

Cisco WebEx™ Enterprise Edition is a comprehensive suite of real-time web collaboration services that enable organizations to increase reach, accelerate business processes and reduce costs. This integrated suite of specialized web collaboration applications has been tailored to fulfill the specific real-time communication needs of today’s global business organizations.

	Cisco WebEx Meeting Center	Cisco WebEx Training Center Online Classroom	Cisco WebEx Event Center	Cisco WebEx Support Center Remote Support
Description	Accomplish more with Cisco WebEx Meeting Center—use web meetings to present information, share applications, and collaborate on projects with customers and coworkers around the globe.	Deliver engaging, effective, interactive instructor-led training to employees, customers, and partners in virtual online classrooms with Cisco WebEx Training Center.	Stage large-scale, events online with Cisco WebEx Event Center. Use web seminars to generate more leads and train your employees, customers, and partners.	Deliver instant, personalized customer or IT support anywhere in the world with Cisco WebEx Support Center. Give your support reps the power to diagnose and fix problems, in real-time, remotely from their PCs.
Benefits	<ul style="list-style-type: none"> • Increase reach and meet instantly with customers, partners, and colleagues from any location and through any browser or mobile device. • Deliver dynamic and interactive presentations to your partners, vendors, and customers. • Collaborate in real-time with remote coworkers and partners. • Demonstrate products and services to anyone, anytime. • Reduce costs associated with lost cycles, deferred decisions, and unnecessary travel and facilities. 	<ul style="list-style-type: none"> • Slash the time and effort needed to deliver training. • Reduce training delivery costs. • Maximize the value of existing training resources. • Accelerate knowledge transfer throughout organization. • Provide interactive instructor-led learning without the cost of travel and venues. • Expand training programs to reach more people, more frequently. 	<ul style="list-style-type: none"> • Extend market reach and increase awareness. • Generate more leads at a lower cost per lead. • Reach audience with important communications quickly and flexibly. • Leverage valuable resources. • Repeat successful events and re-purpose prior events easily. 	<ul style="list-style-type: none"> • Reduce on-site visits without impacting customer satisfaction. • Increase technical support representative productivity. • Decrease time to resolution. • Decrease customer downtime. • Increase customer satisfaction. • Decrease support costs.

Cisco WebEx Enterprise Edition components:

- **My WebEx:** One-Click Meetings, My Meetings, My Personal Meeting Room, My Files, My Contacts, My Reports
- **128-bit SSL encryption**
- **Training:** Unlimited self-paced online courses, live instructor training, multimedia tutorials, and customized training
- **Support:** SLA included with 800 number access, including two free Assist Sessions for the Cisco WebEx Event Center service

Cisco Collaboration Cloud:

- Carrier-class network with proprietary multimedia switching architecture
- Hundreds of points of presence for optimal global performance
- Robust, scalable, redundant, secure, and transparent to users
- Optimized for integrated voice, video, and data communications through a web browser
- Cisco Collaboration Cloud Universal Communications Format™ for fine control of rich media

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Usage	<ul style="list-style-type: none"> · Collaborative sessions · Internal and external meetings · Product demos · Sales presentations 	<ul style="list-style-type: none"> · Employee training · Partner training · Customer training 	<ul style="list-style-type: none"> · Web seminars · Marketing events and conferences · Product launches · Employee communications 	<ul style="list-style-type: none"> · IT support using the Internet · Customer support through the Internet
Capabilities	<ul style="list-style-type: none"> · Presentation/document share · Application/desktop share · Web browser/web content share · Instant and planned meetings · Polling · Chat · High-quality video · Whiteboard · Integrated audio conferencing · Integrated free Internet voice conferencing · Record, edit and playback · File transfer · The ability to join and attend meetings with mobile devices · Mix-mode conferencing 	<ul style="list-style-type: none"> · Presentation/document share · Application/desktop share · Web browser/web content share · Instant and planned training · Polling · Chat · Standard WebEx® video · Whiteboard · Integrated audio conferencing · Integrated free Internet voice conferencing · Record, edit, and playback · File transfer · Class registration and scheduling · Real-time testing and grading · Automated attendance and assessment tracking and reporting · Instant feedback tools · Breakout sessions and hands-on lab · Integrated eCommerce · Integration with leading learning management systems · Attention display · Mix-mode conferencing · Optional production services 	<ul style="list-style-type: none"> · Presentation/document share · Application/desktop share · Web browser/web content share · Instant and planned online events · Polling · Chat · Threaded Q&A · Standard WebEx video · Whiteboard · Integrated audio conferencing · Integrated free Internet voice conferencing · Record, edit, and playback · File transfer · Customized registration and reports · Lead source tracking and lead scoring · Automated email management system · Multiple presenters and panelists · Private prep room and virtual lobby · Recording showcase · Optional production services · Attention display · Optional Flash-based attendee 	<ul style="list-style-type: none"> · Desktop/application · Integrated audio conferencing · View and control · Chat · Standard WebEx video · Integrated free Internet voice conferencing · Record, edit and playback · File transfer · Inbound support (Click-to-Connect) and outbound support from a web browser · WebACD queuing, routing and distribution to the most qualified agent · Advanced TSR productivity tools, such as two-way file transfer, log on to client's desktop as an administrator, and collect system information with one click · Invite and transfer to available TSR or to a queue · Manager Dashboard to monitor all sessions and agent activity at both the queue and TSR level · Queue and route requests with WebEx WebACD

Localized versions: English, French, German, Chinese, Japanese, Spanish, Portuguese and Italian. Swedish available in WebEx Meeting Center. Korean available in WebEx Meeting Center and WebEx Training Center.

"WebEx makes it easy for us to scale depending on how many people we need to reach at any given time. We can do everything from a one-click meeting with a few internal people to a coordinated product launch to a large-scale event for our entire sales force. That range of options really improves our agility as a company."

— Chris Cammack, Grote Industries

"One of our biggest initial concerns was how well our customers were going to adapt to using a web-based tool for software training. With WebEx technology, that concern evaporated almost instantly."

— Rebecca Johnson, Eyefinity/OfficeMate

"WebEx handles everything from one-on-one work sessions to major events like internal marketing conferences and companywide communications. We even use Event Center to broadcast online town hall meetings."

— Jennifer Sweet, SunGard

"Before WebEx solutions, if a teacher had a technical problem with any of our materials that we couldn't fix, we had to replace the product. Now that we use WebEx technology to provide more effective support, we've been able to reduce product returns by 80 percent."

— Mark Johnson, CEV Multimedia