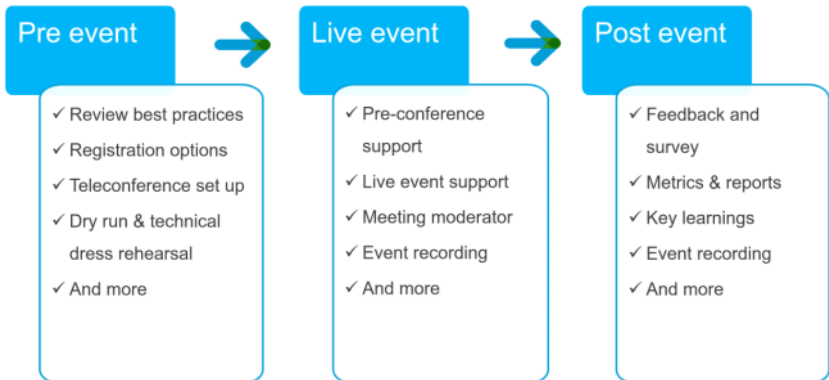




Assists make every web meeting better

White glove production before, during and after high-impact meetings



Service Description	Lifecycle Assist L-WBX-ASSIST-PRM	Event Assist L-WBX-Assist-STD
Pre-Event Planning		
Cisco Spark Space: Coordinate real time via Cisco Spark with your producer for event planning and preparation.	✓	✓
Host Call: 10 minute call to provide producer with key details <i>Recommended 1 week prior to event</i>		✓
Consultation (up to 1 hour) <i>Recommended 2-3 weeks prior to event</i>	✓	
Dry Run or Rehearsal (up to 1 hour): Your producer helps you establish a timeline and a backup plan, along with the roles and responsibilities for the live event. <i>Recommended 2-3 days prior to event</i>	✓	
In-Event Support	Lifecycle Assist L-WBX-ASSIST-PRM	Event Assist L-WBX-Assist-STD
Event Pre-conference (30 minutes prior to event start time)	✓	✓
Live Event (1 hour event) <i>Purchase of additional support SKU is required for events longer than 1 hour</i>	✓	✓
<ul style="list-style-type: none"> • Producer actively monitors your meeting or event to answer any technical questions from attendees and presenters • Run Polls for the event • Manages Chat and Q&A • Record the event 		

Post Event Support	Lifecycle Assist L-WBX-ASSIST-PRM	Event Assist L-WBX-Assist-STD
Provide final registration and attendance in a post-event report Chat and Q&A results delivery Event Recording		
Options	Lifecycle Assist L-WBX-ASSIST-PRM	Event Assist L-WBX-Assist-STD
SKU: L-WBX-ASSIST-SUPRT - 1 Hour Additional Support Use For: <ul style="list-style-type: none"> • Event duration longer than one hour • Extra recording editing • Additional planning and/or dry run support 	Hourly Charge	Hourly Charge