Cisco Webex Training

Cisco Webex Training

A hosted online eLearning solution that lets you deliver highly interactive, live instruction
to any user, anywhere with Web access

Features include innovative real-time tools, such as high-definition video, breakout sessions, and hands-on labs to actively engage learners and enhance retention

Simultaneously slash costs, extend audience reach, and provide a more effective
learning experience

Webex Training At-A-Glance

- Unmatched interactivity

- High-definition video

- Multimedia content sharing and third-party closed captioning

- Hassle-free integrated audio

- Breakout sessions and hands-on labs

- Quick-response tools

- Support for mobile devices*

- Robust testing and reporting

Webex Training At-A-Glance

In- meeting video device:

Video Device Capacity		
Service	Video Platform 1	Video Platform 2
Webex Meetings	25	200
Webex Events	NA	200 (Host / Presenter / Panelist only)

Webex Service Type	Capacity
Webex Meetings	1000
Webex Events	3000
Webex Training *Breakout Sessions	1000 *Up to 100 Breakout sessions *Up to 100 participants per Breakout *Note: The total number of participants cannot exceed 1000.

* ..

Webex Training Uses: Education

Programs

- Higher education
- Professional and executive continuing education
- Executive coaching
- Technical and vocational schools
- K–12 after-school programs
- …. Plus others

Uses

- Distance learning
- Tutoring
- Online lectures
- Guest lectures
- Group projects
- Online vocational programs
- Library of recorded lectures
- …. And more

Webex Training Uses: Corporate

Groups

- Sales
- Marketing
- Product Management
- HR
- Engineering
- Customer Service
- IT
- Finance
- .... Plus others

Uses

- Sales training
- New-hire orientation
- Product rollout
- Compliance training
- Partner training
- Customer training
- Certification/IT training
- Support team training
- .... And more

Cisco Webex Advantages

Unparalleled
Online Interactivity

Reduced Training
Cost and Complexity

Enterprise-Grade
Reliability, Scalability,
and Security

Online Instructional Challenges

Class Effectiveness

- Knowing learners are engaged when there is
  no visual cue from
  the audience

- Measuring
  knowledge retention

Class Interactivity

- Making the class interactive and not just a one-way conversation

- Building rapport between instructors and learners

Material Comprehension

- Ensuring that learners are "getting it"...

- ... and retaining the information after the class has ended

Participant Availability

- Overcoming
  scheduling conflicts

- Taking advantage of availability of special guest instructors
  or presenters

Class Effectiveness

Challenge

- Knowing trainees are engaged

- Measuring knowledge retention

Webex Solution

- High-Definition Video

- Visual Attention Indicator

- Testing and Polling

High-Definition Video

Engage Learners and Personalize the Online Training Experience

- High-definition resolution: 720p*

- Active speaker switching

- View up to 6 video thumbnails at a time
  (7 participants total, counting active
  speaker) – scroll to see more

- Lock in on presenter or participant

- Self-adjusting video quality

- Display flexibility: Theater mode, full-screen mode, thumbnails

- Webcam or video cam

*High-definition video supported in main session only.

Video Benefits and Use Cases

General Training

- Achieve more natural, face-to-face interaction

- Gauge audience body language and other nonverbal cues

- Trainees can better interpret instructor's intent

Tutoring and Coaching

- Deliver individual or small group mentoring, counseling, and coaching

- Build rapport and observe body language

- Teach "video literacy" as part of professional development

Demo and Instruction

- Demonstrate live procedures, concepts, and products

- High-definition video can pick up subtleties and details not possible with lower-resolution video

Visual Attention Indicator

Gauge Class Attentiveness and Refocus the Course When Necessary

- Individual attention indicator (!) next to name based on active window

- Global attentiveness meter for the class

- Data available under reports

Integrated Testing Engine

Measure Class Effectiveness with Rich Testing Capabilities

- Multiple question types

- Deliver tests before, during, or after session

- Automatic scoring and reporting

- SCORM compliance

- Store and reuse tests

Class Interactivity

Challenge

- Engaging in two-way conversation

- Getting feedback from the audience

- Building rapport with trainees

Webex Solution

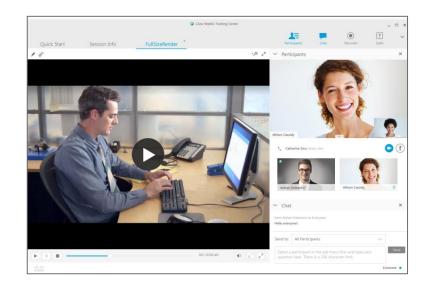- Quick Response Tools for instant feedback

- Threaded Q&A and Chats

- Polls

Share Content and Streamed Media Files
Keep Everyone on the Same Page

- Share content or your entire screen in real time

- Let attendees take control and share content or annotate yours

- Incorporate multimedia into your presentations, including YouTube, PowerPoint, Flash animations, audio, and video files

  - Simultaneously stream third-party closed-captioning or sign-language interpretation in the Multimedia Viewer
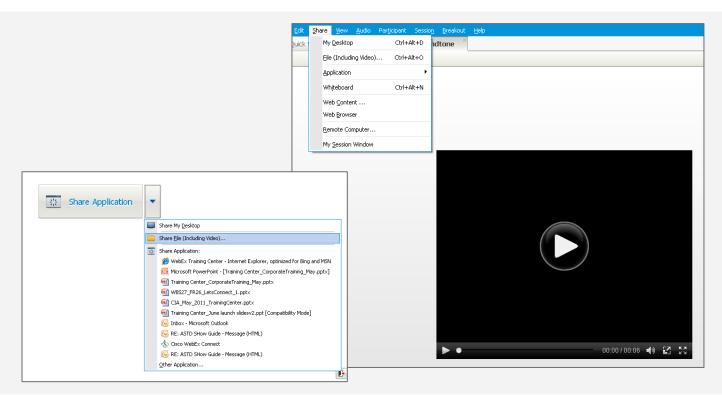
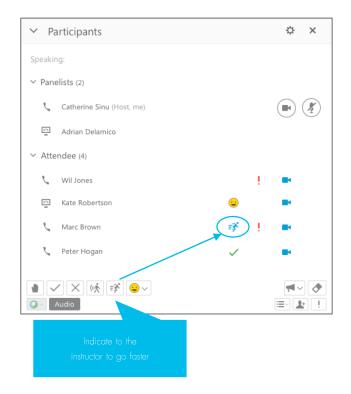# Real-Time Video Sharing

See Shared Videos Instantly

Quick-Response Tools

Real-time Feedback and Communications with Trainees

- Hand raising

- Automatic ordering of raised hands
  (visible only to panelists)

- Yes/No or Agree/Disagree

- Indicate to instructor to go faster or go slower
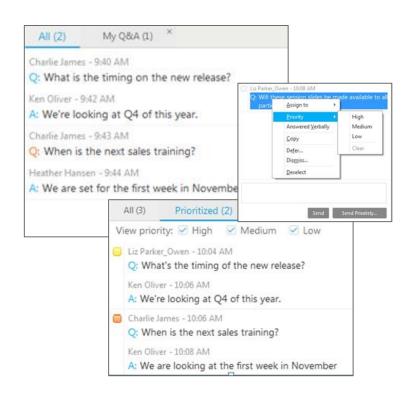
- Emoticons

- Count of Yes/No answers

Indicate to the instructor to go faster

Threaded Q&A

Answer, Track, and Manage Audience Questions During Training

- Question prioritization

- Questions can be asked and answered privately

- Assign question to colleague

- Response options

  - Private

  - Public

  - Defer/dismiss

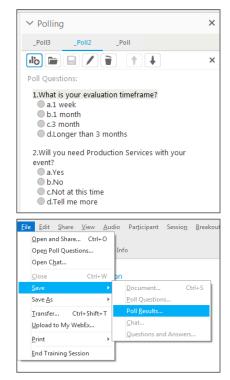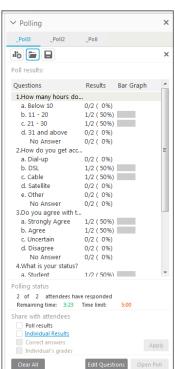 - Answered verbally

  - Marked as responded verbally

Polls

Get Instant Feedback and Opinions and Share Group Views

- Deliver multiple polls in one session

- Question formats: Multiple choice/multiple answer, multiple choice/single answer, short answer

- Instant tabulation

- Show instant reports

- Share poll results

- Save consolidated poll results (.csv, .txt, .html)

Material Comprehension

Challenge

- Ensure that trainees are "getting it"

- And retaining the information

Webex Solution
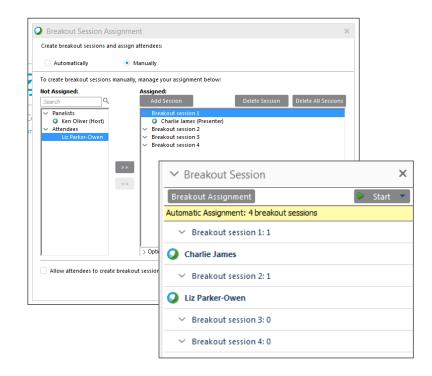
- Breakout sessions

- Hands-on Lab

- Integrated Testing

Breakout Sessions

Promotes Active Participation and Learning Through Private, Small-Group Collaboration and Brainstorming

- Share documents, presentations, whiteboards, videos, applications, etc.

- Instructors can "drop into" breakout session to assess progress and facilitate discussion

- Audio sub-conferences

- Predefined, manual, or random assignment of attendees to sessions

- Broadcast messages to all breakout sessions

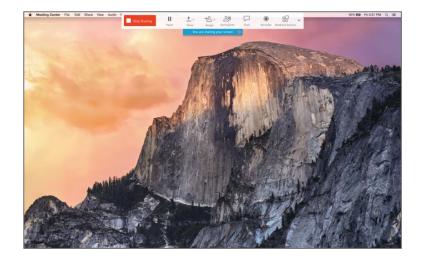- Present content from breakout session in the main session

Hands-On Lab

Secure Access to Remote PCs for Hands-On Learning and Practice
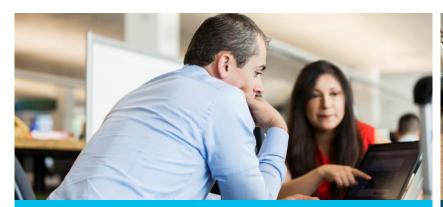
- Access can be restricted to one or more specific applications or the entire suite

- Hands-on sessions can occur during live training or on-demand

- Support for VMware 6.0 and MS Virtual PC 2007

- Only Webex Training has hands-on lab feature

Participant Availability

Challenge

- Availability of attendees

- Availability of guest instructors

Webex Solution
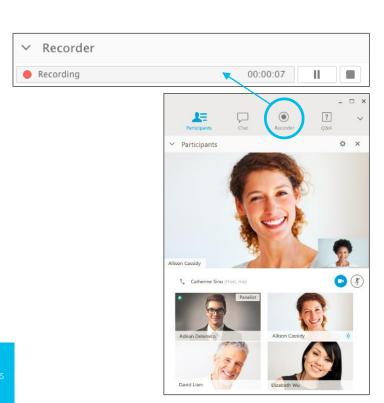
- On-Demand Training

- Digital Content Library

Record Sessions for On-Demand Delivery

- Capture, store, and edit recordings using integrated Network-Based Recording capability

- Recordings capture all aspects of the training session, including data, video, and audio content... even annotations

- Build a digital library of recorded lectures to support self-paced study that students can
  access anytime, from any location

- Browser-based on-demand streaming playback

- Full playback reporting

With Webex® integrated audio, all voice is captured as part of your streamed recordings

High-Performance Cisco Webex Delivery

- Clear, crisp audio and video

- High-availability services

- Low-latency application sharing

- Easy to use for instructors and students

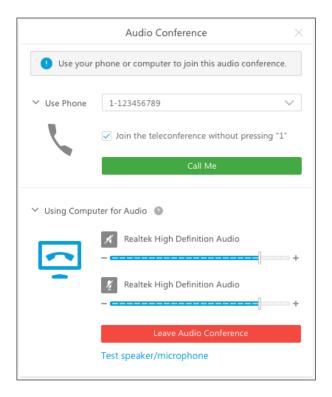- Scalable for classes of all sizes, anywhere in the world

Integrated Hybrid Audio
Hassle-Free, Fully Integrated, and Flexible

- Fully integrated audio for seamless experience - host can know who's talking, mute/unmute attendees individually or collectively

- Telephony, VoIP, or mixed-mode options for flexibility and cost savings

- Mixed-mode conferencing possible within main session, breakout session, and hands-on labs

- Global access telephone numbers

- Call-in, call-back, toll, and toll-free options

Mobile Support
Keep Engaged on Any Device

- Supported on Android, iPhone, iPad

- Join Webex® training-session meetings

- View content, chat, participate in Q&A, and see who is in the meeting

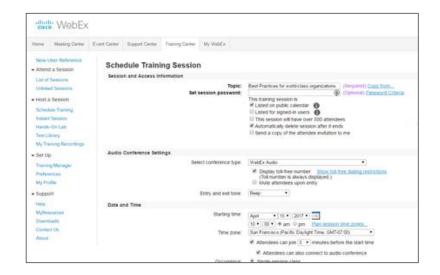- Share two-way video

- Polling participation available in iOS

*Features may vary between devices.

Easy Administration

For Scheduled Meetings or Instant Sessions

- Quickly set up training session

- Set session password

- Send out registration form

- Send up to 3 automatic email reminders
  (15 minutes up to 2 weeks before)

- Pre-assign breakout sessions based
  on registration

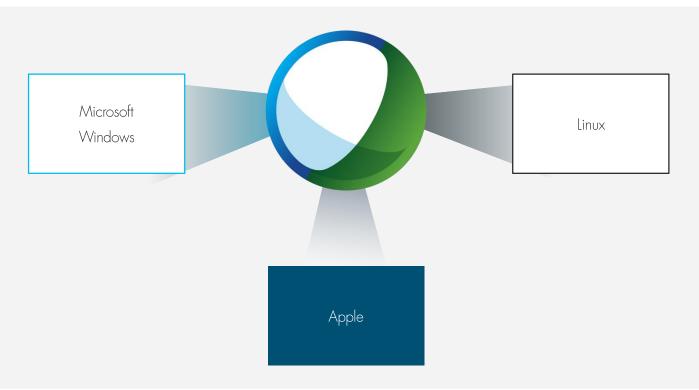- Add tests to be taken before, after, or
  during the session

Cross-Platform Support
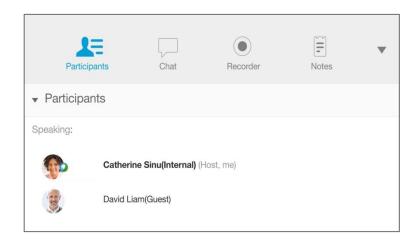## Attend Trainings on All Common Operating Systems

Microsoft Windows

Linux

Apple

Single Sign-On Enhancements
Add Attendance Security to Internal Meetings

- Identify or "tag" attendees in Participant list as Single Sign-On (SSO) authenticated: "Internal" or "Guest"

- Require all participants to authenticate with SSO

- Set up invite-only meetings and require internal participants to authenticate with SSO
  (no forwarding of invite allowed)

- Available in Webex® Meetings, Training, and Events

Rich Reporting and Assessment

- Registration

- Attendance and Attention

- Hands-on Lab

- Polling and Testing

- Sessions Delivered

- Recorded Session Registration

eCommerce

Monetize Instruction

- Sell live or recorded sessions

- Supports US, CAN, and UK currencies

- Configure credit cards and currency

- Ability to edit/delete coupons

- PayPal PayFlow Pro and Website Payments Pro supported out-of-the box

- New Transaction Report capability

- Enhanced promotion code report

- Enhanced promotion code functions with multiple-use, percent-off, and custom-named codes; ability to send codes to email distribution list

Payment Information

Payment summary:

Items:	$100.00
Promotional savings:	-$0.00
Total amount:	$100.00

Do you have any promotion codes?

Enter promotion codes here (one at a time):

[Apply]

Payment method:

Pay with PayPal

PayPal Check out
The safer, easier way to pay
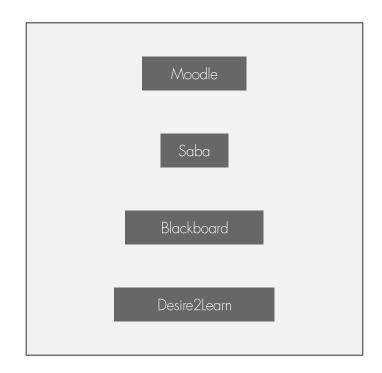
Norton SECURED
powered by Symantec
ABOUT SSL CERTIFICATES

LMS Integration
Fits Easily with Existing Training Environment

- Bring Webex$^®$ synchronous and collaborative learning functions to your Learning
  Management System

- The Webex Training open APIs facilitate integration with different LMS platforms*

- Integrations can be performed by Cisco$^®$ Advanced Services or your LMS partner

Moodle

Saba

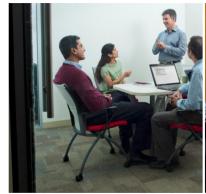Blackboard

Desire2Learn

*Cisco does not manage integrations.

Value Proposition: Corporate Training Market

Save time and money by delivering online training to a geographically dispersed employee base

Gain competitive advantage in all
aspects of your business through a better trained workforce

Increase market agility and customer responsiveness through just-in-time training

Take advantage of and extend existing
training investments

Value Proposition: Online Education Market

Save money and resources while reaching
more students

Attract and retain students by offering a more compelling online learning
experience and better scheduling flexibility

Help students achieve their learning objectives through better classroom
collaboration and communication

Take advantage of and extend existing
training investments

Appendix

Cisco Webex Assist Services

Before

- Take advantage of expert planning and preparation
- Get advice on best practices
- Experts can assist with event scheduling and enrollment options
- Put your plan into action with a dry run before the main event

During

- Focus on your event-not the technical details
- Let your expert producer answer questions, administer polls, and support speakers

After

- Review the recording for reference or on-demand
- Receive enrollment and attendee reports
- Request polling, A&A and online chat transcripts

Deliver seamless events with expert help

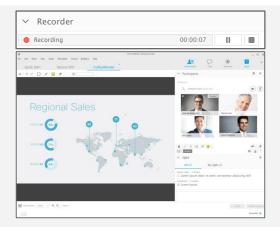Get the engagement and results you need from online meetings, webcasts and web events.

Webex Assist Producers help every step of the way to ensure smooth execution and maximum ROI.
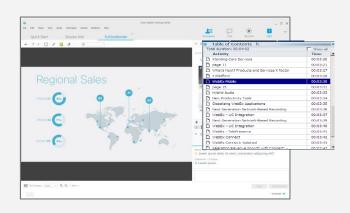
Network-Based Recording

Share Information with a Wider Audience

Recorded and Saved to Network	Accessed and Played on Network

Record One Time	Truncate Recording	Play Back Many Times

Webex Training Language Support

Language	Admin Interface	User Interface
English	✔	✔
Chinese (Simple and Traditional)	✔	✔
Dutch	✔	✔
French	✔	✔
German	✔	✔
Italian	✔	✔
Japanese	✔	✔
Korean	✔	✔
Portuguese (Brazilian)	✔	✔
Russian	✔	✔
Spanish (Latin American and European Spanish)	✔	✔
Danish	✔	✔
Turkish	✔	✔

Centers Comparison

Product Comparison	Cisco Webex® Meetings	Cisco Webex Training
Capacity	Up to 1000 participants	Up to 1000 participants*
Real-time presentation and application sharing	✔	✔
High-definition multi-point video	✔	✔
Ability to pass control to other trainers or to learners	✔	✔
Cross-platform support (Windows, Mac, Linux, Solaris)	✔	✔
Mixed-mode audio – standard phone plus VoIP – in the same session	✔	✔
Session recording for on-demand playback	✔	✔
Enhanced interactivity (quick-response tools, threaded Q&A, etc.)		✔
Multiple instructor roles (host, presenter, panelist)		✔
Hands-on labs (remote access to lab computers)		✔
Breakout sessions for collaborative learning		✔
Integrated testing with automatic grading		✔
Advanced registration, tracking and reporting		✔
Integration with Learning Management Systems (LMS) via SCORM and XML		✔
eCommerce functionality for selling live or recorded classes		✔

*Up to 500 high definition video streams.

- THANK YOU -

Planet Communications Asia PLC.

157 Soi Ramindra 34, Ramindra Rd,. Tarang,

Bangkhen, Bangkok 10230 Thailand

Tel: +66(0)2 792 2400 | Fax: +66(0)2 792 2499

Email : Marketing@planetcomm.com

www.planetcomm.com

www.planetcomm.com

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