

Cisco-WebEx Tools for ITC

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Cisco Systems



Agenda – Cisco-WebEx for ITC

- overview & explanation
- what the commonwealth has signed up for
- tools
 - virtual meetings
 - presence and messaging

What/Who is WebEx?

collaboration – video – presence - virtual meetings - virtual events

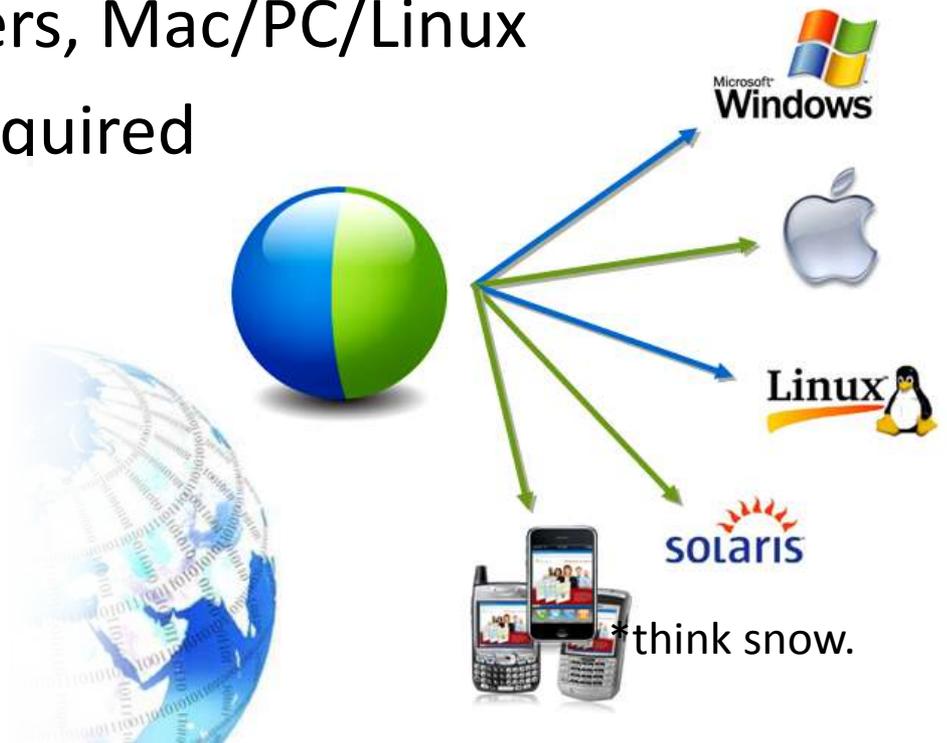
- California based company started in 1996
- Global network, cloud-based service
- More than 3 million registered Meeting Hosts
- More than 1 Billion Meetings per Month
- Used by 90% of Fortune 100
- Purchased by Cisco in 2007
- #1 in online meetings



What Does it Do?

collaboration – video – presence - virtual meetings - virtual events

- application & desktop sharing & collaboration
- multi-party/multi-point video
- built-in conference-call audio
- works with most browsers, Mac/PC/Linux
- no special equipment required
- globally accessible*



What is the Commonwealth rolling out?

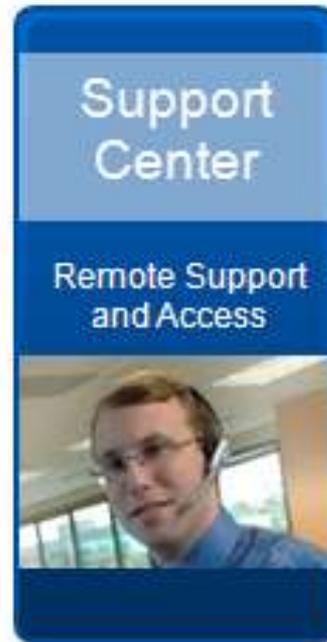
Unlimited Access for Tier 1 & 2 Agencies

presence



unlimited

virtual meeting tools



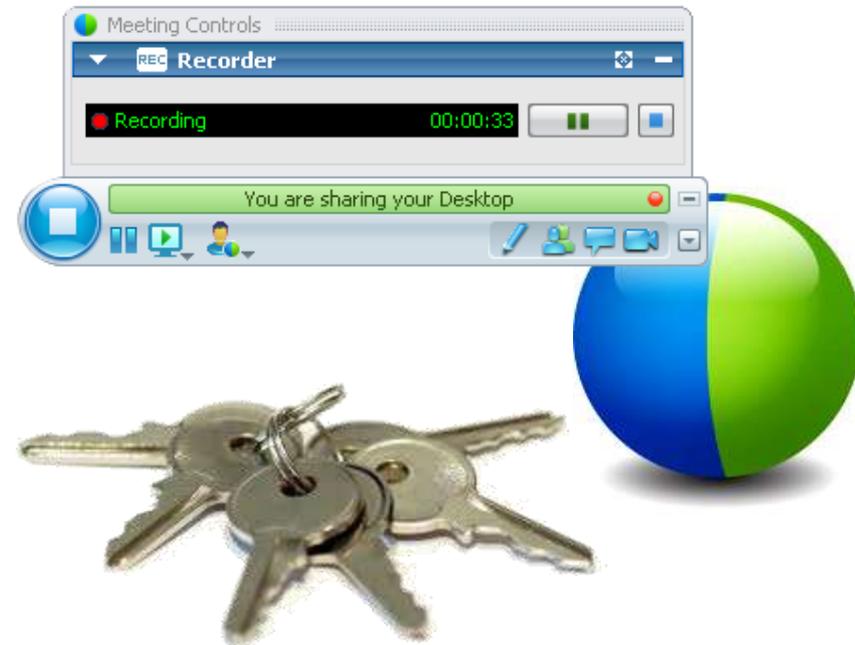
Virtual Meeting Tools - Features



Meeting Controls



- scheduling
 - impromptu or pre-defined
 - schedule on behalf of
 - passwords/access
- starting
 - allow early join
 - alternate host
- in-session
 - sharing/roles/features
 - participation
 - audio/muting
 - recording



Scheduling WebEx Meetings

- There are multiple ways to schedule a WebEx Meeting Center session...

- Web Scheduler

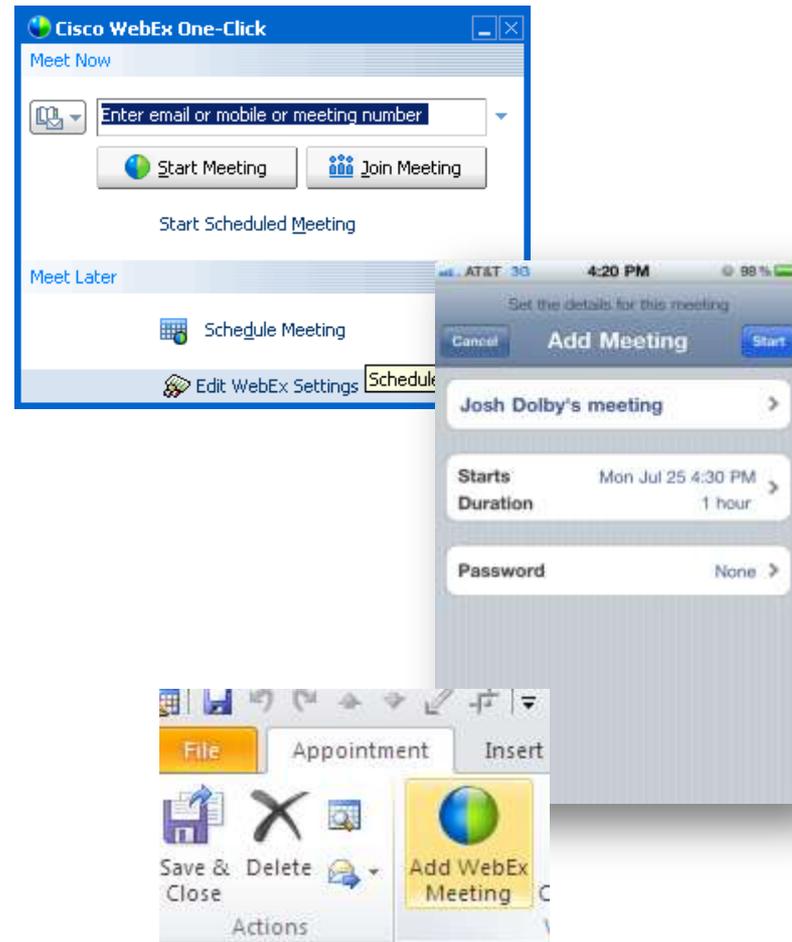
- Quick Scheduler
- Advanced Scheduler

- Productivity Tools

- Outlook Integration
- iGoogle
- WebEx One Click

- Mobile Clients

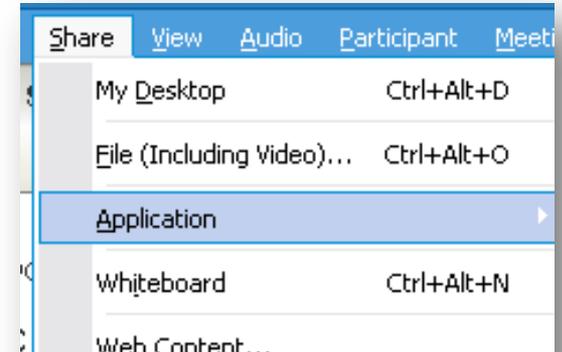
- iPhone
- iPad
- Android



Core Sharing Options



- presentation share (tabbed)
- whiteboard share (tabbed)
- application share
- desktop share
- web content (tabbed)
- web browser
- meeting manager



-  **Present a Document**
Show presentations, documents, and rich media
-  **Share an Application**
Share or demonstrate selected applications
-  **Share Your Desktop**
Share or demonstrate your desktop



WebEx Video

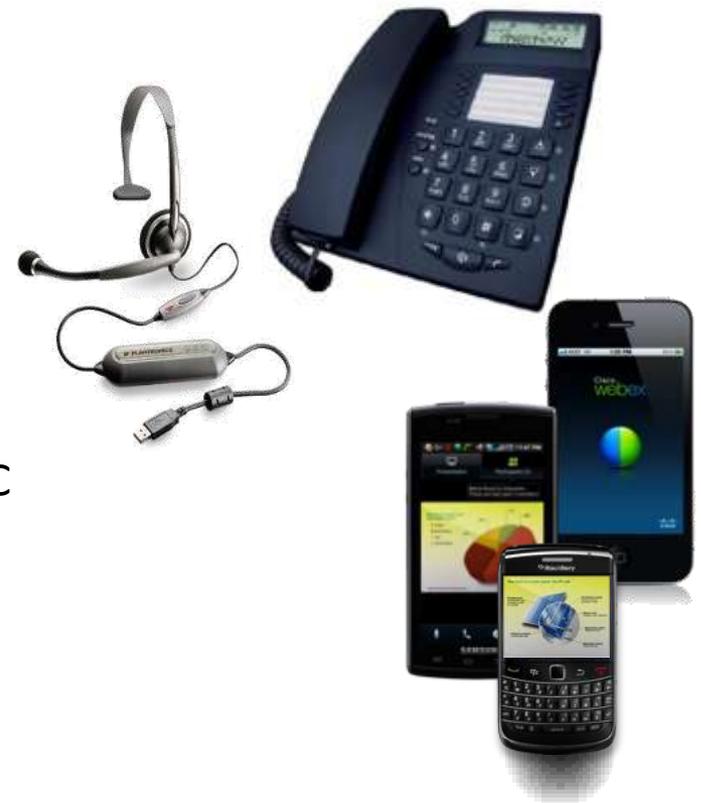


- follow the speaker
- presenter controls
- automatic quality adjustments
- 360p, up to 30fps
- self-view, thumbnails
- theater mode – fullscreen
- view up to 6 at once



Cisco WebEx-Powered Audio

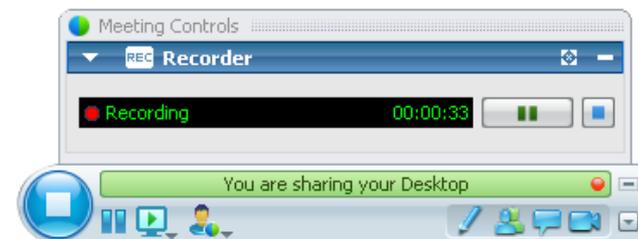
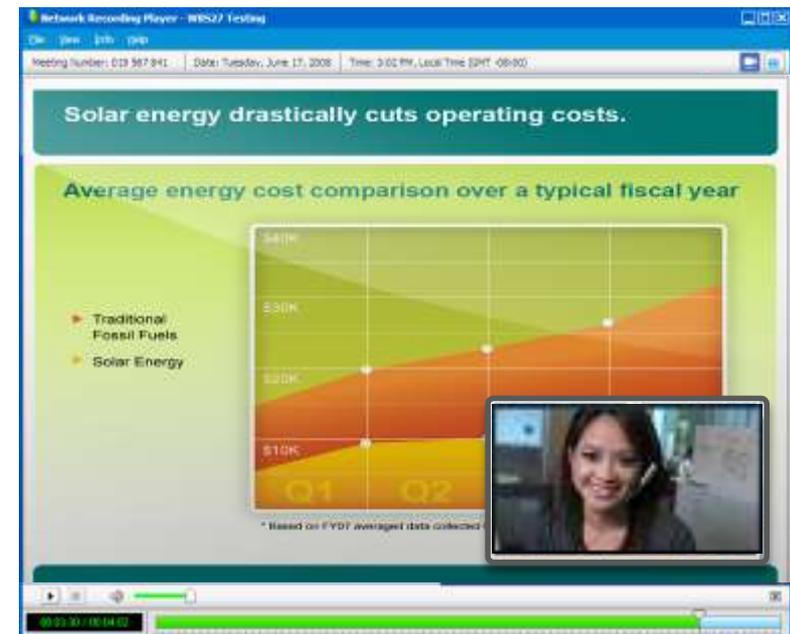
- fully integrated audio controls
 - join/choose/control
 - mute/unmute/mute on entry/join tones
 - active presence – see the speaker
 - Admins control usage & access
- global reach—anywhere access
 - global telephony or VoIP
 - toll, toll-free, and call back
 - audio broadcast for Events
- mixed mode audio conferences for MC, TC & SC
 - voip pc headset or phone
 - any attendee can join via any mode
 - attendees can transition from voip>phone, phone>voip at any time



Network Based Recording



- integrated recording feature
- one-button push to record
- recordings capture data, video, and audio
- stop and start to create separate files, even pause
- unlimited on-demand playback
- host retains ownership/control of recorded content
- recorded sessions can be converted to wmv, mp4, and flash
- supported in all centers
- ec/tc offer registration with recordings



“Centers” – Breakdown of Differences



WebEx Meeting Center

- webex for “all-around” collaboration
- quick to schedule and launch meetings
- basic registration, and meeting restriction options
- integrated audio control
- mobile apps & access
- schedule with outlook or lotus notes
- small to medium-sized meeting room
- easy to pass and share control
- multi-point video
- reporting & recording



Meeting Center

General Collaboration



Meeting Center – Mobile Access



Preinstalled on Cisco
Cius



Android smartphones
and tablets



iPhone, iPod touch, iPad



BlackBerry smartphones

dedicated app for iPhone, iPad, Blackberry, Android
integrated audio and web conferencing on AT&T 3g, Vz 4G or WiFi

view video on iPad, iPad 2 view & send
handoff from iPhone to PC via One-Click
video coming to android in Q4 2011
scheduling coming to BB in Q4 2011



Mobile Browsers:
Symbian, Windows Mobile

Use Cases for Meeting Center

Project Meetings with Geographically Dispersed Team Members

Team & Department Meetings

Employee Review Sessions, "One-on-Ones"

Meetings with external vendors, suppliers, contractors, etc

remote workers

scheduling flexibility

reduce travel

mobile access*

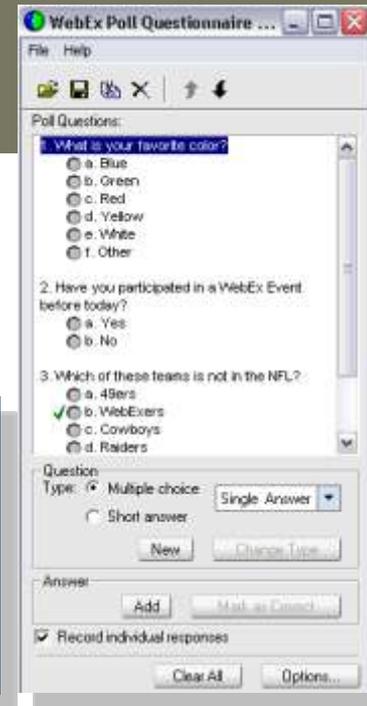
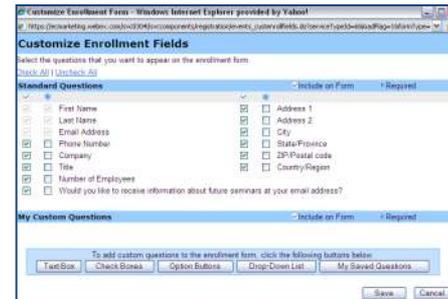
*please don't webex and drive

Event Center

core meeting features

+

- customized registration fields
- custom HTML email templates
- custom program pages
- flash, java, activex join options
- audio broadcast
- interactive q&a
- panelist/co-presenter role
- attention indicator
- post-event survey
- nbr reporting



Use Cases for Event Center



large groups

presentations

wide reach

trackable

Training Center

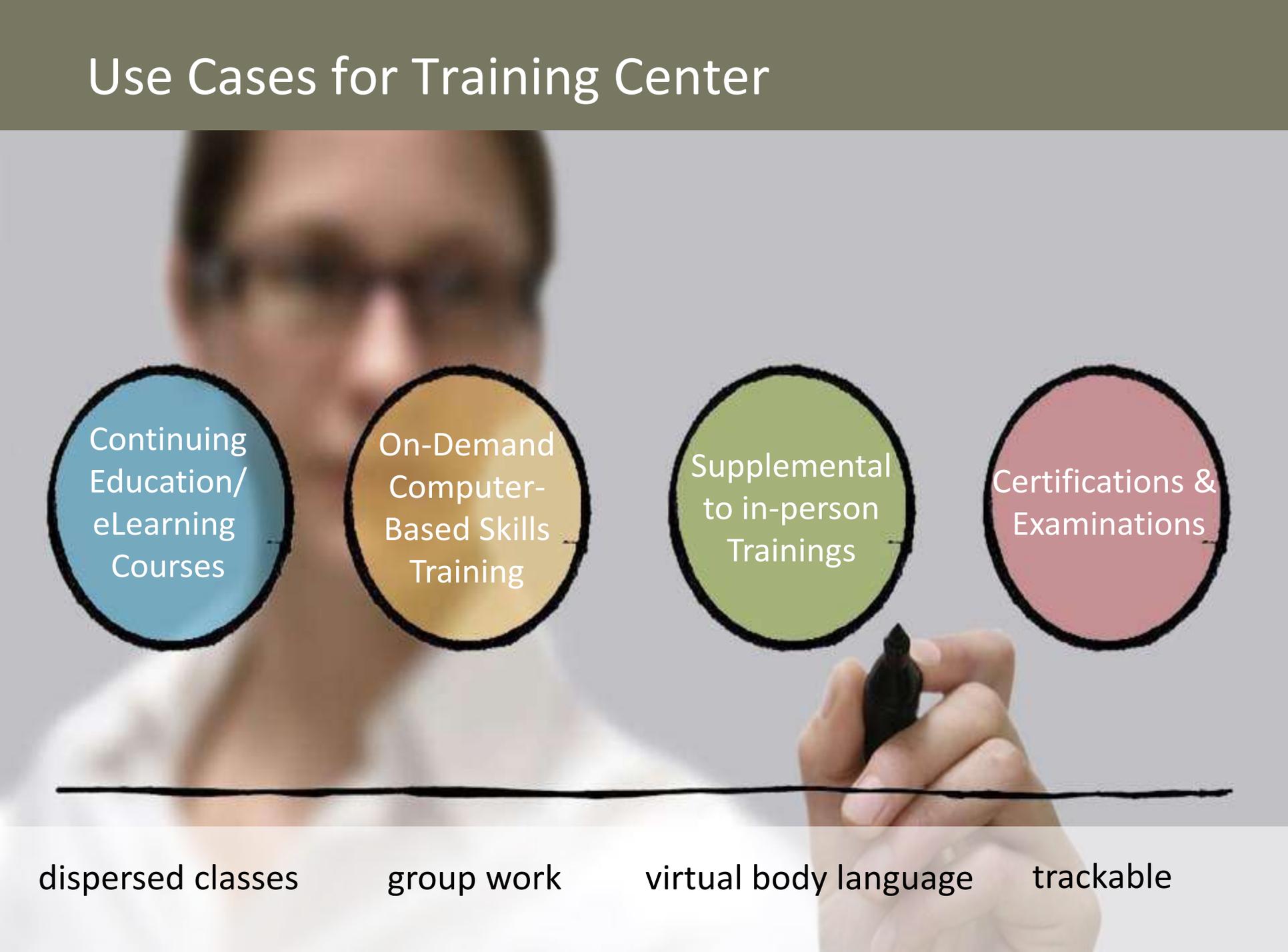
core meeting features

+

- course-style scheduling
- student registration & waitlists
- eCommerce option
- breakout sessions
- hands on lab tool
- interactive q&a
- panelist/co-instructor role
- attention indicator
- testing & quizzing
- reporting



Use Cases for Training Center



Continuing
Education/
eLearning
Courses

On-Demand
Computer-
Based Skills
Training

Supplemental
to in-person
Trainings

Certifications &
Examinations

dispersed classes

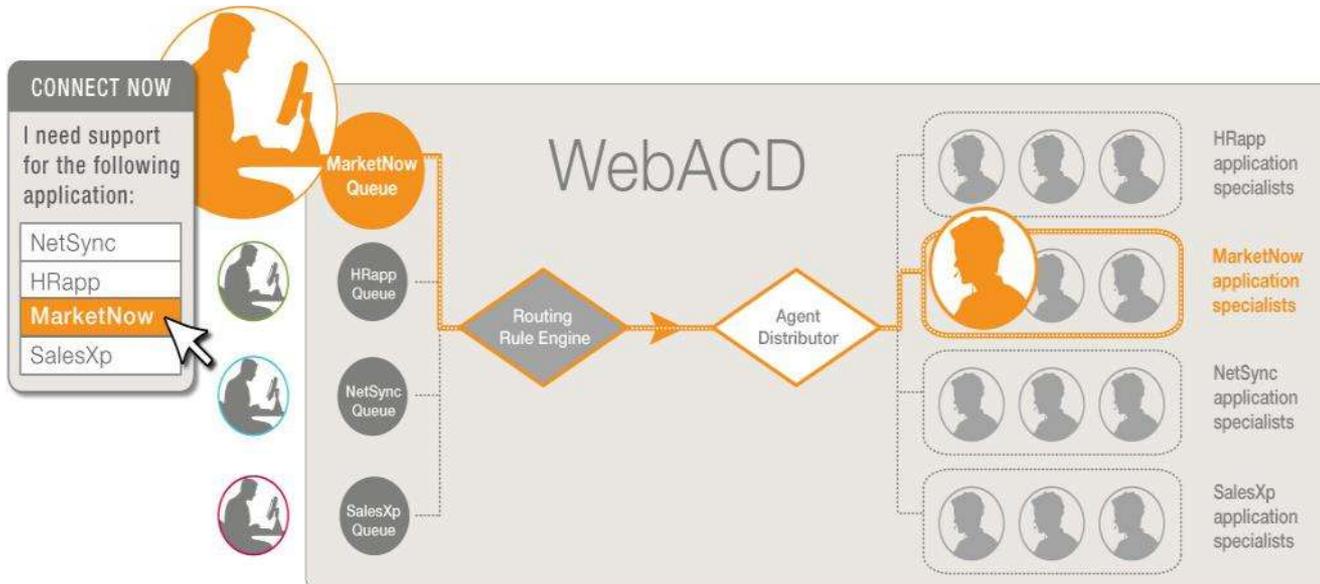
group work

virtual body language

trackable

Support Center

- it/helpdesk/customer support tool
- easy access for customers/end users
- chat/desktop co-browse/control
- recording, video, 2-way file transfer
- detailed reporting, webACD queuing system



Use Cases for Support Center

Customer/
Public-Facing
online Support

Internal
Tech
Support

HR
Face-to-Face
Employee
Support

New Program,
Initiative,
Department
Support

multiple queues

voice/video/chat

fast deploy/redeploy

trackable

Cisco Jabber – WebEx Connect

collaboration – presence – messaging – video – voip - sharing

presence



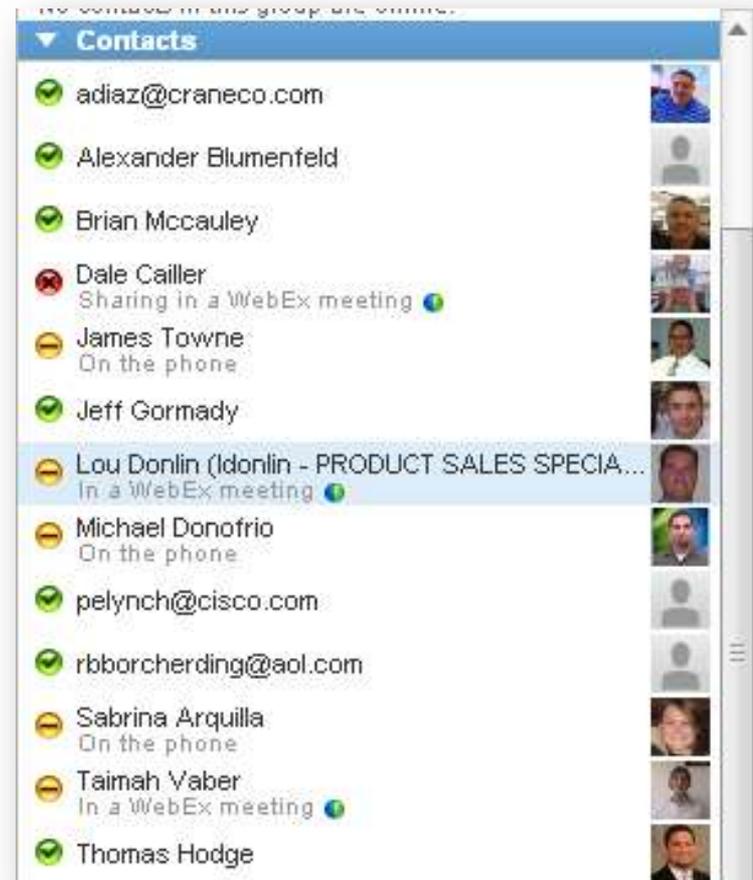
Presence – Central to “On the Fly” Collaboration

Who’s busy?

Available/Busy/Do Not Disturb

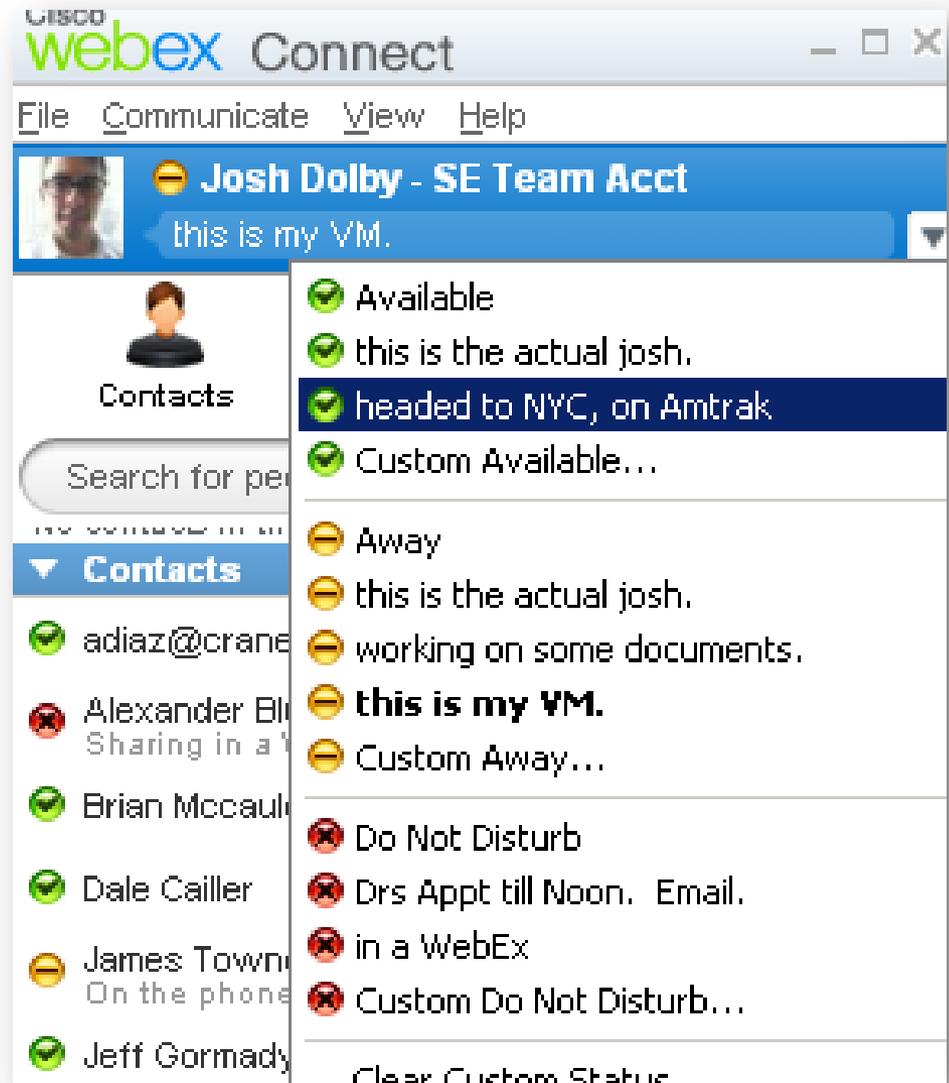
Avoid “call-call-email”

Multiple collaboration options



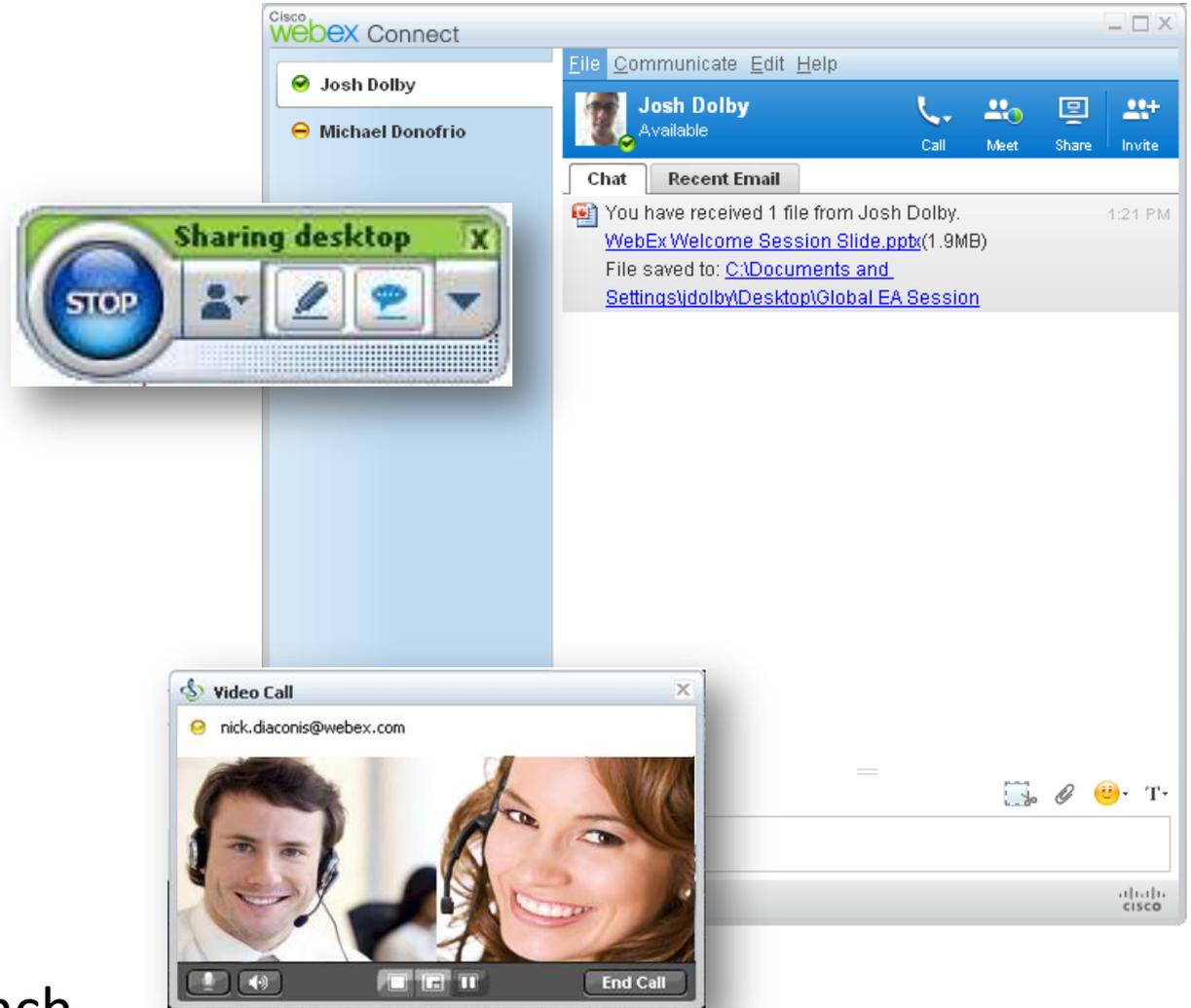
Presence – Status Options...

- Outlook Schedule
 - in a meeting
- Communications Manager
 - On the phone status
 - Phone control
 - Softphone option
- WebEx Meetings
 - In a WebEx
 - Sharing!
- Personalized Status
 - getting lunch
 - on the road till 2pm...

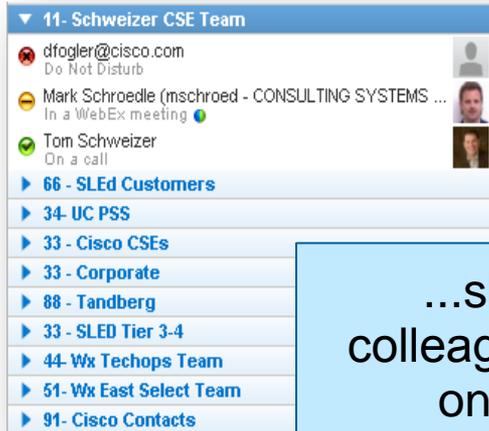


Connect/Jabber Collaboration Features

- Presence
- Profile
- IM/Chat
- Group Chat
- File Transfer
- Screenshot
- P2P Video/VoIP
- Group VoIP
- Desktop Share
- Wx Meeting Launch



Jabber Communication Escalation

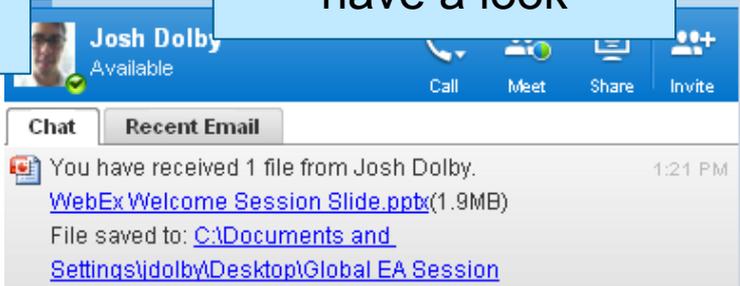


Chats to colleague
“can you assist me?”

...she checks
colleagues' statuses
on Jabber...
“who is *available*
to help...”



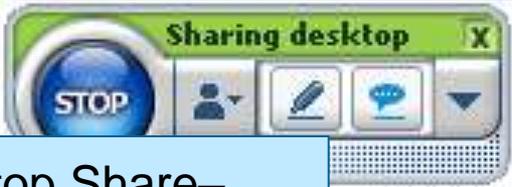
File Transfer -
“have a look”



VoIP/Video - “let’s
talk through this”



Christine is revising
some training
materials, and runs
into a problem...



Desktop Share—
“show me which page...”

Jabber Communication Options...



...she checks
colleagues' statuses
on Jabber...
"who is *available*
to help..."

- chat to a mobile user
- launch a group chat
- launch a group VoIP
- broadcast a message

...she looks at her
Outlook email and
finds a useful
message...

Christine is revising
some training
materials, and runs
into a problem...

Use Cases for Cisco Jabber

classic
“quick
question”

group chats
&
communications

save email
storage
space

remote worker
visibility &
“heartbeat”

availability

mobile access

limit phone calls

no boundaries

training and support options...



24/7 Tech Support
*accessible by anyone-
hosts, attendees, panelists
– anyone!*

WebEx University
*walkthroughs, how do i
VoDs, webex tool
courses...*

-  **Watch short demo videos**
 - How do I join a meeting ?
 - Sharing files and applications
 - [More "How do I" videos](#)
-  **Contact support**
 - Submit a support case
 - Check status of support request
 - [More contact options](#)
-  **Online training**
 - Get self-paced or instructor-led online training on:
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 - How do I recover my WebEx password?
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 - Remove Host Account
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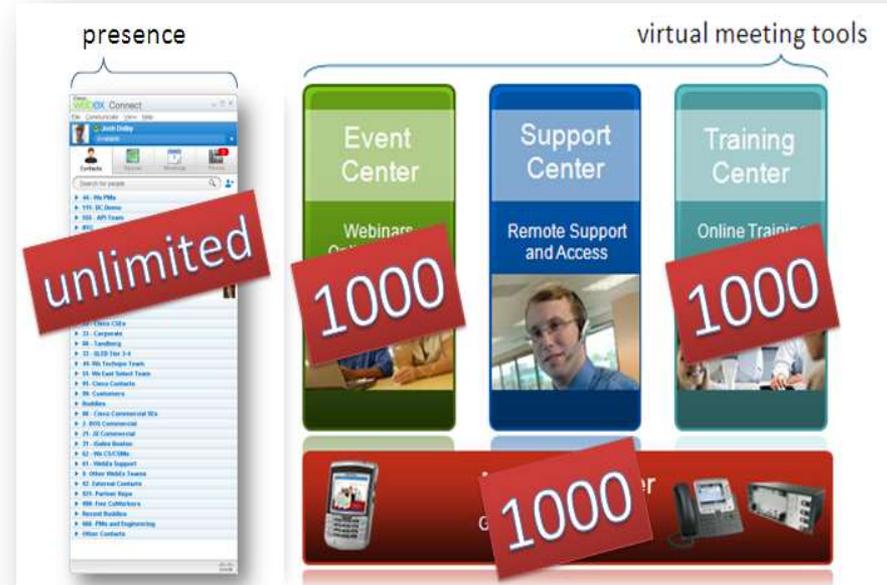
Janet Adams

[Click for a 3 minute video overview](#)

- university.webex.com**
- free online training
 - how do I modules
 - documentation
- support.webex.com**
- 24/7 tech support
 - knowledge base

What does the Commonwealth Have?

- Unlimited Host access for Tier 1 & Tier 2 Agencies*
- Meetings, Trainings & Events: 1000 attendee capacity
 - Meeting Center: virtual conference room
 - Training Center: eLearning classroom
 - Event Center: virtual auditorium
 - Support Center: IT & helpdesk tool
- Unlimited access to IM/Presence
 - Cisco Jabber



How do I get it?!

- <https://copa.webex.com>
- Diane Gentile
digentile@pa.gov
Project Manager, OA OIT
717.214.0047

presence

virtual meeting tools

unlimited

1000

1000

1000