

From Day One, Webex Has You Covered

Implementing a new software can seem complex. Our team is here to simplify your Webex adoption journey and help you achieve your business outcomes. <u>Essentials.webex.com</u> is your go-to resource for guidance, learning, community and help to support you—every step of the way.



Your adoption journey at a glance

Plan

Onboard and implement

We'll help you plan for success, set attainable goals to drive your business outcomes, and show you how to deploy and implement Webex.

Launch

Use, engage, and adopt

Once you've implemented Webex, you'll move on to onboarding users. Don't worry, we're here to help you identify early adopters, leverage key business metrics for adoption, and more.

Grow

Optimize and champion

Here, you'll focus on driving adoption by highlighting everything Webex can do. We'll share all the new features, upgrades, and capabilities with you to pass on to users so you can maximize your Webex investment.

Webex Customer Success 2

Webex Customer Success Takes the Guesswork Out of Remote Collaboration

Turn your team into Webex power users, while saving time and resources on training. From onboarding emails, in-product tips and a collection of adoption resources available on <u>essentials.webex.com</u>, your end-users and admins will be empowered to quickly leverage the full power of Webex.

Resources

Explore our resources, articles, classes, and more to learn how to get started, what must-have features you should be using, and even how to fully deploy Webex to your organization.





Technical resources

Need help deploying Webex, customizing settings, or finding data in Control Hub? Our technical resources can help!

Get started →

Download Webex App launch kit →

Get started with Webex App

We've got all the resources you need to get started with and to make the most of the Webex App. Ready to get started?

View the essentials \Rightarrow

Adoption Resources Library

Your go-to place for guides, videos, and more to help you get started and eventually become a Webex pro.

Launch adoption library →

Explore localized resources \Rightarrow



Help Center

Need some help? We're here for you! Send a message or give us a call and we'll help answer any questions you have.

Visit the Help Center →



Classes and training

Our world-class live and recorded classes and trainings will get you started on Webex quickly. If you're a pro, we've got advanced classes too!

Explore classes and trainings >



What's new in Webex

Want to know about the latest happenings at Webex? Check out what's new to stay in the know and be among the first to update.

View the latest from Webex \Rightarrow

Webex Customer Success

💯 webex

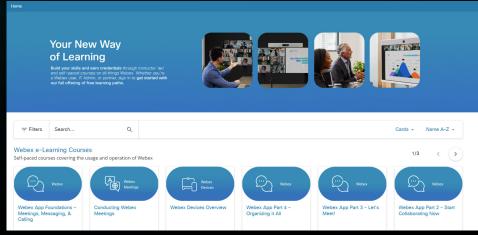
Here are some of the resources we'll send out in just the first three days:



Webex e-Learning Courses

Nice to meet you! webex Use Webex to chat with colleagues, io meetings, and stay up-to-date on projects help you streamline your workflow in the V Come together App for a truly seamless and better way to on Webex 💯 webex We've got you covered with the resource: Whether you're making a call to answer, sending project files, or your team, you need to be able guides to help you get started. Connect your way Let's get started you're working on. We s We'll show you how to get your te We'll help you get comfortable collaborating so create better than in-person c experiences, no matter when With Webex, you can easily manage your workload, from video calls to quick chats and everything in between. Learn how to connect instantly with the click of a button and get comfortable meeting your team on camera. Ready, set, connect!

Study up on all things Webex at your own pace. Have your team train themselves on everything from foundational information like navigating the app and setting meetings to more advanced processes like setting preferences and troubleshooting. Visit golearn.webex.com/learn

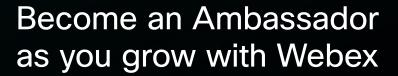




Ask the Community

With ever-growing monthly traffic of more than 70,000 visitors and more than 300 monthly discussion posts, the Webex community forum is a highly active space with experts and ambassadors answering any questions anyone might have. Search through thousands of Q&As for an answer or ask a new question yourself! Start a conversation at community.cisco.com/.

Webex Customer Success



The Webex Ambassador Program provides specialized learning credentials across the Webex collaboration suite. Get recognized for your knowledge, share your expertise, and influence Webex innovation with your insights

Webex Ambassador Expert

Webex Verified

Power User Ambassador



Webex Verified

Associate Ambassador



Webex Verified

* * *

Professional Ambassador



Visit the Help Center

Some quick exploration at <u>help.webex.com</u> will usually yield an answer to any questions you have. If you're still not finding an answer, you can chat with a live agent or open a case at <u>help.webex.com/contact</u>. For urgent issues, you can call us at +1 866-229-3239.