

# WebEx

## Frequently Asked Questions

### 1. What is WebEx?

WebEx is a Highly Secure and Scalable web based collaboration solution that minimize costs and optimize IT resources. WebEx web conferencing solutions are delivered as Software-as-a-Service (SaaS) through the Cisco WebEx Cloud, and are easy to roll out and scale throughout any organization.

- a. Video in all offerings
- b. View video and content simultaneously
- c. Two-way video with voice-activated speaker switching
- d. Seamless meetings with integrated audio
- e. Different Audio options available: Telephony, VoIP, or mixed mode options for flexibility and cost savings
- f. Global access telephone numbers (fees apply)

### 2. What are the benefits of WebEx?

- Collaborate with customers, partners, and employees worldwide
- Limit the costs of business travel and telephone charges.
- Share information and ideas with integrated audio, HD video, and content sharing
- Solution is available on any device and any platform.
- AI integrated recording and playback of the WebEx Session

### 3. What are the features of WebEx Web Conferencing?

- Document, application and desktop sharing
- Provide keyboard and mouse control to other attendees
- Ad-hoc and scheduled meetings, integrated scheduling within Outlook and Lotus Notes
- Record meetings
- Meetings recording can be playback or download
- The WebEx solution is available on mobile devices: Android, iOS, Blackberry, Windows Phone 8
- The WebEx solution is Consistent, across different platforms: Windows, Mac, Linux, UNIX, Solaris
- Secure meetings
  - a. Meetings with Password
  - b. Control access to meeting

### 4. What do you need to access Webex?

- A WebEx Licence
- Internet access

#### **5. What are your collaboration needs?**

- MEETING CENTRE\*\*\*, this is only Meeting Centre  
This is present information, share applications, and collaborate on projects.
- ENTERPRISE EDITION  
This include
  - a. Meeting Centre: Present information, share applications, and collaborate on projects.
  - b. Event Centre: Stage large-scale online events.
  - c. Training Centre: Deliver highly interactive and effective online training and e-learning.
  - d. Support Centre: Deliver efficient, personalized customer service and IT support.

#### **6. Which licensing model will best suit your needs and your pocket?**

- EMPLOYEE COUNT: Accessible by all employees, Each knowledge worker has a licence, Minimum order of 100 licences.
- ACTIVE USER: Accessible by all employees, Each knowledge worker has a licence, Start with 15% of employee count with a Minimum order of 75 licences, this is Revised every year depending on take up.
- NAMED USER\*\*\*: Simplest and easiest, Participants <25 for Meeting Centre and <200 for Enterprise Edition, Minimum order of 25 Enterprise Edition or 5 Meeting Centre.
- PORTS: this licence is shared among all employees, Only available with Meeting Centre, Each participant uses a ports licence, Overage applicable when number of ports exceeded.

#### **7. Which audio option will best suit your needs & pocket?**

- COMMITTED AUDIO: consist out of 3 different audio options (Dial-in Toll, Dial-in Toll free and Call Back) Available in blocks of 5 000 audio minutes, These Audio options consume from the blocks of 5000 minutes (in different ratios)
- TOLL NAMED USER: Unlimited access to global toll call-in number, For fixed monthly fee
- VOIP: Included with licence

\*\*\* most favorited option

#### **8. Terms and Conditions:**

- Audio cannot be bought separately. It must always be bought together with a WebEx license.
- WebEx licenses can be sold separately (license only). The only Audio option with the License will be limited to VOIP.
- The Customer must have an Internet connection/link
- The quality of the Video will depend on the internet access line quality.
- If Committed Audio and/or Ports licences are bought, the customers must sign an overage agreement before the service will be activated.

## **9. What is the price of WebEx?**

Price Considerations for WebEx:

WebEx is provided through our customer specific solution process. Our Sales and Business Solution personnel will form an understanding of your requirements and design a customised solution.