

NORTH AMERICA

EUROPE

ASIA

AFRICA

AUSTRALIA

North Pacific Ocean

North Atlantic Ocean

Indian Ocean

South Pacific Ocean

South Atlantic Ocean

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The world changed in 2020

Zoom controls: +, -

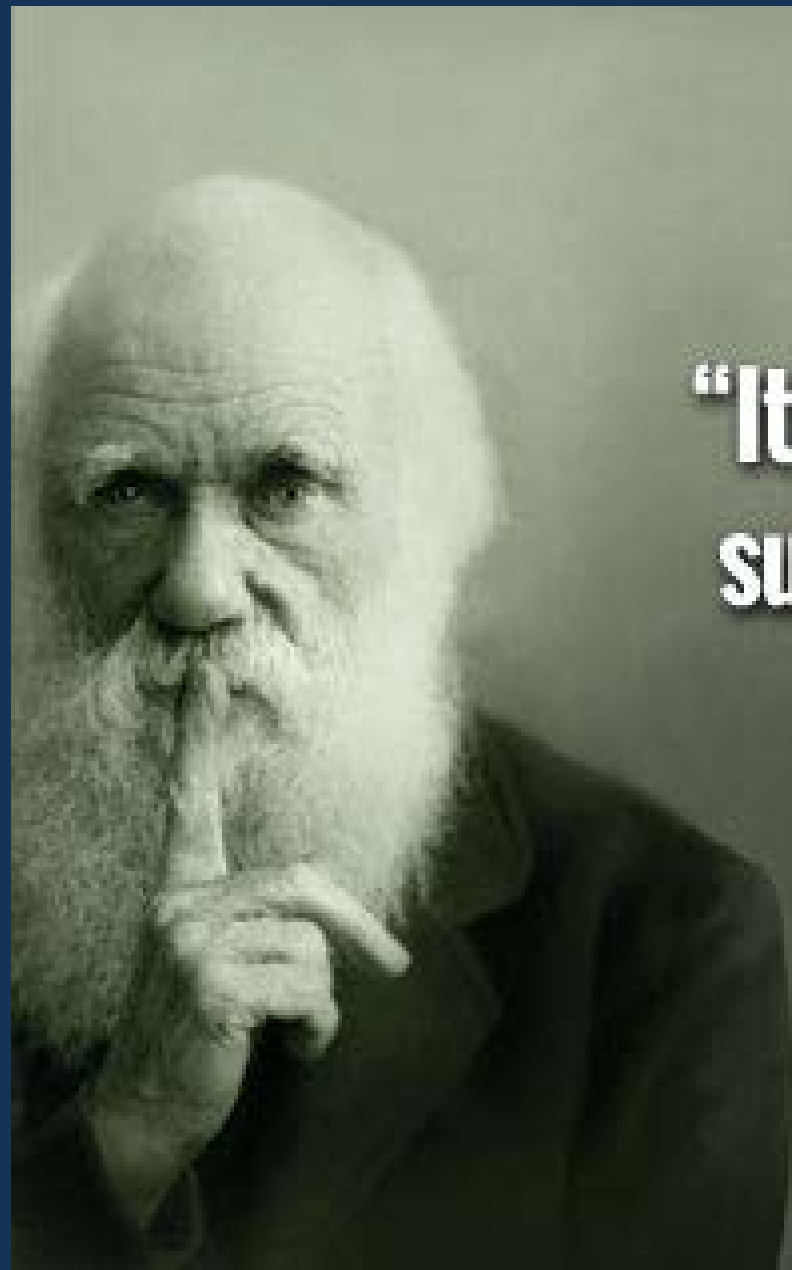
Agenda

- The COVID “Work From Home Rush”
- Trends & Analysts Views
- WFH Setup Recommendations
- Best Practice Virtual Meetings

.Com Bust Lessons from Cisco in 2001

- Stock decline 86%
- 40% business evaporated in 1Q
- 35% competitors folded
- Collaboration was critical to our survival
- COVID is creating a massive disruption

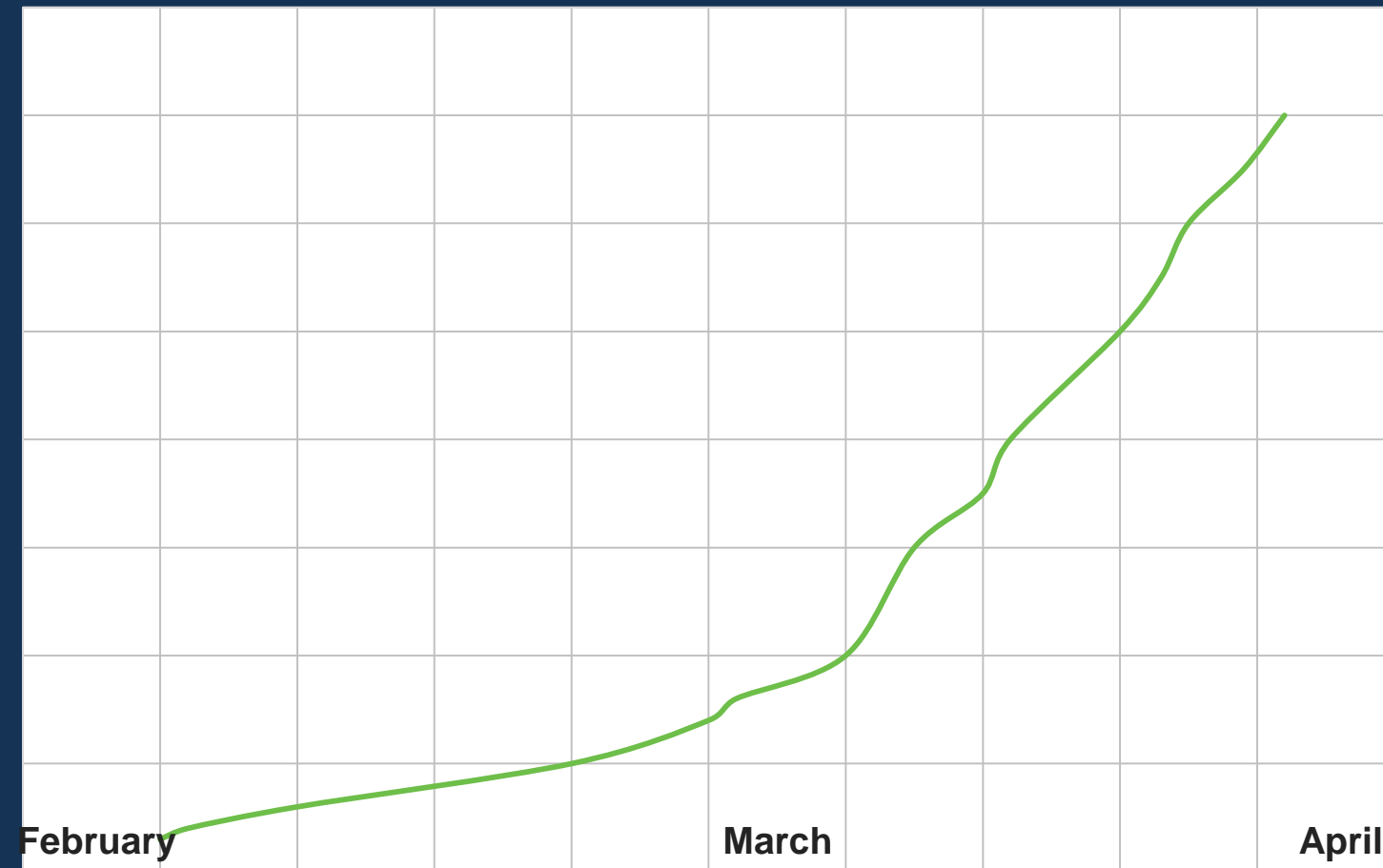




“It is not the strongest of the species that survive, nor the most intelligent, but the one most responsive to change”

- Charles Darwin

Global Web Conferencing



3.5x Americas

3x Europe

2.5x Asia Pac

mediaplatform

ustudio

O.U.M.U.
How business does video

pexip

PGi

 Adobe Connect

LogMeIn

 Cisco
webex

 lifesize

BlueJeans



Microsoft Teams


Google Meet

zoom

AVAYA

 Skype


Highfive

 poly

 Panopto


fuze

The big dogs

Approximate Market Share



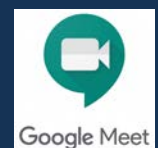
45%



20%



15%



5%

The future of work is hybrid



Traditional office locations

35%



45%

On-the-go



Work from home

55%

Supporting the new hybrid workspace

Traditional office locations

Technology

- More video devices
- Touchless enabled devices
- Control via smartphones
- Space utilization analytics



Work from home

Technology

- Quality dedicated video device
- Enhanced user experiences
- Headsets for minimizing background noise

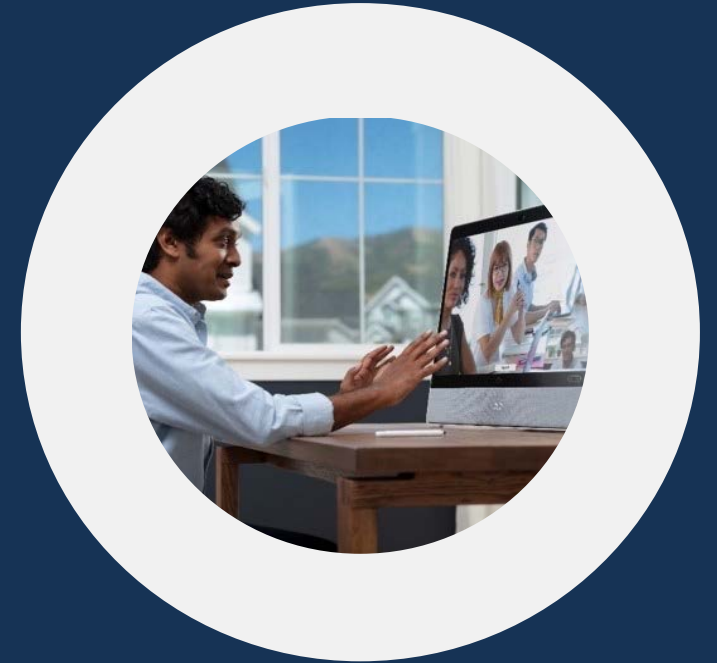
Remote work is productive



37 Minutes a day



1.4 more work
days per month

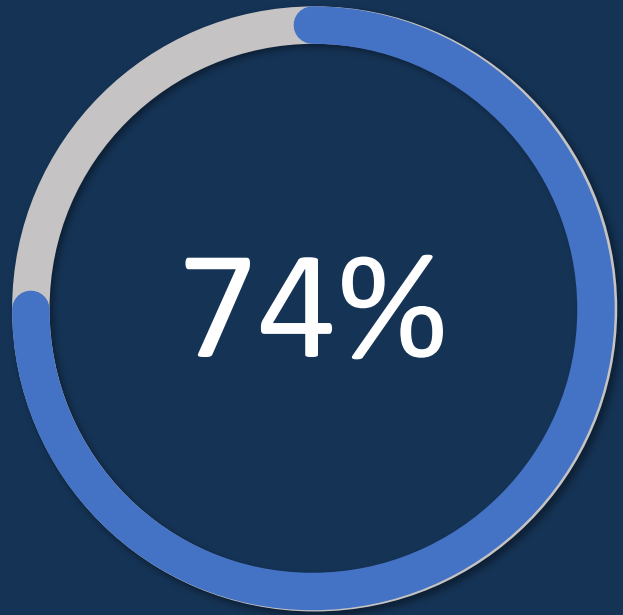


17 more days of free time annually



\$25K

The average cost per employee per year for in office space

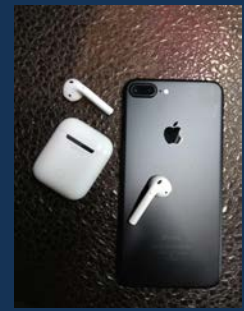


Of companies plan to **permanently** shift to more **remote work**

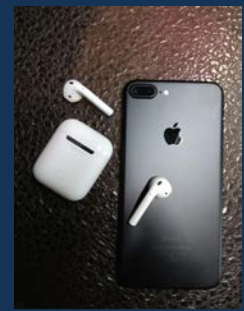


WFH Setups

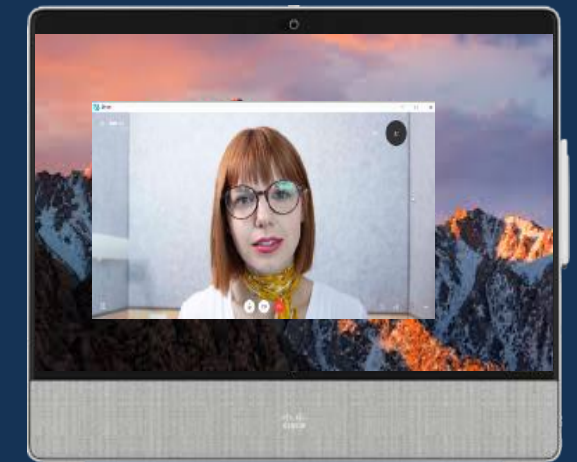
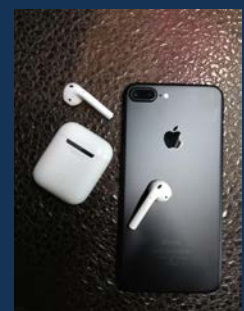
Good



Better



Best





LOOK HERE!

Dedicated Video

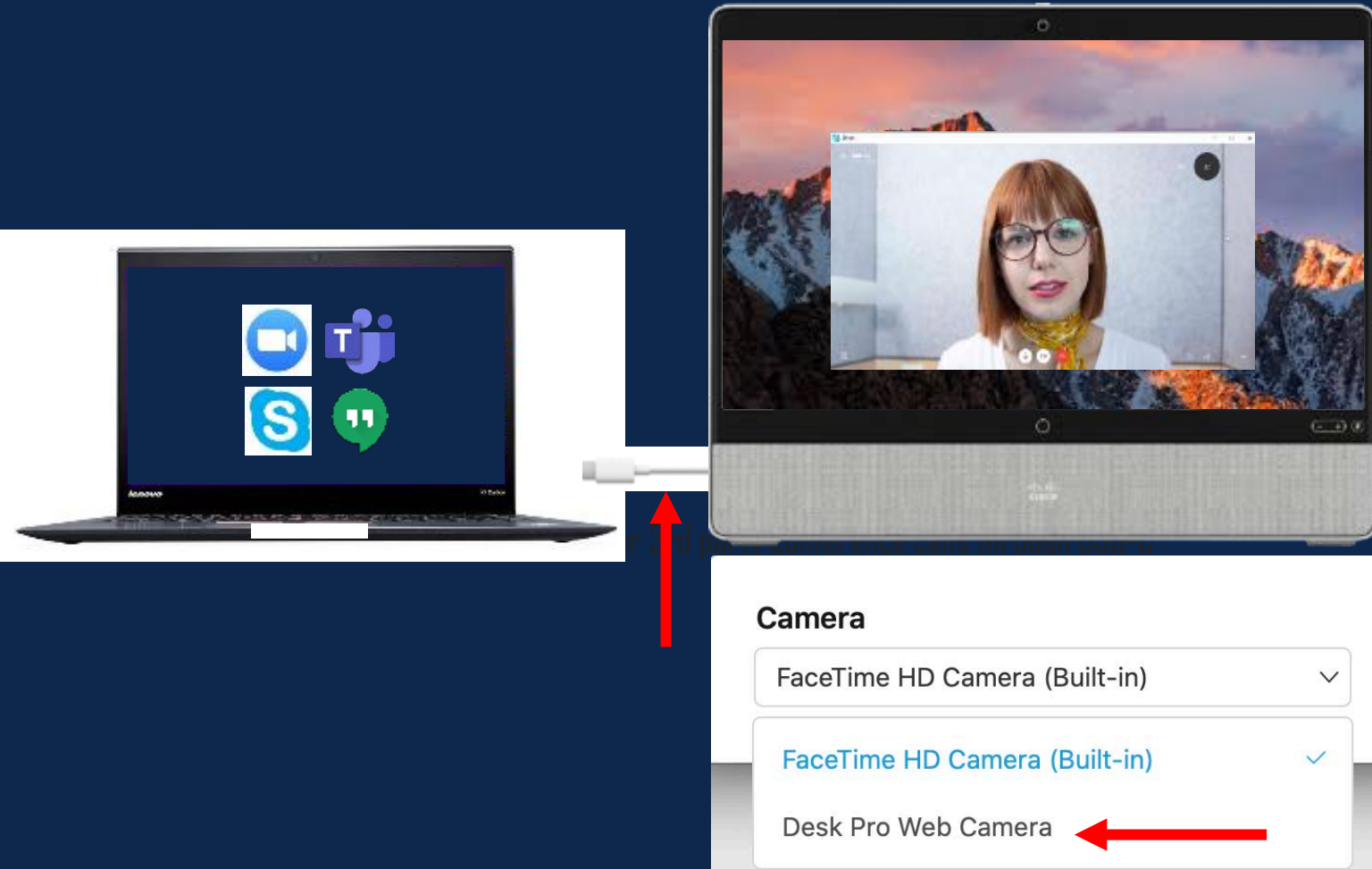
2nd Monitor

Laptop

Headset



Join any meeting

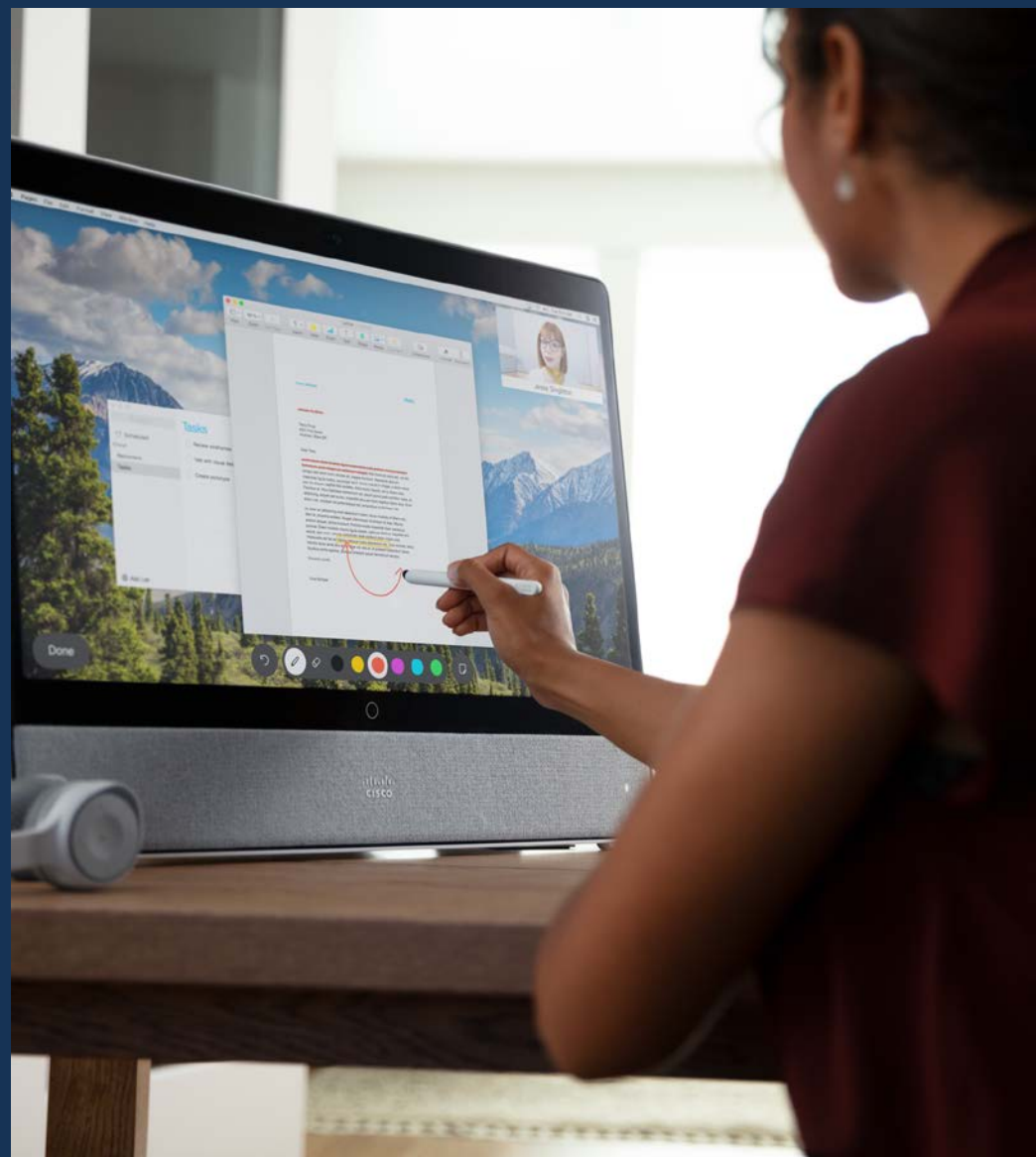


Productivity Requires the Right Tool

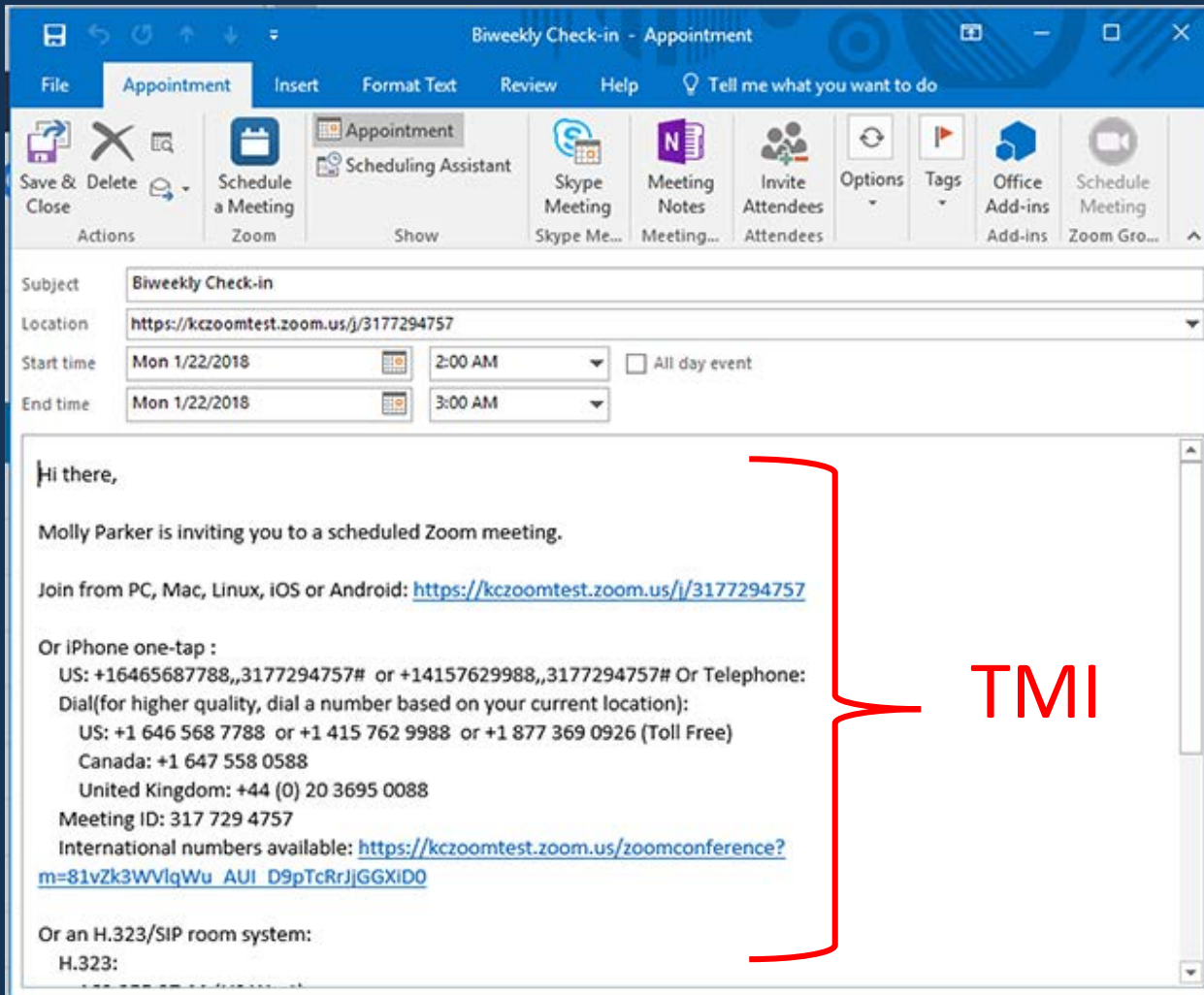




Productivity Requires the Right Tool



Scheduling (KISS)



The screenshot shows the Microsoft Outlook 'Appointment' window for a meeting titled 'Biweekly Check-in'. The ribbon includes 'Appointment', 'Scheduling Assistant', 'Skype Meeting', 'Meeting Notes', 'Invite Attendees', 'Options', 'Tags', 'Office Add-ins', and 'Schedule Meeting'. The meeting details are as follows:

- Subject:** Biweekly Check-in
- Location:** <https://kczoomtest.zoom.us/j/3177294757>
- Start time:** Mon 1/22/2018, 2:00 AM
- End time:** Mon 1/22/2018, 3:00 AM

The body of the appointment contains the following text:

Hi there,

Molly Parker is inviting you to a scheduled Zoom meeting.

Join from PC, Mac, Linux, iOS or Android: <https://kczoomtest.zoom.us/j/3177294757>

Or iPhone one-tap :
US: +16465687788,,3177294757# or +14157629988,,3177294757# Or Telephone:
Dial(for higher quality, dial a number based on your current location):
US: +1 646 568 7788 or +1 415 762 9988 or +1 877 369 0926 (Toll Free)
Canada: +1 647 558 0588
United Kingdom: +44 (0) 20 3695 0088
Meeting ID: 317 729 4757
International numbers available: https://kczoomtest.zoom.us/join?pwd=81vZk3WVlqWuAUI_D9pTcRrJjGGXID0

Or an H.323/SIP room system:
H.323:

A red bracket on the right side of the text is labeled 'TMI'.

Scheduling (KISS)

Attendee Meeting | Format Text | Table Design | Layout


Delete | Appointment | Scheduling | Join Online | Accept | Tentative | Decline | Propose New Time | Reply | Reply All | Forward | Show As: Busy | Edit Series | Reminder: None

Subject: BHFCU - Quick Touch Point - Flex Options
Location: @webex
Organizer: Adam Lindberg <adlindbe@cisco.com>
Duration: 30 Minutes | All day event
Starts: 7/15/2020 12:30 PM
Ends: 7/15/2020 1:00 PM

⚠ This appointment occurs in the past.
Accepted on 7/14/20, 8:03 AM.

Join meeting in my Webex Personal Room

Meeting number (access code): 203 073 548

Join 

Join by phone

Tap to call in from a mobile device (attendees only)
[+1-408-525-6800](tel:+14085256800) Call-in toll number (US/Canada)

Join from a video conferencing system or application

Dial adlindbe.acecloud@webex.com

Mind your background



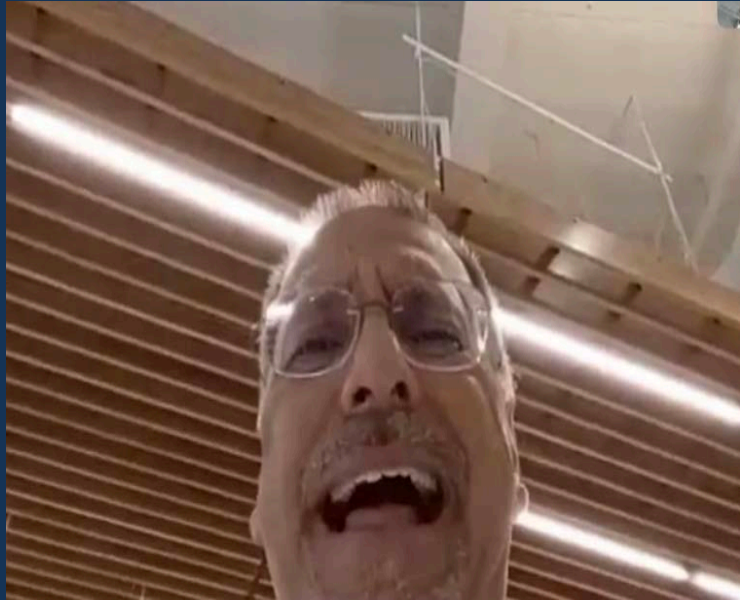
Avoid Distractions



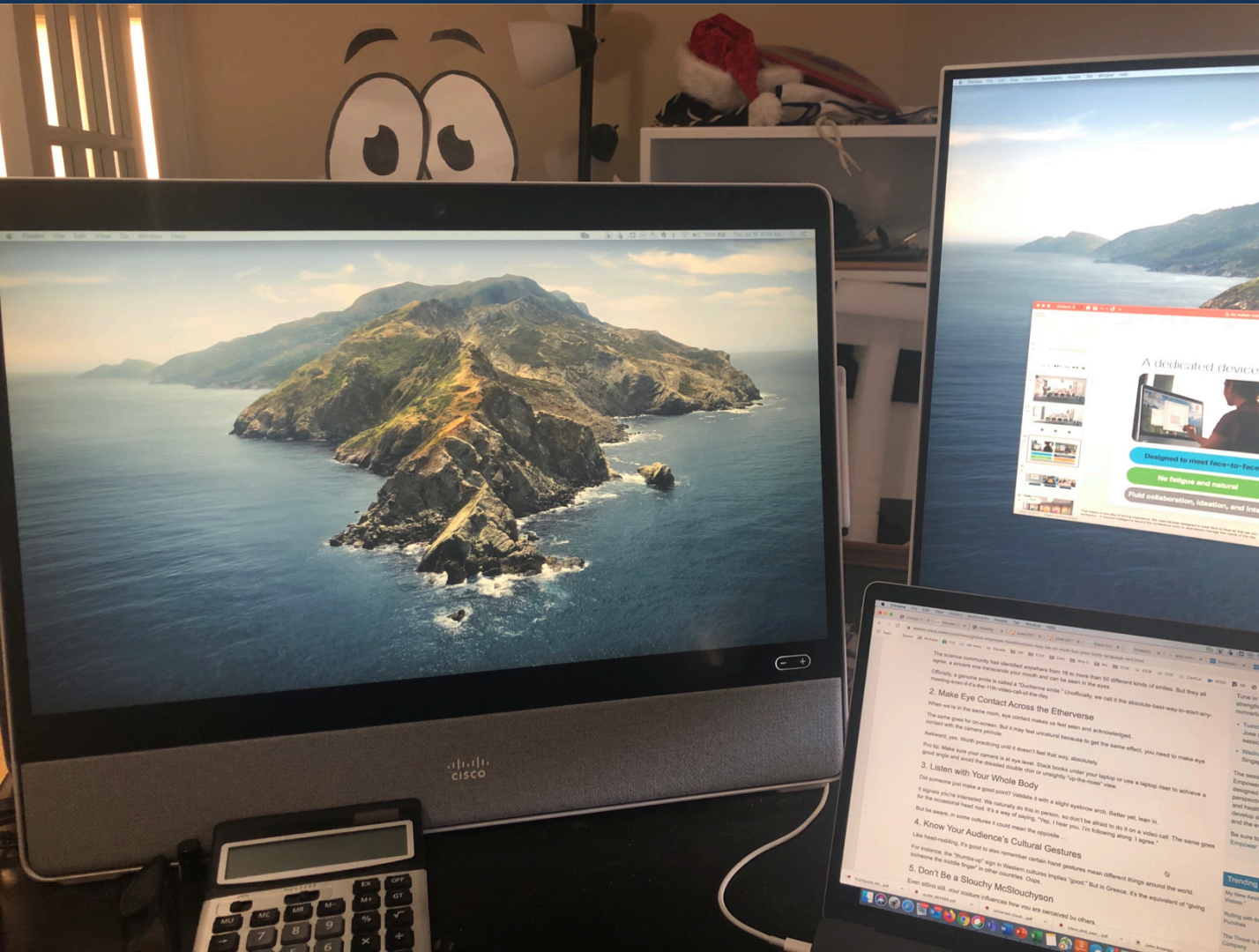
Jabra Engage 65

Join now

Proper Camera Angle



Look at the camera (not the screen)



2. **Make Eye Contact Across the Etherverse**
The same goes for on-screen, eye contact makes us feel seen and acknowledged. Consider this: the camera knows.
Askaway, yes. North-facing until it doesn't feel that way, absolutely.
Pro tip: Make sure your camera is at eye level. Slack hunch under your laptop or use a laptop riser to achieve a good angle and avoid the dreaded double chin or unspiky "top-down" view.
3. **Listen with Your Whole Body**
Did someone just make a good point? (Glad!) With a slight eyebrow arch, better yet, lean in. It says you're interested. We naturally do this in person, so don't be afraid to do it on a video call. The same goes for the occasional head nod. It's a way of saying, "Yes, I hear you. I'm following along. I agree."
4. **Know Your Audience's Cultural Gestures**
Like hand-raising, it's good to also remember certain hand gestures mean different things around the world. For instance, the "thumbs up" sign in Western cultures implies "good." But in Greece, it's the equivalent of "giving someone the middle finger" in other countries. Oops.
5. **Don't Be a Slooouchy McStouchyson**
Even when all your touchy influences how you are perceived by others.

Proper Lighting



Participants stay on mute





Thank you!



