

Webex Assist Services For Live Events

Deliver Flawless Online Events

With the help of experienced Webex Event Producers.

Whether you want expertise to elevate a significant online event, or you simply need additional help for a positive audience experience, the Webex producers at Meet Me In The Cloud (MMITC) can facilitate a successful event for you. Our team of Webex Assist producers are experts in Webex Meetings, Webex Training and Webex Events. Their experience can eliminate the risk of disappointing or even disastrous town hall meetings, trainings, marketing outreach, or other highly visible online events.

Every online event is different. MMITC designs productions based on business goals and objectives for the event. We offer insight on effective instructional design and engaging delivery in complex online forums to deliver technically flawless productions. When MMITC is managing the details of your online event, you are free to focus on the curriculum and the audience. MMITC supports our customers with Pre-Session Planning, In-Session Support, and Post-Session Wrap-Up.

Leave It To the Experts

Our expert Webex Assist professionals are well-versed in best practices gained from years of experience working with thousands of end-users. MMITC has provided Assist Services for hundreds of live Webex events for higher education, K-12, state and local government, large and small businesses, and non-profit organizations



Three-Step Engagement

- **Pre-Session Planning Improves Event Effectiveness**
- **In-Session Support Enhances User Experience**
- **Post-Session Reports Improve Future Events**



Webex Meetings



Webex Teams

” *I was very impressed with the format, delivery and content. The business had the same opinion: A+*

*Dane Andon, Director of
Network Engineering
AMN Healthcare*

Learn More
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Professionally planned and executed presentations using Webex Meetings, Webex Training, and Webex Events.

Pre-Session Planning Maximizes Effectiveness

Delivering even the most straightforward online events requires mindful planning and preparation to be truly effective. MMITC starts with a strategy review that carefully considers business objectives as they relate to the online event. This process establishes goals and measurable metrics of a successful event. Applying best practices, we work together to plan the event, review the content as it relates to business objectives, and take full advantage of Webex capabilities.

Rehearsals help speakers become more comfortable with the Webex format, the content, and how Q&A with attendees is managed. MMITC manages the scheduling and registration process. We can also coordinate distribution of your customized invitation and reminder emails.

From a logistical standpoint, “tech checks” test compatibility and audio connections, and preparation is done to record the live online session. MMITC is the only Cisco Indirect Channel Partner and certified Webex Lifecycle Advisor, focused exclusively on the Webex family of services.

In-Session Support Enhances Attendee Experience

MMITC focuses on ensuring your online event starts and runs smoothly. Assist producers join the event up to 30 minutes prior to the start of the event to provide last-minute speaker coaching, help load the presentation, setup the recording, and ensure all instructors join successfully. They also confirm that the host, instructors and subject matter experts are prepared to handle questions and issues real-time.

At the onset of the presentations, the producer can introduce the speakers, moderate chat and Q&A, and provide in-session support as needed. Actively engaged during the live online event, the producer is also available to address technical issues from both the attendees and presenters. At the close of the event, the producer can wrap-up the event and provide a call to action for the audience.

Post-Session Reports Improve Future Events

We support your online event from start to finish. After the live event, MMITC producers remain online for up to 30 minutes. The recording of the live event is edited to remove, pre- and post-session content, so that a “clean version” is available on-demand. We upload the recorded session to your Webex site, and provide a downloadable link that can be easily shared.

After pulling reports on attendance, producers distribute follow-up emails to attendees invite feedback on their experience. These polls provide invaluable insight into audience perceptions of the content and delivery that can improve events down the road. MMITC assembles the poll results and Q&A transcript, and provides comprehensive reports to the event hosts and speakers.



Learning Partner
Business Learning Partner
Lifecycle Advisor



Learn how you can help your company manage live events.