



start  
communicating

We offer a range of options  
for planning and managing  
conferences of any size

## WebEx™ Services

C3 Conferencing offers the complete suite of WebEx services including Meeting Center, Training Center, Event Center, and Support Center. The WebEx suite has been developed to provide services to meet all of your web conferencing needs.



### How WebDialogs Is Sold

- + **Per minute** – means using a Service on a per minute basis. You pay as you go. The cost is per minute, per person for those attending the conference.
- + **Per Seat (Port)** – means access to a Service for single Concurrent User of Subscription Based Services. You can only have one person either the host or a participant occupy one seat at any given time.
- + **Per Named User** – means only those individuals designated and identified by the customer as Meeting organizers/administrators who are authorized to schedule Meeting conferences. The Named Users are the only individuals licensed to schedule a Meeting conference. There may be only one user/employee assigned to a Named User license. Named user licenses cannot be shared among multiple individuals and separate Named User licenses must be purchased for each individual.
- + **Rooms** – means a specific use of the Service that allows a certain number of Subscribers to access the Service a certain number of times each month. Rooms are designed for larger meetings. It is set up as a virtual conference room. Only one meeting can be held at any given time.

## Meeting Center

### How Meeting Center Is Sold

- + Per Minute    + Per Seat (Port)    + Named User

#### key features include:

- + Application / desktop sharing
- + Remote control
- + SSL encryption
- + Chat
- + Marker for annotation
- + Meeting Lists
- + Recording
- + Polling
- + Holds up to 500 participants per meeting

### System Requirements

Operating Systems:	Windows	Mac OSX	Linux	Sun Solaris
<b>Minimum System Requirements:</b>				
Processor	Intel or AMD Processor 400MHz	Power PC (G3)	Intel or AMD Processor 400 MHz	Ultra SPARC Processor
Memory	128MB RAM	256MB RAM	256MB RAM	512MB RAM
Connection	56k Modem	56k Modem	56k Modem	56k Modem
<b>OS Versions:</b>	95 ME NT 2K XP 2K3	10.2 10.3 Tiger 10.4	RHEL 3 SuSI9 Turbo Linux JDS	8 9
<b>Browser Support:</b>				
Internet Explorer	5x.6	5.2		
Mozilla	1.4+		1.4+	1.4+
Firefox	1.0	1.0	1.0	1.0
Netscape	4.7, 7			
Safari		1.0 1.3 2.0		
<b>Other:</b>				
	JavaScript and cookies enabled	JavaScript and cookies enabled	JavaScript and cookies enabled	JavaScript and cookies enabled
	Active X enabled/unblocked for IE is recommended	10.2: Java 1.4.1_01	Java 1.3x	Java 1.3x
		10.3: Java 1.4.2_05	GNOME/KDE Windowing System	CDE Windowing System

# Training Center

## How Training Center Is Sold

- + Per Seat (Port)

### key features include:

- + Multimedia training content via powerpoint slides or streaming video
- + Information sharing via whiteboard or application sharing
- + Hands on labs
- + Breakout sessions
- + Question and Answer
- + Multiple Panelist
- + Chat
- + Polls and surveys
- + Testing and grading
- + Registration and reporting
- + Recording
- + Cross platform support
- + On-demand modules
- + Holds up to 300 participants per meeting

## System Requirements

Operating Systems:	Windows	Mac OSX	Linux	Sun Solaris
<b>Minimum System Requirements:</b>				
Processor	Intel or AMD Processor 400MHz	Power PC (G3)	Intel or AMD Processor 400 MHz	Ultra SPARC Processor
Memory	128MB RAM	256MB RAM	256MB RAM	512MB RAM
Connection	56k Modem	56k Modem	56k Modem	56k Modem
<b>OS Versions:</b>	95   ME   NT   2K   XP   2K3	10.2   10.3   Tiger 10.4	RHEL3   SuSI9   Turbo Linux   JDS	8   9
<b>Browser Support:</b>				
Internet Explorer	----- 5x.6 -----	----- 5.2 -----		
Mozilla	----- 1.4+ -----		----- 1.4+ -----	----- 1.4+ -----
Firefox	----- 1.0 -----	----- 1.0 -----	----- 1.0 -----	----- 1.0 -----
Netscape	----- 4.7, 7 -----			
Safari		1.0   1.3   2.0		
<b>Other:</b>	JavaScript and cookies enabled	JavaScript and cookies enabled	JavaScript and cookies enabled	JavaScript and cookies enabled
	Active X enabled/unblocked for IE is recommended	10.2: Java 1.4.1_01	Java 1.3x	Java 1.3x
		10.3: Java 1.4.2_05	GNOME/KDE Windowing System	CDE Windowing System

## Event Center

### How Event Center Is Sold

- + Per Minute
- + Per Seat (Port)

### key features include:

- + Virtual Auditorium
- + PowerPanels
- + Multimedia content
- + Document and application sharing
- + Multiple Panelist
- + Active Talker
- + Panelist entrance and prep room
- + Question and answer, chat and polls
- + Automated e-mail management with personalized templates
- + Pre-event materials
- + Registration and reporting
- + Lead-source tracking and automated lead scoring
- + Record, edit, and playback from your network
- + Post-event surveys
- + Cross-platform support
- + Holds up to 3000 participants per meeting

### System Requirements

Operating Systems:	Windows	Mac OSX	Linux	Sun Solaris
<b>Minimum System Requirements:</b>				
Processor	Intel or AMD Processor 400MHz	Power PC (G3)	Intel or AMD Processor 400 MHz	Ultra SPARC Processor
Memory	128MB RAM	256MB RAM	256MB RAM	512MB RAM
Connection	56k Modem	56k Modem	56k Modem	56k Modem
<b>OS Versions:</b>	95   ME   NT   2K   XP   2K3	10.2   10.3   Tiger   10.4	RHEL3   SuSI9   Turbo Linux   JDS	8   9
<b>Browser Support:</b>				
Internet Explorer	5x.6	5.2		
Mozilla	1.4+		1.4+	1.4+
Firefox	1.0	1.0	1.0	1.0
Netscape	4.7, 7			
Safari		1.0   1.3   2.0		
<b>Other:</b>	JavaScript and cookies enabled	JavaScript and cookies enabled	JavaScript and cookies enabled	JavaScript and cookies enabled
	Active X enabled/unblocked for IE is recommended	10.2: Java 1.4.1_01 10.3: Java 1.4.2_05	Java 1.3x	Java 1.3x
			GNOME/KDE Windowing System	CDE Windowing System

# Support Center

## How Support Center Is Sold

- + Per Seat (Port)

### key features include:

- + Inbound online request: click-to-connect
- + Two-way desktop and application control or view
- + File transfer
- + Log on to customer's desktop as an administrator
- + Remote printing
- + Stream live video
- + Chat
- + System information
- + Reboot and reconnect
- + Agent inbox
- + Real-time availability status of other agents
- + Port session survey
- + WebACD queue manager
- + WebACD manager dashboard
- + Session recording and editing
- + Management reporting

## System Requirements

Operating Systems:	Windows	Mac OSX	Linux	Sun Solaris
<b>Minimum System Requirements:</b>				
Processor	Intel or AMD Processor 400MHz	Power PC (G3)	Intel or AMD Processor 400 MHz	Ultra SPARC Processor
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Firefox	1.0	1.0	1.0	1.0
Netscape	4.7, 7			
Safari		1.0   1.3   2.0		
<b>Other:</b>	JavaScript and cookies enabled	JavaScript and cookies enabled	JavaScript and cookies enabled	JavaScript and cookies enabled
	Active X enabled/unblocked for IE is recommended	10.2: Java 1.4.1_01 10.3: Java 1.4.2_05	Java 1.3x GNOME/KDE Windowing System	Java 1.3x CDE Windowing System

## Enterprise Edition

### How Enterprise Edition Is Sold

- + Per Minute
- + Named User

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### key features include:

- + All Meeting Center features
- + All Training Center features
- + All Event Center features
- + All Support Center features



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