Labels to your meetings on Webex Devices. [Find out how here](#)

## Checklist:

# Set up your distributed team members

### **Make sure they're comfortable working in a remote environment.**

Encourage employees to find the workspace that works best for them, whether it's in a home office, coffee shop, or coworking space. Working remotely may be a new experience for them, so remind employees to look after their mental and physical well-being, too. [Learn more](#)

### **Optimize their internet connection.**

Whether employees want to host a meeting or simply need a fast connection to work, you'll need to optimize bandwidth to ensure productivity. [Learn more](#)

**Make virtual personal.** Virtual doesn't have to mean impersonal. Encourage employees to turn their video on during meetings and put a face to their name. [Learn more](#)

### **Consider change management.**

Communication needs to be consistent, no matter where the employee is based. So here are a couple of ways to keep them engaged:

- **Set up an announcement space in Webex Teams.** Team moderators can convert the General space to an announcements-only space. This allows moderators to use the space to share important information and everyone can post messages in topic-specific spaces. Discover more useful [Webex Teams General Spaces](#) features.

- **Show off your digital signage.**

Leverage Webex Devices to display your custom content and messaging when the devices aren't being used for meetings. Learn how you can [do more with digital signage](#)

**Create an office... fast!** Bring the power of cognitive collaboration to your desk with Webex Desk Devices, including the Desk Pro and DX80. [See how they can change the way you work](#)

- **Turn on convenient features** like one button to push (OBTP) to join or start a meeting. No more dialing in, meeting codes, or participant numbers! [Learn more about this feature](#)

- **Register devices to the cloud.** This requires less infrastructure, maintenance, and administration than an on-premises video infrastructure. [Learn more about technical transitions](#)

**Sign your team up for a "working remote" class.** Help your team get the most out of Webex by signing them up for a free online class led by our experts. [Learn more and register for our classes](#)

# Tips for managing your distributed team

## Encourage team collaboration

Remote collaboration can be a big change and so can managing a distributed team. Ensure team success by setting shared expectations around remote teamwork and culture. Find out how you can [make collaborative magic happen](#) on distributed teams.

## Empower your team

Keep your teams engaged with Webex and trust them to collaborate and complete their work remotely. By doing so,

you're empowering them to do their very best work. The best part? Empowered employees are generally happier and more productive.

## Recognize and celebrate team and individual successes

Celebrate milestones and achievements early and often. Get creative about how you celebrate; just make sure the entire team can participate. Share successes in a weekly team huddle or in a shared Webex Teams space.

## Ensure teammates connect on both a professional and social level

In-office or remote, culture is important! Make time for fun by creating a Webex Teams space dedicated to social chatter. You can also schedule time for team bonding through virtual gatherings such as happy hours.

Get even more tips on [the Webex blog](#)



# Workspace: Evolution of the office

## Welcome to a flexible, multi-functional future

As we enter the next normal, we know that working from home is very much here to stay. So your business needs to consider how it will accommodate employees who only come into the office every so often—and what they might need at home to keep work moving seamlessly. It may be that you can reduce your office

space considerably and make substantial cost savings as a result.

Even your office-based workers will expect freedom of movement between desks, conference rooms, and huddle spaces. But you can view this as a golden opportunity to update and enhance your

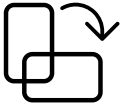
office environment. With flexible working now the default, and employees' well-being of greater concern than ever before, facilities managers, real estate management teams, and HR professionals alike are rethinking in-office space with both agility and safety in mind.





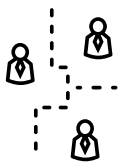
# Office design trends in the next normal

The Cisco Webex Devices Team forecasts the following trends that will help keep your business moving and your people safe as you reimagine workspaces:



## Reimagined use of hot desks

With a majority of workers moving to remote or flexible workstyle, hot desking may remain popular as fewer employees will need dedicated office space. But the practice will require an overhaul in terms of how stations are monitored and cleaned. Consider ‘single-use per day’ or ‘clean in, clean out’ policies for existing spaces to meet health and safety standards.



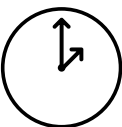
## Smaller, semi-open meeting rooms with more desk devices

Semi-open spaces designed for flexible use are perfect for ad hoc meetings and brainstorming. Employees can easily bring personal computers and phones for proximity pairing and no-touch collaboration.



## More collaboration, less travel

Expect travel costs to decrease as devices and collaboration tech power more meetings in the future. Having Webex Devices like the Desk Pro at home and Rooms or Boards in the office will help ensure every attendee has the best experience. Start building changes to your digital infrastructure into your long-term investment strategy now as there is a decreased need for people to gather in one location.



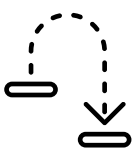
## Fewer ad hoc meetings

As a result of more and more distributed teams and employees coming to the office at different times, there will be fewer spontaneous meetings. Meetings will instead need to be planned, so enabling Cisco Webex Hybrid Calendar Service makes it easy for you to schedule and join meetings from any device, no matter where you are. Cisco Webex Hybrid Calendar supports Microsoft Exchange, Office 365, and Google Calendar.



## Monitoring and analysis of space usage

One of the things you might want to control is the maximum number of people in a meeting room at any one time. Thankfully, all Webex Room, Board, and Desk series devices come with intelligent people-counting sensors directly embedded. Organizations can build alerts based on capacity, track space popularity, or even create triggers to clean after a room is used.



## Optimization of real estate

Expect to see the tracking and monitoring of real estate usage result in optimization, flexibility, and cost savings. Our customers tell us that the insights and analytics provided by Webex Meetings and Devices are by far the best way of demonstrating savings and ROI. You can confidently make long-term real estate plans backed with data from your Webex solutions.

## Find the workspaces that work for you



### All Hands meetings

Your leadership team can use this briefing-style setup with Webex Events and Room Kit to broadcast globally to an unlimited number of people, whether they're in-office or remote.



### Hot desk

Using intelligent proximity pairing, the Desk Pro or DX80 becomes the perfect hot desk device to keep work moving across your team's workstyles and locations.



### Flexible collaboration space




Open huddle spaces with Room Kit Mini can flex to any size meeting or type of collaboration or work function/utility.



### Team working session

This small conference room is ideal for limited in-office workers and remote team members, enabling all attendees to collaborate face-to-face and take in every detail.

## Suggested devices for working from home

	Individual collaborator	Executive	Creative
			
<b>Recommended Cisco Device</b>	Webex Desk Pro	Webex Desk Pro	Webex Board
<b>Alternatives</b>	DX80, Room Kit Mini	Room Kit Mini, Room 55	Webex Desk Pro
<b>Add ons</b>	Headset Meraki for home	Headset Meraki for home	Meraki for home

Non-Cisco bundle recommendation: laptop

Your end-to-end collaboration experience with these devices is powered by Webex Meetings and Webex Teams.

## Montessori school adopts hybrid classroom model

A Pre-K through 8th grade Montessori school has reimagined the classroom experience as a hybrid model for teachers and students, whether they're attending in person or remotely.

The school was already using Webex to teach certain pupils at their homes. But teacher numbers were such that staff were faced with teaching some children remotely and others in their classroom simultaneously.



### Customer spotlight

One possible solution was to set up a video system at the front of the classroom, but this arrangement was considered unsuitable for three reasons:

- Children at home want to be **in the class, not in front of the class.**
- Children at home would be a distraction to the children in the classroom or would become irrelevant when content was shared and the view of attendees at home minimized.
- Teachers would have half the class physically in front of them and the remote children on the screen behind them, making it almost impossible to keep them all engaged.

As more children return to the classroom, the plan is to use Webex companion mode with a Webex Board and Room Kit on a Samsung display that's placed at the back of the class. That means all of the children, whether they're physically present or remote, are in front of the teacher and therefore enjoy the same experience.

The school is also looking to add Webex Teams to its services so that the teachers can start using break-out groups to check how effectively pupils are learning.





# Get started: Transforming workspaces

Checklists, tip sheets,  
and more...

## Checklist: Get set up for no-touch meetings powered by Webex

### **Get things done with your voice.**

Enable Webex Assistant for Webex Rooms to use your voice to start a meeting, call someone in your company directory, control Devices, and much more. [Find out how](#)

### **Control Webex Devices from your personal devices.**

Engage in richer collaboration experiences across your mobile devices with Cisco Intelligent Proximity. This allows you to automatically pair a personal device to control and capture content from a Webex Device.

[Learn more about this feature](#)

### **Set your employees up for success in no-touch meetings.**

Share these helpful guides with your team or display them in areas with shared Devices:

- [No-touch guide for Devices, Meetings](#)
- [No-touch guide for Webex Teams](#)

## Checklist: Optimizing HR and facilities management

### **Display custom content on your Devices to keep everyone in the loop.**

Use digital signage apps and dashboards as an always-on way to reach and engage your teams when Devices are not in use. Content could include company policy reminders or change management messaging, helping to create a better workplace experience. Learn how to [configure digital signage](#) and how to [add apps on Webex Boards and Desk Pros](#)

**Monitor room capacity and maintain compliance.** Track attendance and room usage using People Count metrics and APIs to create triggers for anything from cleaning spaces after room use to alerts about space capacity to making sure HR policies are being followed. Find out how from the [Webex blog](#) or check out the Room Devices section of [DevNet](#)

**Level up your rooms with Devices by leveraging Cisco DNA Spaces and Meraki.** Cisco DNA Spaces offer rich location-based services, including location analytics, customer engagement

toolkits, asset management, enterprise application integrations, and location-data APIs. And thanks to its fully cloud-managed Meraki access points, you'll benefit from faster deployment, simpler administration, and clearer visibility of endpoints, networks, and traffic usage – helping you troubleshoot regardless of device location. [Discover more about DNA Spaces](#)

**Learn how to maintain and clean Devices.** Make regular cleaning part of your facility maintenance or health and safety planning. Be sure to follow these [guidelines for cleaning and disinfecting Webex Devices](#)

**Review travel policies.** As your need for regular business travel decreases, review your existing travel policies and set new guidance based on your available collaboration solutions to drive adoption, decrease expenses, and reduce your carbon footprint. [Download the smarter travel policy template](#)

Visit [Cisco Project Workplace](#) for ideas and inspiration, updated regularly.

# Workflow: More than meetings and documents

## Collaborate smoothly and securely with Webex

Collaboration is so much more than just meetings and file sharing. True collaboration is about creating, sharing, communicating, and getting work done together, wherever that may be. Webex's end-to-end solutions allow for effortless collaboration from anywhere, helping drive transformative outcomes for teams and organizations. The best part is that your employees can do all this knowing that any data they share is fully secure.

Webex Teams empowers you and your team to collaborate in one place, from anywhere—with messaging, file and screen sharing, video meetings, whiteboarding, and more. Drag and drop files into a space or click the file share button at the bottom of the space to upload a file from your computer. You can share files from OneDrive or SharePoint, too—no need to download or re-upload.

With Webex Teams, you can create a whiteboard and map out your ideas instantly. Changes save automatically, and the whiteboard you create is added to the team space, so anyone on your team can edit and share it with others.





## An SMB powers their podcast recording and content creation with Webex

A small and midsize business (SMB) computer services company uses Webex to record podcasts and collaborate on content creation. One of its marketing managers described their experience with Webex:

**“** *Webex is able to connect us with others to still be able to record podcasts with guests from all over the world and get content out. It also helps me and my fellow employees collaborate on video ideas; one person then films, and then sends over the content to be edited and posted. It truly wouldn't be possible without Webex.”*

**Customer  
spotlight**

## Webex Assistant gives you AI superpowers

Webex Assistant is an industry-leading, AI-powered voice assistant spearheading the next era of advancements in meetings and collaboration. With Webex Assistant, you can empower teams to engage with a meeting space (such as a conference room) by using their voices to accomplish tasks. You can start a scheduled meeting, join a Webex Personal Room, call anyone in your company's directory just by saying their name, and more. Discover what else Webex Assistant can do by [checking out our ebook](#)





## Keep security top of mind with built-in features

We know how important security is to you, so we've made it our top priority. Messages, files, and whiteboard drawings in Webex are all fully end-to-end encrypted. For added control:

- Customers can manage their own encryption keys on-premises.

- Administrators can secure corporate or personal devices with controls such as PIN lock and the ability to wipe data if a device is lost.

- Users can keep teamwork private by locking spaces so only moderators can add others.

Webex Teams also integrates with Data Loss Prevention (DLP) tools, including Cisco Cloudlock. This helps protect sensitive information when users are working with others outside their company. You can even block users from sharing files to maintain company data policies.

### Major healthcare provider adds Webex services to frontline workers' toolkits

### Customer spotlight

A national healthcare provider distributed 400 tablets with Webex installed to enable professionals across different facilities to consult with one another instantly.

Previously, doctors and nurses dealing with unique cases struggled to connect with specialists in an efficient manner. Webex Personal Rooms has changed this. These rooms act as an always-available virtual meeting room for patients. Doctors and nurses can easily share their link with advisors in other medical facilities and conference them in for face-to-face advice.

Now, the provider is looking into investing in Webex solutions for easy outpatient follow-ups, check-ins, and even emergency services alerts, as well as making their non-patient-facing staff fully remote.

It's worth mentioning that many hospital systems worldwide are helping patients stay in touch with loved ones by providing them with Webex Devices, such as the Desk Pro, plus Webex Meetings. The result? Massive increases in patient satisfaction.



# Get started: Transforming workflow

Checklists, tip sheets, and more...

## Checklist: Brainstorm with colleagues, wherever they are

**Switch up your view.** Sharing video can be intimidating at first, but your team will be even more engaged when they can see your reactions. Use Grid layout to view your whole team. [See how to switch views](#)

**Show, don't tell.** Did you know you can collaborate in more ways than just whiteboarding?

- **Use the whiteboard in Webex Teams.** Sometimes, a quick sketch explains an idea better than words. Draw on your phone or any other device and share your interactive drawing in chat. For Desk Pro users, try out your digital whiteboarding pen located in the handy magnetic holder on the side of the device. Keep iterating even while you're in a live meeting.

- **Use the document camera on the DX80.** The camera on the DX80 isn't just for face-to-face interaction—it can also work as a document camera. Just tilt the camera down to present a document or any other physical object that lies on your workspace. Make sure it's in front of the system so you and your team can do some old-school co-editing. For more details of what the DX80 can do, check out the [user guide](#)

**Use bots and integrations.** A word to the wise: you can give Webex Teams users access to outside apps and services right from their Webex Teams spaces. Connecting your team's other tools with Webex allows them to automate tasks, bring external content into the discussion, and gain efficiencies. [Explore the catalog of apps or create your own](#)



## Checklist: Prepare for AI-powered meetings

**Enable Webex Assistant.** Get ready for more productive and engaged meetings with the new AI-powered Webex Assistant for Webex Devices and Webex Meetings. Spend less time managing meetings and more time focused on the outcomes with automatic note-taking, live transcription, and post-meeting follow-ups.

- [Enable Webex Assistant on Devices](#)
- [Enable Webex Assistant for Meetings](#)

**Just say, “OK, Webex. What can you do?”** You can use Webex Assistant to join meetings, call Personal Rooms, control your device, and much more. [Discover all the clever things it can do](#)

**Turn on Transcriptions.** Need a transcript from the meeting? Have the host record the meeting in the cloud. Once Webex Assistant is turned on (for the first time) during the meeting, a walkthrough will remind the host to record. Don't worry, Webex recordings and transcriptions are managed and operated within the Cisco cloud and follow our strict security practices, so your data is safe every step of the way. [Learn more](#)

**Meet Webex Assistant, your new coworker.** If you want to chat and collaborate, make sure you're facilitating the best possible communication. Webex Assistant works best when you can be seen and heard clearly. [Learn more best practices](#)



## Checklist: Collaborate without compromise

### Webex is underpinned by three security principles:

- 01.** Webex is committed to respecting the privacy of your data
- 02.** Webex is secure by default
- 03.** Webex has cyber security governance and is transparent about security issues

#### Get familiar with security settings.

Understanding Webex's security features can help site admins tailor your Webex site to specific business needs.

- [Read our guide to Hosting Secure Meetings for Admins](#)
- [Read our guide to Hosting Secure Meetings for Hosts](#)

#### Keep your meetings secure with passwords and locks.

Webex enables meeting passwords by default, which prevents unwanted participants from joining meetings via telephone or video devices (using [PSTN](#) passcodes and Video PINs). You can also auto-lock Personal Meeting Rooms (PMRs) immediately after the host joins or after a specific amount of time.

#### Assign an alternate host to start and control the meeting.

Make meetings more secure by assigning an alternate host. This will prevent the host role from being assigned to an unexpected or unauthorized attendee should you lose connection during the meeting. [Find out how to add an alternate host](#)

**Power up with Pro Pack.** IT Admins with Pro Pack have access to enhanced service for Webex Control Hub. It provides advanced capabilities in security controls, compliance management, and more in-depth analytics. [Check out our Pro Pack ebook](#)

For a more detailed look at Webex security, download the [Cisco Webex Security Whitepaper](#)



# Scaling beyond

## Embrace the next normal to get to the next level

We're not just here to help you **navigate the future of work**; we want to make sure you **flourish in this next phase of work**. And we believe the best way to scale and grow your organization is through a combination of:

- Monitoring and analysis of your usage and needs
- Automation
- Data-informed decision-making

With Control Hub at the heart of your Webex solutions, you'll have all this and more at your fingertips. It provides a holistic view of user activity, device utilization, and quality, so you can be sure you're getting the most from your services.

IT admins can manage users, define policies, assign meeting and calling services, and quickly configure new Webex devices and services all in one place. Users can add new services quickly, so you can boost adoption and, in turn, ROI.



To make sure Control Hub is optimally configured for your needs, take one of our upcoming classes on Control Hub analytics and reporting.

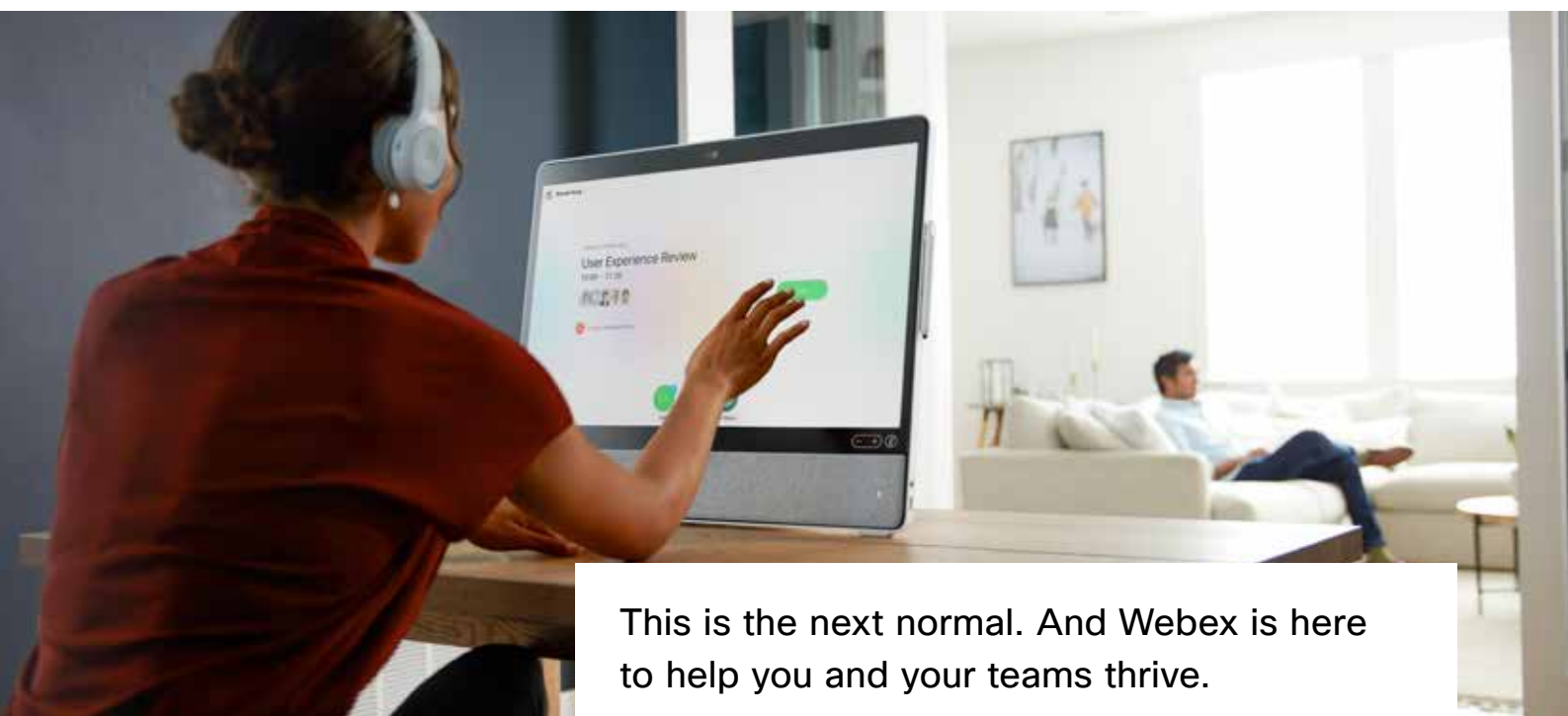
[Sign up today!](#)

## The next normal... and your next opportunity

Change is constant, but Cisco has your back to help you navigate disruptions and turn them into opportunities. We are excited about the future of work because it's an unmissable chance to be and do better.

### **When looking at the shift to distributed teams and more flexible work, we can look forward to:**

- More people having access to jobs, government hearings, concerts, and events, regardless of their location. Specialists can provide care to patients wherever they are. Teachers can educate students from virtual classrooms. Even government officials can meet securely whether they're in the same conference room or across the globe.
  - Improved [accessibility](#) to technology for the deaf and hard of hearing. Webex has accessibility features that allow for inclusive meetings and effortless collaboration.
- People working from wherever they want, allowing them to strike a better work-life balance and stay close to family. Whether you're most productive in a coffee shop, at home, or anywhere else, Webex allows you to communicate and collaborate without skipping a beat.
  - Less time and money spent traveling for work and the added benefit of a reduced carbon footprint. Attend your next conference call from the comfort of your home or on the go... that's the beauty of collaboration software—it makes work possible, anywhere!



This is the next normal. And Webex is here to help you and your teams thrive.

## Get ready! These resources will help

### **Business case in a box**

Make the case for workplace transformation with worksheets, ROI calculators, and templates to help you lead the way. [Download the business case template](#)

### **Webex Communities**

With dedicated spaces just for end users, IT admins, and adoption champions, the Webex Communities are the perfect place to post questions, attend live events, share product feedback, and connect with other Webex users around the globe.

[Join the community](#)

### **Technical collaboration transitions guide**

Trying to envision your new digital infrastructure? Our guide to collaboration transitions will help you understand how to move collaboration workloads from existing on-premises, hybrid, and cloud products and solutions to the latest on-premises, hybrid, and cloud-delivered collaboration services. [Read more](#)

# Cisco Webex

[Join our conversation about the next normal in the Webex Community](#)