

## Microsoft Office Live Meeting - Service Description

### 1. Introduction

Cobweb Solutions offers Microsoft Office Live Meeting as a powerful cloud-based conferencing tool, hosted by Microsoft, to connect businesses through online meetings, training, presentations and events. Attendees participate from the comfort of their own computers, and presenters can deliver presentations, share applications and documents at a fraction of the cost of a traditional physical meeting and with none of the hassle or time of travelling to and from meetings.

### 2. Service Options

There are two editions of the solution available, each tailored to meet specific business needs - Standard and Professional.

#### 2.1 Standard

A comprehensive solution that provides outstanding functionality with a host of features including:

- Up to 15 meeting attendees.
- Web client support for remote attendee flexibility.
- Interactive application/desktop sharing and whiteboard tools.
- Active speaker video switching, multi-party video, and multi-party VoIP audio.
- Rich-media presentations, native video conferencing, high-fidelity recording, and web-cam capabilities.
- Presentation tools and attendance reporting.
- Application and desktop sharing for scheduled and adhoc meetings.
- Enhanced integration and upgraded in-meeting functions.

#### 2.2 Professional

Advanced functionality to enhance the user experience and flexibility of online meetings.

All the features as per the standard edition plus:

- Up to 1250 meeting attendees.
- Training and event management with event and class registration and virtual breakout rooms.
- Pre-meeting handouts and shared recording functionality.

### 3. Business Benefits

- Fully integrate with Cobweb Hosted Exchange, Cobweb Hosted SharePoint and Cobweb CRM.
- Increase employee productivity whilst saving time and money by meeting online.
- Engage and collaborate with remote workers at minimal cost to the business.
- Engage with the audience through live and recorded video, chat, slide and application sharing, and audience feedback tools.

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Solution Features	Standard	Professional
Maximum meeting attendees	15	1250
Shared recordings		√
Registration		√
Virtual breakout rooms		√
Advanced testing/grading		√
Pre-meeting handouts		√
Microsoft Office Live Meeting web access	√	√
End user support	√	√
Account management	√	√
Reporting	√	√
Client (Windows based)	√	√
Two way VoIP audio **	√	√
Audio bridge integration	√	√
Video (webcam and RoundTable)	√	√
Application sharing	√	√
In-meeting file transfer	√	√
Rich meeting presentations	√	√
Scheduling add-in for Microsoft Office Outlook	√	√
Personal recordings	√	√

\*\*VoIP audio availability by country. Contact Cobweb for further details.

#### 4. Service Elements

Microsoft Office Live Meeting offers a wide range of tools that allow users to customise the level of interactivity needed with their meeting participants. The following are examples of these features:

#### 5. Live Meeting Manager

Web based scheduling and administration user interface through the easy-to-use Live Meeting Manager. Users with this capability can quickly and easily login to Live Meeting Manager and join or initiate meetings with the Schedule Meetings or Meet Now functions.

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## **6. Meeting Management**

This functionality enables users to manage meetings, recordings, adjust settings, simplify content navigation through the use of thumbnail navigation and control the meeting content via view/hide toolbars and view/hide/move panes.

## **7. Content Sharing and Creation**

Microsoft Office Live Meeting's interactivity is its ability to broadcast visuals of any type, including presentations, and more commonly used documents such as Microsoft Word and Excel or applications and web pages to remote participants in real-time. With a web based service there are no restrictions as to who, when, where or what can be communicated.

## **8. Integration with Microsoft Applications**

Users are able to leverage their existing systems to maximise the ease of organising or joining online meetings. Users are able to join meetings via Microsoft Office applications. The Microsoft Office Outlook Add-in for Microsoft Office Live Meeting extends the capabilities of Microsoft Office Outlook resulting in increased productivity, as users are able to set up and start meetings in the context of their Office programs.

## **9. BT Conferencing Audio Integration\***

Microsoft Office Live Meeting allows integration with BT conferencing to enable and effectively control an audio conference call directly from the Microsoft Live Meeting console (functions available include call me, call someone, mute/unmute (all or individual) and disconnect participant).

\* BT meet me subscription needed

## **10. Customer Support**

Cobweb provides full online support for the Microsoft Office Live Meeting service, 24 hours a day, 365 days a year for registered users. This service includes information on 'how to' which can be accessed via the Cobweb Knowledgebase.

Core hours telephone support is available for break fix issues such as on screen error messages and the inability to login into the system. The Cobweb Service Desk is UK-based.

This also includes:

- Severity 1 issues only, as defined by the Service Level Agreement, will be progressed 24\*7 with all other issues handled during Core Hours of support.
- Access to the Service Desk is for named Customer Administrators only.

## **11. Security**

- SSL encryption of all connections to the Microsoft Office Live Meeting service.
- The delivery of the Microsoft Office Live Meeting service is controlled by our ISO27001 Information Security Management policies and procedures.

## **12. Service Billing**

- The Cobweb Control Panel provides an interface for billing and subscription management, for payment and contact details and billing history.

## **13. Contract Term**

- The Microsoft Office Live Meeting service has a minimum contract term of 1 month from the date the service is first activated.
- Customers are required to give 1 month's notice of termination.