









Data removal - Since data is stored in a limited number of systems, complete removal (with no associated remnant backup data) is guaranteed at the request of the customer.

Restricted use - WebEx Messenger data is never crawled or indexed for analysis.

### **Redundancy**

Any failure of an individual server in a group initiates transparent routing of requests to other available servers within the WebEx Collaboration Cloud. Failure of an individual server is detected by the regular load-balancing check; individual servers are also monitored by the WebEx Network Operations Center.

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