

As a system administrator, you are responsible for planning and implementing the following levels of support in your organization:

- **Decentralized, departmental support.** Delegates help a subset of the end-user community with scheduling, rescheduling, and monitoring meetings. Delegates are often administrative assistants.
- **Company-wide support.** Attendants help the entire end-user community with scheduling, rescheduling, and monitoring meetings. Attendants are typically the personnel that users connect to by pressing zero when they need help during a meeting. Attendants are often the Cisco Unified MeetingPlace Express help desk staff in the company.
- **Help desk support.** Consider training help desk employees to resolve system-administrator-level problems when you are not available.

When Cisco Unified MeetingPlace Express encounters serious problems, you can configure the system to notify you. A critical part of your internal support strategy requires you to define a set of procedures for handling alarm conditions.