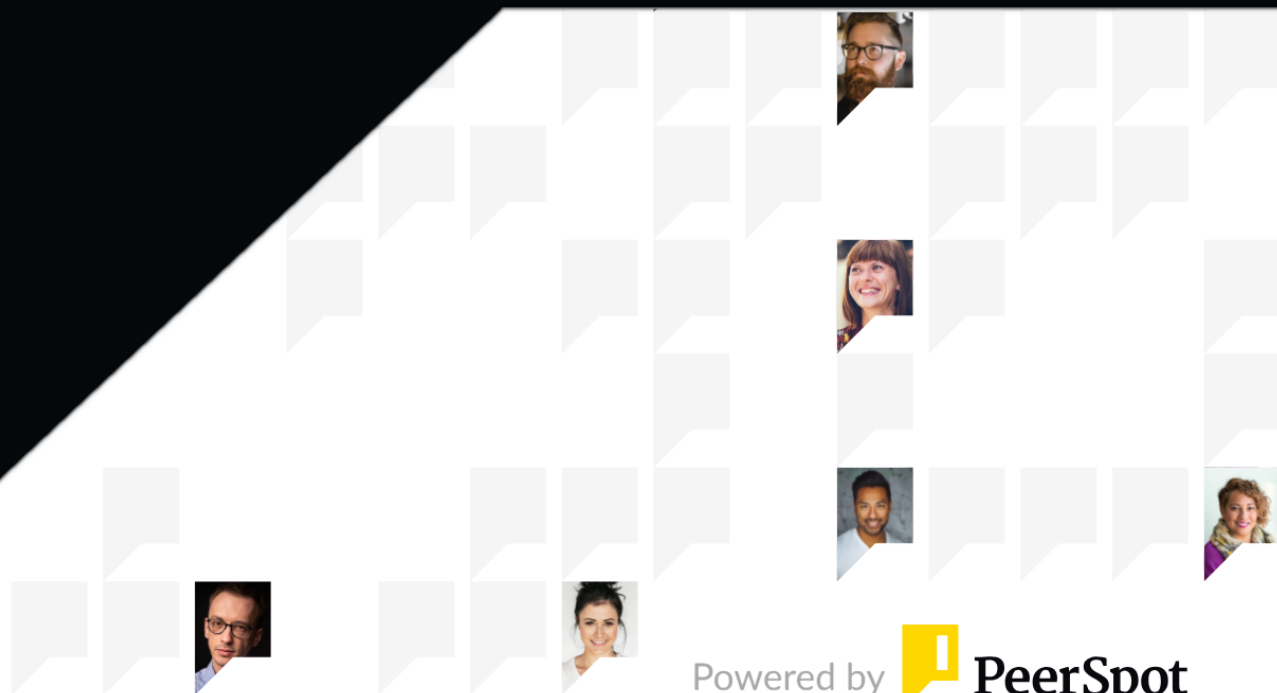


aws marketplace

Webex

Reviews, tips, and advice from real users



Powered by  PeerSpot

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Product Recap



Webex

Webex Recap

Webex is a comprehensive platform for virtual meetings, supporting both internal and external communications with features like high-quality video and noise cancellation, integrated with Outlook for seamless scheduling.

Webex distinguishes itself with functionalities such as one-click meetings, file sharing, and efficient screen control. Its integration with Cisco hardware and telephony systems enhances its reliability and ease of use. While the interface could be optimized, Webex remains a dependable solution for a variety of sectors including manufacturing and telemedicine. The platform's scalability caters to diverse group sizes, facilitating everything from technical discussions to educational sessions. Despite some connectivity and navigation challenges, its security features and breakout sessions promote effective collaboration.

What are the key features of Webex?

- One-click meetings: Simplifies meeting setup with easy access.
- File sharing: Facilitates quick exchange of documents during calls.
- Screen control: Allows seamless remote desktop management.
- Noise cancellation: Reduces background interference for clearer communication.
- Outlook integration: Streamlines meeting scheduling.

What benefits can users find in reviews?

- High-quality audio and video: Ensures clear and reliable communication.
- Security features: Offers robust protection for sensitive information.
- Scalability: Adapts to varying conference sizes and business needs.
- Ease of use: Intuitive navigation enhances user experience.
- Integration with Cisco hardware: Optimizes performance and compatibility.

Webex is frequently deployed in industries like healthcare for telemedicine, enabling real-time patient consultations. In education sectors, it supports remote learning through video conferencing tools. Manufacturing companies utilize it for web and voice conferencing, enhancing team collaboration and communication efficiency.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Webex is more similar to Zoom, but I feel it has some extra features, offering a good user experience for those who use Slack.”



Damilare Oloyede

Web Designer / Developer & Creative Professional at Federal University of Technology Akure



“One thing that stands out compared to other collaboration tools I have used is how naturally Webex combines communication and collaboration workflows.”



MoezCHEBBI

Senior Lead DevOps Engineer at Kyndryl



“Webex improves communication because even if we are working from home, we can connect with people and talk to them on a video call.”



Akhil Viswam

Senior Consultant at a consultancy with 10,001+ employees



“Webex has definitely improved productivity and communication within my organization, as we are just one Webex call away for any doubts related to creating a PowerPoint presentation or an architectural diagram, and we can focus on the meeting without worrying about jotting down points since someone is taking notes on our behalf.”



Aritro Bhattacharjee

Product Specialist at Frontier Business Systems



“Screen sharing being the biggest reason for my rating as it helps me explain issues clearly and agree on next steps.”



Leonora Miliša

Blue Team Lead at Končar-Digital within KONČAR Group



“Screen sharing is especially useful, as everyone can review logs and configuration together without lengthy back and forth communication.”



Sirine ELJANNENE

Lead Infrastructure Specialist at Kyndryl



“Based on my experience, I would recommend Webex to others; it's a good solution.”



Validated user

Program Manager at a healthcare company with 5,001-10,000 employees

What users had to say about valuable features:

“The best features of Webex are high-quality video and audio, screen sharing, chat, and easy collaboration during meetings. Out of those features, I find myself relying on screen sharing the most because it allows me to walk colleagues through a technical issue in real-time, review logs and configuration together, and collaborate on troubleshooting OpenShift clusters problems more efficiently. It makes complex technical discussions easier to understand and helps the team identify a solution faster..”

Sirine ELJANNENE

Lead Infrastructure Specialist at Kyndryl

[Read full review](#) 

“Webex is more similar to Zoom, but I feel it has some extra features, offering a good user experience for those who use Slack.

Overall, it was good, especially for calls, with connection quality being very acceptable, and it has features that enabled us to communicate effectively, giving it a Microsoft Teams vibe. I can always recommend Webex to companies looking for a better alternative to Google Teams, especially since it probably does not consume as much data as Microsoft Teams.

Webex works well with Cisco, and Cisco devices work seamlessly with Webex. .”

Damilare Oloyede

Web Designer / Developer & Creative Professional at Federal University of Technology Akure

[Read full review](#) 

“Webex offers exceptional sound and video qualities, which I find to be the best. The second standout feature is background noise cancellation, which effectively filters out background noise when someone is speaking. The third feature is the AI-powered intelligence that notes down minutes of the meeting, allowing us to concentrate on the content rather than jotting down points.

“I find the seamless way of connecting with people in Webex useful; it allows for an effortless meeting experience. Additionally, real-time translation is another important feature of Webex that helps break language barriers.

“Webex has definitely improved productivity and communication within my organization. Communication has increased because we are just one Webex call away for any doubts related to creating a PowerPoint presentation or an architectural diagram, and we can focus on the meeting without worrying about jotting down points since someone is taking notes on our behalf. My team regularly uses this feature, and I would say it saves us about half an hour per meeting, with the AI-powered intelligence saving that 30 minutes easily..”

Aritro Bhattacharjee

Product Specialist at Frontier Business Systems

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“The best features Webex offers for me are screen sharing, meeting chat, and the audio and video controls, with screen sharing being particularly useful for technical discussions as I can show the exact issue or walk through a configuration instead of trying to explain everything verbally, complemented by meeting chat that provides a place to share links and clarify technical terms without interrupting the speaker. I appreciate the ability to select and check my microphone, speakers, and camera before joining, as well as giving control to someone who wants to explain something or provide support.

“The feature I find myself using the most is screen sharing and control giving, especially during technical discussions, as it allows me to show the relevant application, walk through settings, and let everyone follow the same steps, making it easier to pinpoint an issue and clarify what needs to change with less back and forth than explaining everything verbally. Other solutions have screens that obstruct explanation, but Webex does not have that problem.

“I appreciate being able to share a specific application rather than my entire desktop, as it helps me keep the discussion focused and avoid exposing unrelated or sensitive information. Combined with meeting chat for links and technical details, this makes screen sharing particularly useful for troubleshooting and demonstrations..”

Leonora Miliša

Blue Team Lead at Končar-Digital within KONČAR Group

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“The best features are the ability to schedule meetings and launch ad hoc meetings. Additionally, we can create breakout rooms within the meeting itself, which is another excellent feature.

“Whenever we have production issues, many teams join a single Webex call. Sometimes we need to group together as separate smaller groups and work in parallel to identify the production issues. In those cases, we create Webex breakout rooms and each member joins the corresponding breakout session to progress on their task.

“Webex helps significantly in the hybrid environment. When we are working from home, it is very easy for us to meet with other team members and the management to get in touch and progress.

“Webex improves communication because even if we are working from home, we can connect with people and talk to them on a video call. It has improved the incident resolution time by getting into a call in Webex rooms and remediating the issues together as soon as possible.

“Audio and video quality is excellent for Webex.

“It has saved considerable time in terms of incident remediation. Whenever we have issues, we jump on a call and work together in parallel. This approach saves time and improves efficiency..”

Akhil Viswam

Senior Consultant at a consultancy with 10,001+ employees

[Read full review](#) 

“In my opinion, the best feature for Webex is the ability to bring messaging, calling, meeting, and file sharing together in a single platform, creating a seamless collaboration experience and reducing the need to switch between multiple applications throughout the day.

“Having messaging, meetings, calling, and file sharing in a single platform has significantly improved efficiency for both me and my team. Instead of switching between multiple applications, we can manage most of our communication and collaboration from one place, which saves time and reduces context switching. For example, a technical discussion often starts in a team chat, then quickly moves to a voice or video call if deeper collaboration is needed.

“One thing that stands out compared to other collaboration tools I have used is how naturally Webex combines communication and collaboration workflows. Rather than treating chat, meeting, calling, and content sharing as separate experiences, everything feels integrated and consistent.

“From my perspective, Webex takes a strong approach to AI governance and security, which is particularly important in enterprise environments where sensitive and business information is discussed and shared.

“Based on my experience, Webex AI capabilities have generally been accurate and reliable, particularly for meeting summaries, transcription, and capturing key discussion points. The AI does a good job of identifying the main topics, decisions, and action items from meetings, which helps reduce manual note-taking and improves follow-up efficiency..”

MoezCHEBBI

Senior Lead DevOps Engineer at Kyndryl

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Other Solutions Considered

“We used a different solution before. Then, we migrated to Webex. We have been using it for the last four years because it is very comfortable and easy to use..”

Wajid Khattak

Procurement Officer at Emerging Systems

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“I have used Microsoft Team before. I prefer Microsoft settings because we can create and use Microsoft online. It's easier to share the files with the customer. .”

FabricioCosta

IT Engineer Expert at World Wide Technology

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“Webex has better security features compared to other solutions. However, other solutions like Zoom and Microsoft Teams are better at user-friendliness and user experience..”

Nagendra-Nekkala

Service Delivery Lead (General Manager)-IT Operations at WAISL Limited

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“Before standardizing on Webex, we considered other enterprise collaboration platforms, particularly Microsoft Teams and Zoom, as they are widely used for messaging, meetings, and remote collaboration..”

MoezCHEBBI

Senior Lead DevOps Engineer at Kyndryl

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“Webex was not my only option; at the beginning, both options were available. However, our meeting rooms were already installed with the Cisco solution, so the main tool provided by Cisco was Webex. Initially, they checked the compatibility with our Cisco system and Microsoft Teams, and it was not 100% compatible, which is why they chose Webex instead of Microsoft Teams..”

Etienne Delfosse

System EGINEER at Degroof-Petercam

[Read full review](#) 

“Before Webex, we used Jabber, which was the old solution. Prior to that, we did not have a tool similar to this; we just used a standard phone without chat functionality.

“We switched from Jabber to Webex to have an integrated tool that encompasses calling, messaging, meetings, and screen sharing..”

Etienne Delfosse

System EGINEER at Degroof-Petercam

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ROI

Real user quotes about their ROI:

There is nothing we can specifically label as ROI, but we chose Webex for its security. We also purchased Webex communication devices like a television with everything inside, which users love.

David Fartouk

CTO at Trust-IT Solutions

[Read full review](#) 

“The product is worth the investment since it helps our company to hold meetings and other business-related sessions for people to attend. In my opinion, the ROI of the product is fine..”

Cletus Okolie

Senior Network Associate at AMCON, Inc.

[Read full review](#) 

Use Case

“Webex is primarily used for customer meetings, collaboration with team members, presenting to customers, and virtual calls with customers. In my daily work, I get on the meeting and take the discussion forward using Webex..”

Aritro Bhattacharjee

Product Specialist at Frontier Business Systems

[Read full review](#) 

“My main use case for Webex is for conference calls, workshops, and team meetings.

“I use Webex for communication and collaboration at work, valuing the ability to discuss technical topics directly with the people involved, especially when an email exchange would take too long or leave room for misunderstanding, making it fast and efficient..”

Leonora Miliša

Blue Team Lead at Končar-Digital within KONČAR Group

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“Webex is primarily used for conducting video meetings. We use Webex for conducting all kinds of meetings, including stand-up meetings, project discussions, and incident ticket discussions. For these activities, we schedule meetings through Webex and group together to discuss matters.

“Since we are a production support team, we meet frequently in our hybrid work environment. Whenever we have incidents or production issues, we use Webex to set up ad hoc meetings..”

Akhil Viswam

Senior Consultant at a consultancy with 10,001+ employees

[Read full review](#) 

“We typically use Webex for meetings to train in web development, business analytics, and cybersecurity, as the training platform was hosted on Webex and we used it for video calls as well.

Our first call on Webex ensured all of us met together and knew the people who succeeded in joining the cohort. The next one was a gathering, so we used Webex to call and connected individually with the trainers, who trained each of us using Webex.

Since it was an IBM meeting, I believe IBM uses Webex as their go-to for such meetings, and it helps our meetings run seamlessly. .”

Damilare Oloyede

Web Designer / Developer & Creative Professional at Federal University of Technology Akure

[Read full review](#) 

“My main use case for Webex is online meeting and collaboration. I use Webex for daily technical meetings with colleagues to discuss ongoing projects, troubleshoot issues, and share updates. For example, when troubleshooting an OpenShift issue, I share my screen to review logs and command outputs, collaborate with the team to identify the root cause, and agree on the next steps.

“I also use Webex to share technical knowledge, discuss best practices, and coordinate troubleshooting activities and follow up on action items..”

Sirine ELJANNENE

Lead Infrastructure Specialist at Kyndryl

[Read full review](#) 

“My main use case for Webex is enterprise collaboration and communication across distributed teams, where I use it for instant messaging, voice and video meetings, screen sharing, and coordination between technical and business teams. The scenario where I find it most valuable is during cross-functional projects involving participants from different locations. Being able to quickly move from a chat conversation to a voice or video meeting helps accelerate decision-making and resolve issues faster. Screen sharing and file collaboration are particularly useful during technical workshops, troubleshooting sessions, and project planning meetings.

“One aspect that is particularly important in our workflow regarding my main use case for Webex is supporting collaboration between technical teams, project stakeholders, and external partners who may be working from different locations. Webex provides a single platform for messaging, meetings, and content sharing which helps keep discussions organized and accessible..”

MoezCHEBBI

Senior Lead DevOps Engineer at Kyndryl

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“Setting up the tool on my computer wasn't too difficult, but it wasn't as straightforward as Zoom. I had to install the Webex application and navigate through the interface, which felt a bit more complex, especially for business settings..”

Donald Lapiguera

Instructor at Bulacan State University

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“One person can handle the product's initial setup phase. The initial setup phase doesn't require much time.

Mostly, I use Webex Client. I downloaded the solution from Webex's site. In general, I use Webex Enterprise Edition..”

SAMU DAVID

Cloud/Container Engineer at Vismaya

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“I rate the product's initial setup phase a ten on a scale of one to ten, where one means it is a difficult process and ten means it is an easy process.

Honestly, the employees in my company cannot download Webex, as the administrators manage it. I don't know about the time required to deploy the product. .”

Prascilla Framco

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Engineering and Technical Standing at State grid Brazil Holding

“I rate the tool's ease of deployment an eight out of ten. Setting up Webex wasn't complex for me at all. It was quite easy. The access and tools provided made the process straightforward. Overall, I didn't encounter any complications.

You need two resources to handle the deployment. The deployment process involves utilizing the lab confirmation. We handle various configurations, including Azure DevOps for CI/CD and Octopus tools..”

Cosme Cardoso

[Read full review](#) 

Senior Software and Production Engineer S at WEX Inc. (NYSE: WEX)

“The product's initial setup phase was very easy. The management console is easy to use.

The deployment part is not hard as the product is on the web.

The solution is deployed on the cloud.

The solution can be deployed in a few hours..”

Dror Mor

0 at 0

[Read full review](#) 

“I would rate my experience with the initial setup as a nine out of ten. It was very easy and straightforward, and I've always had a good experience with it. Webex is deployed in our organization primarily for consultants and teams. Whenever a customer requires us to discuss certain products or topics, we use the tool to facilitate those discussions and bring everyone together for meetings.

The deployment is quick. We download it from the web, install it, and start using it. There's no extensive company-wide deployment of the tool in our organization. It's primarily used by consultants engaging with customers who prefer Webex for meetings. I've never initiated a Webex meeting myself. Typically, it takes less than five minutes from downloading to join a meeting..”

Kimi Ghuman

Vice Senior President at a tech services company with 51-200 employees

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Customer Service and Support

“I never talk to the customer directly. Regarding customer support, we have an internal team and sometimes they escalate the issues to Webex customer care..”

Akhil Viswam

Senior Consultant at a consultancy with 10,001+ employees

[Read full review](#) 

“We worked with a third-party integrator who was responsible for the technical support. The support was fine, but it was not a product of Webex per se; it was a product of the third-party we were working with..”

Validated user

Program Manager at a healthcare company with 5,001-10,000 employees

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“I have received the solution's local technical support but not from Cisco, and I felt it was very slow and not knowledgeable. I am sure that Cisco's direct support is great..”

Dror Mor

0 at 0

[Read full review](#) 

“Although there is internal technical support available, I didn't escalate the issue as it was resolved almost immediately. The presence of an active internal technical support team played a key role in swiftly fixing the problem..”

Validated user

[Read full review](#) 

Technical Project Manager at a tech vendor with 5,001-10,000 employees

“It's our IT team who contacts the Webex technical support team and we're getting good support from our IT team, so this directly implies that Webex offers good technical support..”

Darshan Makhecha

[Read full review](#) 

Sr Sales Engineer at a manufacturing company with 10,001+ employees

“Webex supports our daily communication and collaboration needs, but not extensively, as all support is via our service center. I believe we have a support contract with Proximus, but it is directly our service center and service desk that are in contact with the official support team.

“I cannot rate the support team because I never use it. For the Webex part, I have never had an incident or issue, so it is not relevant to score this since I have never contacted the support for Webex..”

Etienne Delfosse

[Read full review](#) 

System EGINEER at Degroof-Petercam

Other Advice

“My advice to others looking into using Webex is to go ahead, as it fits organizations that work with a set of teams. I gave this review a rating of 7 out of 10..”

Damilare Oloyede

Web Designer / Developer & Creative Professional at Federal University of Technology Akure

[Read full review](#) 

“My advice for others looking into using Webex is to go for it; there are absolutely no two ways about it. Webex is one of the best collaboration solutions available in the market. I give this product a rating of 9..”

Aritro Bhattacharjee

Product Specialist at Frontier Business Systems

[Read full review](#) 

“Webex is one of the great tools in the industry for video calling capabilities. However, there are still areas of improvement. Webex is one of the best tools in the market for video calling capabilities, plus it also supports chat support. I would rate this product a seven out of ten..”

Akhil Viswam

Senior Consultant at a consultancy with 10,001+ employees

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“I would rate Webex a nine out of ten overall, as it provides a reliable, secure, and feature-rich collaboration platform that successfully brings messaging, meeting, calling, and content sharing into a single experience.

“Webex is deployed in our organization as a public cloud solution, allowing users to access messaging, meeting, calling, and collaboration services through the Cisco cloud platform without the need to manage the underlying infrastructure ourselves.

“We use Webex public cloud service.

“My advice to organizations considering Webex is to look beyond meetings and evaluate the entire collaboration ecosystem. The real value of Webex comes from combining messaging, calling, meetings, file sharing, and collaboration spaces into a single platform rather than using separate tools for each function..”

MoezCHEBBI

Senior Lead DevOps Engineer at Kyndryl

[Read full review](#) 

“I give Webex a rating of eight out of ten because it offers reliable video meetings,

convenient screen sharing, and effective collaboration tools that help our team communicate and troubleshoot technical issues efficiently. It saves time and improves teamwork. However, there is still room for improvement in application performance, search functionality, integration with other tools, and AI-powered meeting summaries and action item tracking.

“[Governance](#) and security are very important when it comes to Webex's AI capabilities. Organizations need to ensure that meetings, recordings, transcripts, and shared information are protected with clear data policies, privacy, access control, and transparency about how AI uses data.

“We currently use Webex as a public cloud software-as-a-service solution. We use Cisco Webex on cloud infrastructure managed by Cisco rather than deploying Webex directly on [AWS](#), [Microsoft Azure](#), or [Google Cloud](#). I recommend Webex to organizations looking for a reliable platform for online meetings, screen sharing, and team collaboration..”

Sirine ELJANNENE

Lead Infrastructure Specialist at Kyndryl

[Read full review](#) 

“I rate Webex a 10 out of 10.

“I chose this rating because Webex meets my needs for everyday collaboration, discussing technical issues, sharing the relevant application, and clarifying details in the same meeting, with screen sharing being the biggest reason for my rating as it helps me explain issues clearly and agree on next steps. This rating reflects its value for my needs, even though there are usability improvements I would welcome.

“Regarding Webex's AI capabilities, I believe governance and security priorities should include controlling who can enable AI features, what meeting content they process, and who can access the resulting summaries or transcripts, along with wanting clear information about retention and whether content is used for model

training.

“For Webex's AI capabilities, I check the accuracy and reliability of meeting summaries to ensure they capture decisions, action owners, and deadlines correctly, especially when the discussion includes technical terminology. I would review those details before sharing a summary or relying on its record of agreed actions.

“I would advise others looking into using Webex to test it with the types of meetings they actually run, particularly for technical collaboration, checking how clearly participants can read shared applications. Testing guest access, audio devices, and calendar integration early is important to evaluate..”

Leonora Miliša

Blue Team Lead at Končar-Digital within KONČAR Group

[Read full review](#) 

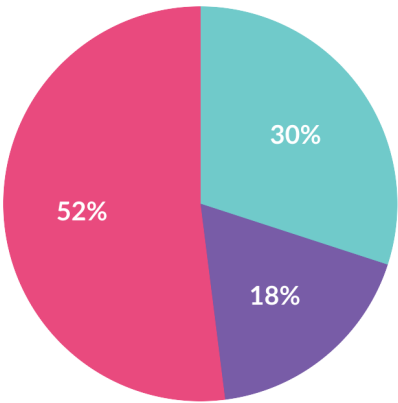
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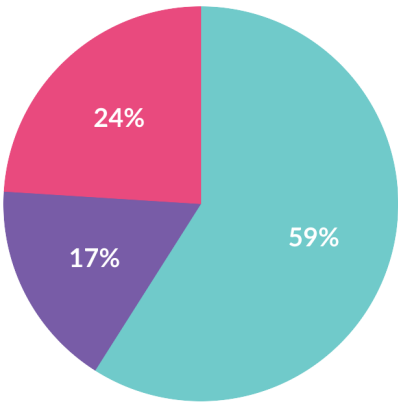


Company Size

by reviewers



by visitors reading reviews



Large Enterprise

Midsize Enterprise

Small Business

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PeerSpot helps tech professionals by providing:

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