



# Webex

# Review From A Customer



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## Review by a Real User

Verified by IT Central Station



Group Learning and Development  
Programme Manager at a tech services  
company with 10,001+ employees

**Helena Schoeman**

### **WHAT IS MOST VALUABLE?**

I enjoy conducting virtual training in the WebEx training room. I'm in Learning & Development and delivering training virtually with a tool that easily integrates with Outlook is great.

### **HOW HAS IT HELPED MY ORGANIZATION?**

Ease of use; people in our company are familiar with WebEx meetings, so to move to the training platform didn't take a lot of effort or knowledge share. We are conducting various training sessions frequently using this platform.

### **WHAT NEEDS IMPROVEMENT?**

For the Training centre: When you use the whiteboard, you cannot MOVE the contributions of learners. To co-facilitate and have all the features, e.g., mute or unmute learners, assign permissions, etc. It seems to be difficult. Unmuting only certain learners, not the whole class, or muting all but not the facilitators seems to be troublesome.

### **FOR HOW LONG HAVE I USED THE SOLUTION?**

Four years.

### **WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?**

No.

### **WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?**

Not yet.



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**HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

I haven't ask for tech support yet.

**WHICH SOLUTIONS DID WE USE PREVIOUSLY?**

Used Saba. Scheduling and the integration with Outlook is much easier with WebEx.

**HOW WAS THE INITIAL SETUP?**

Easy enough.

**WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?**

Not available.

**WHAT OTHER ADVICE DO I HAVE?**

With IT support and global company licenses, it is easy to use.

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