

# Cisco WebEx Training Center Overview



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Getting employees, customers and partners up to speed on new company initiatives, products and processes is critical to moving your business forward. With tight budgets and resources, it isn't realistic to travel and host on-site training sessions around the world. Instead, you can conduct more frequent sessions online and reach a broader audience so you don't have to increase costs or your time out of the office.

## Reduce Training Delivery Costs and Create Business Opportunities with Live, Online Learning

When it comes to training programs, maximising reach, frequency and timeliness is key to a session's success. With Cisco WebEx™ Training Center, provided by InterCall, you can deliver live, interactive training to employees, partners and customers anywhere, anytime through a standard web browser. By bringing the training to your learners, you can reach more people more frequently while significantly reducing training delivery costs.

## Rely on Cisco WebEx Training Center

With Cisco WebEx Training Center, your live, online training program can be deployed quickly and economically without complex installation costs or high, upfront investments in hardware and technical staff members. You are free to focus on what matters most—delivering high quality, time-critical training to ensure employee, partner and customer success and satisfaction. With Cisco WebEx Training Center, you can:

- + Deliver a rich classroom experience using just a telephone and a web browser.
- + Engage trainees with interactive, media-rich instruction
- + Rapidly scale your training programs to reach more people, more frequently.
- + Quiz, poll and test trainees to ensure retention and track productivity.
- + Dramatically reduce training delivery costs including travel, accommodations and facilities rental.
- + Ensure employee, partner and customer satisfaction with timely, convenient delivery of training on new product releases, corporate initiatives and critical skills.

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## Cisco WebEx Training Center Features

Cisco WebEx Training Center provides all the tools you need to make an online training experience as effective and engaging as the physical classroom. Conduct interactive application demos, share presentations and documents, incorporate multimedia content and record any training session for later playback. Structure and manage live interaction with breakout sessions, a hands-on lab, polling and testing, instant feedback, chat and Q&A.

### + Integrated Audio Controls

Control your Reservationless-Plus<sup>®</sup> audio conference from within the Cisco WebEx Training Center meeting interface.

### + Information Sharing

Leverage existing information by sharing multiple documents and demonstrating how to use applications by sharing and annotating on them in real time. Permissions-based remote control lets learners try it themselves.

### + Hands-On Lab

Optimise existing infrastructure investments and reinforce learning with hands-on activity by connecting remote learners with remote computers, applications and simulations during a live training session.

### + eCommerce

This new feature allows hosts to schedule fee-based live sessions and can post fee-based recorded sessions. Attendees can pay using a credit card or by using a coupon code that you generate and provide for their use.

### + Breakout Sessions

Promote active learning by conducting multiple, simultaneous small group, collaborative activities. Trainers can “walk around the room” and see how each group is doing. This feature is available with Reservationless-Plus or Operator Assisted conferencing.

### + QuickStart Screen

Get one-click access to the most commonly used session features like Presenting a Document, Sharing an Application and Sharing Your Desktop.

**+ Quick Scheduler**

Schedule a meeting in a few short steps with the Quick Scheduler. Choose from one of your saved meeting templates, indicate additional key meeting details and your meeting is scheduled! In situations where you need to edit certain meeting features you can easily access the Advanced Scheduler for additional options.

**+ One Click**

Meetings Start meetings and effortlessly bring decision makers together with just one click.

**+ Advanced Scheduler**

Quickly walks you through the steps of scheduling a meeting.

**+ Scheduling Templates**

Meeting options and settings are saved in a template for quick access to scheduling a meeting. Save templates within the Quick and Advanced Scheduler to shorten the steps needed to schedule a meeting.

**+ Multimedia Training Content**

Engage your learners with PowerPoint animations and transitions, as well as complex multimedia objects like Flash, 3D objects and streaming media.

**+ Instant Feedback**

Gain valuable feedback by visually depicting individual responses to trainers' verbal questions.

**+ Q&A**

Boost interaction with a threaded Q&A feature that identifies learner questions and corresponding responses.

**+ Multiple Panellists**

Increase training staff productivity by enabling multiple trainers to collaborate on sessions from different locations.

**+ Video Integration**

Allow learners to see their trainer during a live session using a web camera.



**+ PowerPanels™**

Customise your session view by opening, closing and resizing panels used to track attendee activity, respond to questions and review poll results.

**+ Floating Icon Tray**

Float your PowerPanels over your content viewer when in Full Screen view to get access to essential session functions and tools. The tray also allows you to seamlessly switch between sharing modes.

**+ Microsoft® Outlook™ Integration**

Leverage existing enterprise systems to streamline scheduling processes.

**+ Testing and Grading**

Assess comprehension, automatically track individual's performance and share correct answers within a session. Leverage web-based testing libraries for comprehensive pre- and post-session training.

**+ Polls and Surveys**

Measure session effectiveness and gather feedback for future sessions.

**+ Registration and Reporting**

Simplify session registration and easily track attendance.

**+ Record and Playback**

Record live training sessions for reuse and review. Recordings can be streamed within a live session or uploaded for learners to play back at their convenience.

## Cisco WebEx Training Center On-Demand

Cisco WebEx Training Center On-Demand is an add-on feature for Cisco WebEx Training Center that allows you to create high-quality asynchronous multimedia training presentations. Using common business tools you're already familiar with such as Microsoft PowerPoint™ and the web, Cisco WebEx Training Center On-Demand enables you to produce powerful content without needing expert assistance.

### **CISCO WEBEX TRAINING CENTER ON-DEMAND KEY BENEFITS INCLUDE:**

#### **+ Enhanced Recorded Sessions**

Repurpose WebEx recorded sessions (.wrf) into on-demand presentations for Windows Media playback on a viewer-friendly interface.

#### **+ Integrated On-demand Testing**

Incorporate tests in recorded sessions or in on-demand presentations.

#### **+ Attendance and Duration Tracking**

Track when and how long learners watch recorded sessions or on-demand presentations.

#### **+ Course Materials**

Attach relevant documents and course materials to recorded sessions or on-demand presentations.

#### **+ Search and Access**

Rapidly search and access training content within recorded sessions and on-demand presentations.

#### **+ Simplified Integration**

Seamless integration and workflow between live and on-demand solutions.