



Service Description

Webex Events (formerly Socio) Production Event Support Package – Additional Personnel

This Service Description is part of the Services Agreement (as defined in the [Services Guide](#)) and describes various Services that Cisco will provide to You. Capitalized terms, unless defined in this document, have the meaning in the Services Guide.

1. Summary

After You purchase the Webex Events (formerly Socio) Production Event Support Package – Additional Personnel, Cisco will assign You an additional Cisco Solutions Analysts (SA) as part of your Cisco Advanced Services team (Cisco AS Team) to support Your event. **This additional resource support must be purchased in addition to the Webex Events (formerly Socio) Production Event Support Package.** Webex Events will be available to You for the term defined in Your Master Agreement and is separate from this Service Description. The Services defined within this Service Description are available within the 12-month Service Term. Products and features Cisco needs to meet the Service requirements are outlined below.

Existing Webex by Cisco Customers have access to Webex Events Software and standard support. Additionally, You may access best practices tutorials and videos.

2. Cisco Responsibilities

Provide You with an additional Cisco SA, remotely, for up to nine (9) hours to perform these duties:

- Provide up to one day of dedicated remote support with support starting thirty (30) minutes prior to the event start time and finishing thirty (30) minutes after the event end time. To enable in Your session production activities, the SAs will have the following roles and listed responsibilities.
 - Production/stage manager:
 - Provide industry best practices and assist You to build Your production schedule (e.g., detailed speaker lineup, session schedule, session, and speaker transitions).
 - Configure Webex Events Streaming Platform with Your branded assets.
 - Follow production schedule.
 - Conduct Light/video/audio check.
 - Help speakers prepare for their sessions (e.g., practice sharing their screen) fifteen (15) minutes before session starts.
 - If there is not a minimum of fifteen (15) minute breaks in between each session, and if sessions are consecutive, Cisco may train Your team on how to close out a session.
 - Launch session to broadcast live and end stream.
 - Move presenters on/off stage based on production schedule.

- Transition views between presenters and presentations/videos.
- Check the attendees' view of the session to ensure the session is running correctly.
- Add/remove video clips and/or PowerPoint to stream (once shared by presenters).
- Monitor speaker and moderator chat in Webex Events Streaming.
- Add/remove overlays, backgrounds, and/or captions.
- If utilizing Real-Time Messaging Protocol (RTMP), build destinations for livestream in Webex Events Streaming and coordinate proper RTMP details.
- Provide speakers with remaining time checks, if requested.
- Download and edit recordings from Webex Events Streaming.
- Upload recordings to Webex Events Video on Demand (if applicable and requested).

As a Webex Events customer, Cisco will:

- Provide access to Webex Events software.
- Provide access to tools such as best practices tutorials, videos, and knowledge base.
- Provide access to Webex Events standard support (live chat and email).

3. Customer Responsibilities

- Communicate and coordinate with external parties (e.g., attendees, speakers, sponsors):
 - Send out speaker invitation links to the speaker along with speaker instructions.
 - Share recording(s) and presentation(s) with external parties and those who could not attend.
- Create event agenda and production schedule.
- Finalize of videos, banners, branding (color, theme, logo, overlay, video clips, and background), and chat requirements.