

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



*Supported on Android and iOS.

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



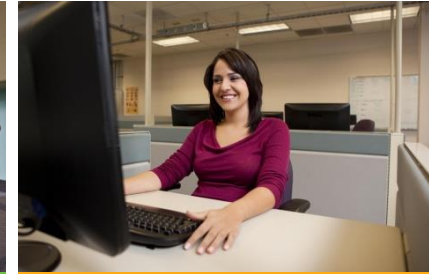
Class Interactivity

- 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



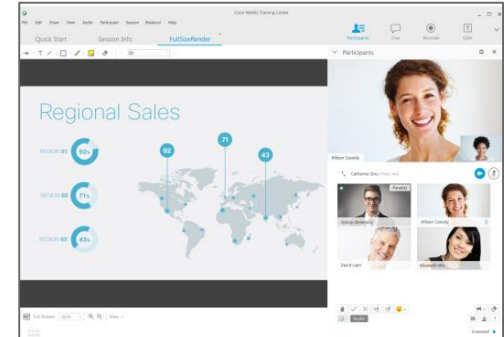
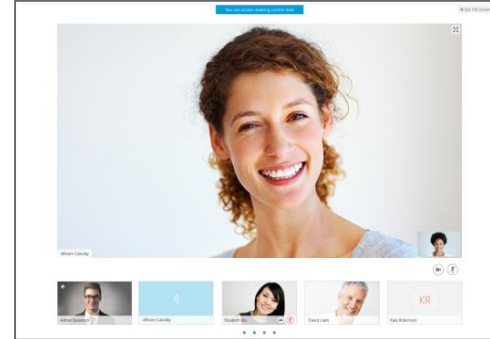
Webex Solution

- 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



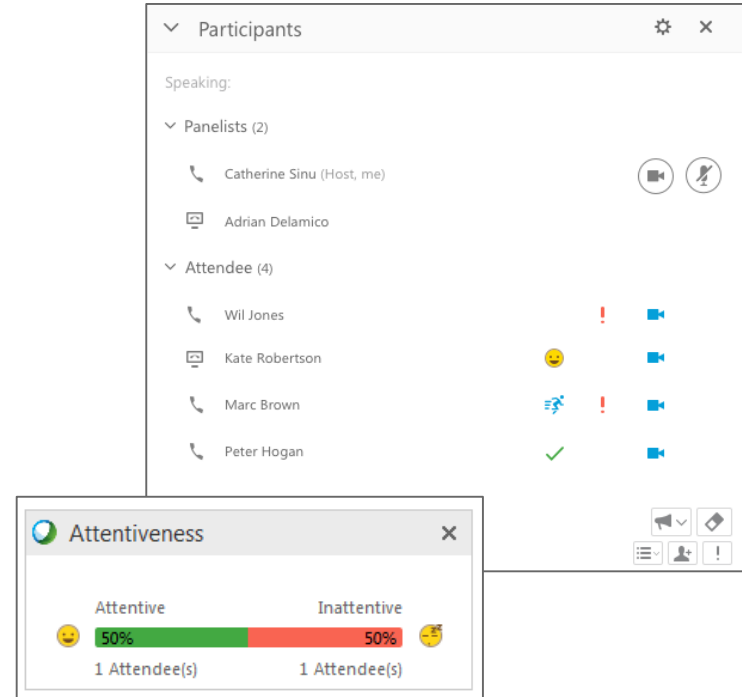
Demo and Instruction

- 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

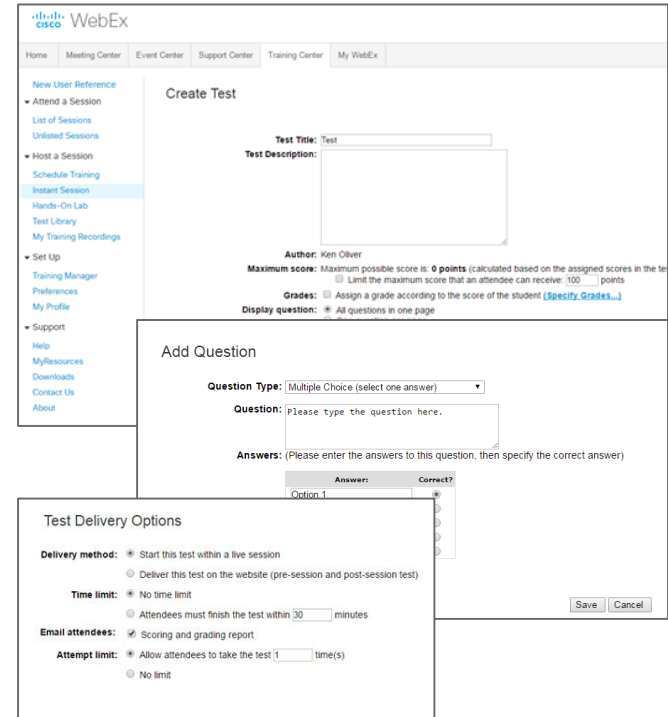
- Individual attention indicator (!) next to name based on active window
- Global attentiveness meter for the class
- Data available under reports



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



The screenshot displays the Cisco WebEx interface for creating a test. The left sidebar contains navigation links such as 'New User Reference', 'Attend a Session', 'Host a Session', 'Set Up', and 'Support'. The main content area is divided into two sections: 'Create Test' and 'Add Question'.

Create Test Section:

- Test Title:** A text input field containing the word 'Test'.
- Test Description:** A large text area for describing the test.
- Author:** A dropdown menu showing 'Ken Oliver'.
- Maximum score:** A text input field showing '0 points'.
- Grades:** A checkbox labeled 'Assign a grade according to the score of the student (Specify Grades...)'.
- Display question:** A checkbox labeled 'All questions in one page'.

Add Question Section:

- Question Type:** A dropdown menu showing 'Multiple Choice (select one answer)'.
- Question:** A text input field for the question text.
- Answers:** A section for entering answers, with a table for 'Option 1' and 'Correct?'.

Test Delivery Options Section:

- Delivery method:** Radio buttons for 'Start this test within a live session' (selected) and 'Deliver this test on the website (pre-session and post-session test)'.
- Time limit:** Radio buttons for 'No time limit' (selected) and 'Attendees must finish the test within 30 minutes'.
- Email attendees:** A checkbox labeled 'Scoring and grading report'.
- Attempt limit:** Radio buttons for 'Allow attendees to take the test 1 time(s)' (selected) and 'No limit'.

At the bottom right of the 'Add Question' section, there are 'Save' and 'Cancel' buttons.

Class Interactivity



Challenge

- Engaging in two-way conversation
- Getting feedback from the audience
- Building rapport with trainees



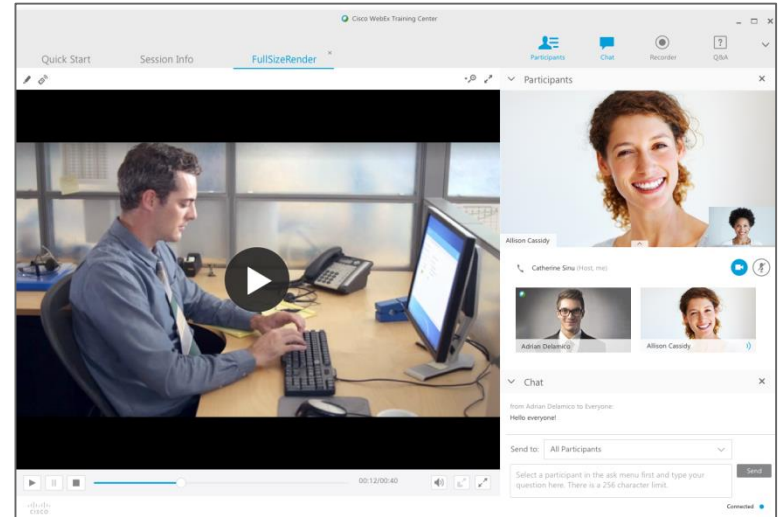
Webex Solution

- Quick Response Tools for instant feedback
- Threaded Q&A and Chats
- Polls

Share Content and Streamed Media Files

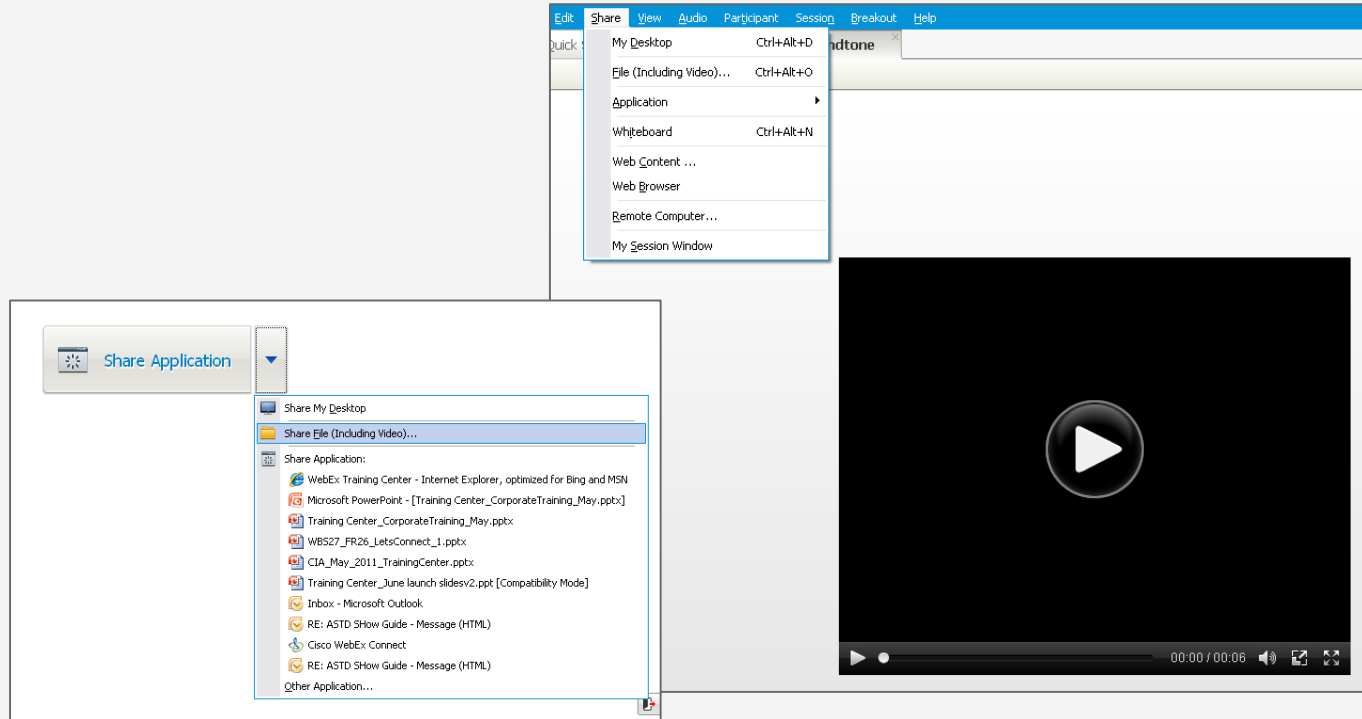
Keep Everyone on the Same Page

- 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

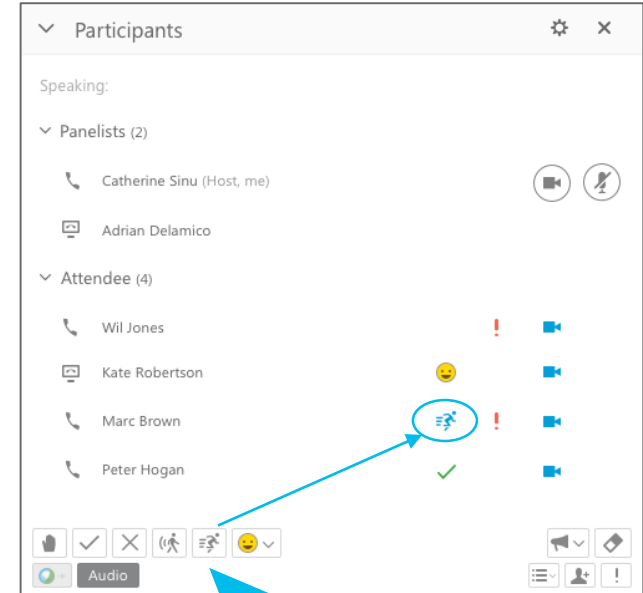
See Shared Videos Instantly



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

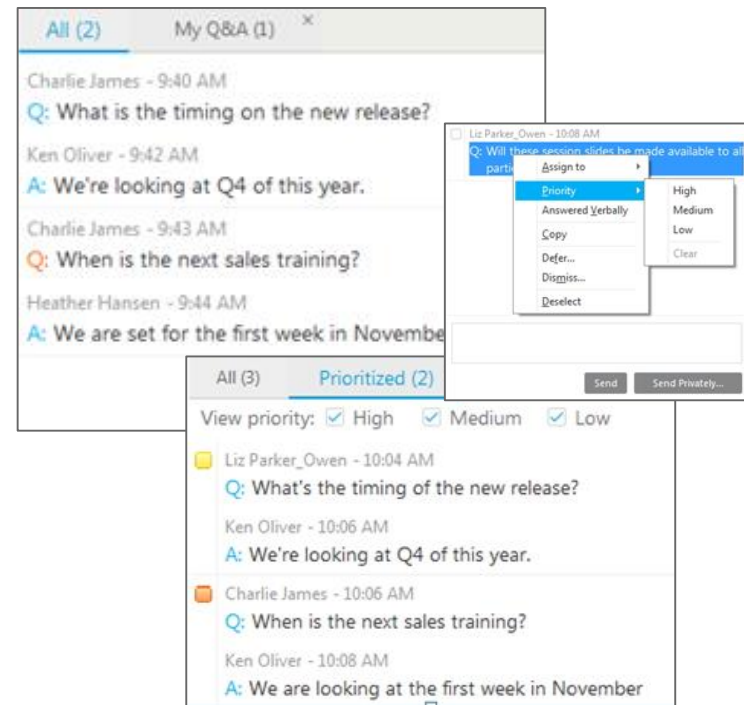


Indicate to the
instructor to go faster

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



The screenshot displays a Q&A interface with two tabs: "All (2)" and "My Q&A (1)". The "All (2)" tab is active, showing a list of questions and answers. A context menu is open over the first question, showing options for "Priority", "Answered Verbally", "Copy", "Defer...", "Dismiss...", and "Deselect". The "Priority" option is selected, and a sub-menu is open showing "High", "Medium", "Low", and "Clear".

The list of questions and answers is as follows:

- Charlie James - 9:40 AM
Q: What is the timing on the new release?
- Ken Oliver - 9:42 AM
A: We're looking at Q4 of this year.
- Charlie James - 9:43 AM
Q: When is the next sales training?
- Heather Hansen - 9:44 AM
A: We are set for the first week in November

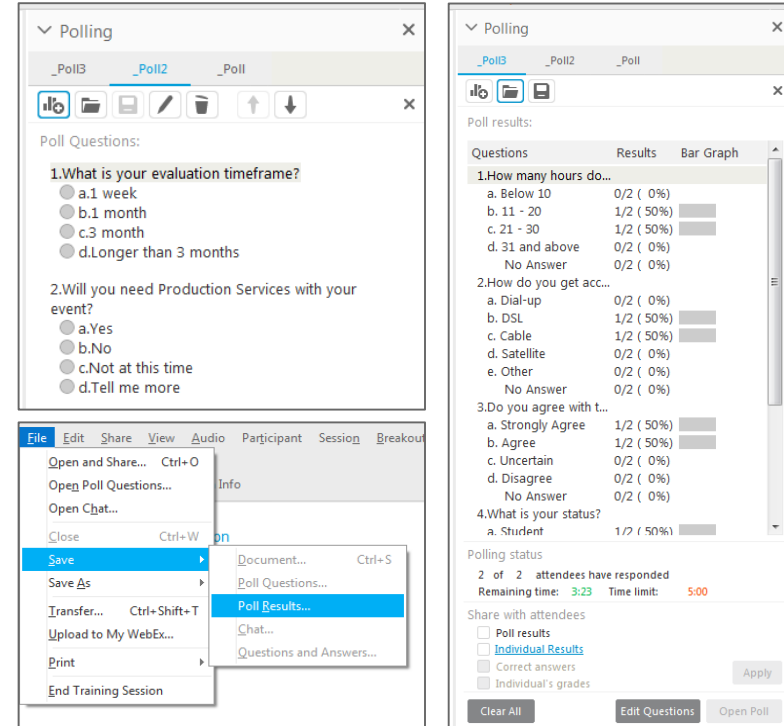
The "My Q&A (1)" tab is also visible, showing a question from Liz Parker_Owen - 10:08 AM: "Q: Will these session slides be made available to all participants?".

At the bottom, there is a "View priority:" section with checkboxes for "High", "Medium", and "Low". The "High" checkbox is checked. Below this, the list of questions and answers is repeated, showing the prioritized order.

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)



The screenshots show the Polling interface in three states: creating a poll, editing a poll, and viewing poll results.

Creating a Poll: The interface shows a 'Polling' window with tabs for '_Poll1', '_Poll2', and '_Poll'. The 'Poll Questions:' section contains two questions:

1. What is your evaluation timeframe?
 - a. 1 week
 - b. 1 month
 - c. 3 month
 - d. Longer than 3 months
2. Will you need Production Services with your event?
 - a. Yes
 - b. No
 - c. Not at this time
 - d. Tell me more

Editing a Poll: The interface shows a 'Polling' window with tabs for '_Poll1', '_Poll2', and '_Poll'. The 'Poll Questions:' section contains two questions:

1. How many hours do...
 - a. Below 10
 - b. 11 - 20
 - c. 21 - 30
 - d. 31 and above
 - No Answer
2. How do you get acc...
 - a. Dial-up
 - b. DSL
 - c. Cable
 - d. Satellite
 - e. Other
 - No Answer
3. Do you agree with t...
 - a. Strongly Agree
 - b. Agree
 - c. Uncertain
 - d. Disagree
 - No Answer
4. What is your status?
 - a. Student

Viewing Poll Results: The interface shows a 'Polling' window with tabs for '_Poll1', '_Poll2', and '_Poll'. The 'Poll results:' section shows a table of results:

Questions	Results	Bar Graph
1. How many hours do...	<ul style="list-style-type: none"> a. Below 10: 0/2 (0%) b. 11 - 20: 1/2 (50%) c. 21 - 30: 1/2 (50%) d. 31 and above: 0/2 (0%) No Answer: 0/2 (0%) 	
2. How do you get acc...	<ul style="list-style-type: none"> a. Dial-up: 0/2 (0%) b. DSL: 1/2 (50%) c. Cable: 1/2 (50%) d. Satellite: 0/2 (0%) e. Other: 0/2 (0%) No Answer: 0/2 (0%) 	
3. Do you agree with t...	<ul style="list-style-type: none"> a. Strongly Agree: 1/2 (50%) b. Agree: 1/2 (50%) c. Uncertain: 0/2 (0%) d. Disagree: 0/2 (0%) No Answer: 0/2 (0%) 	
4. What is your status?	<ul style="list-style-type: none"> a. Student: 1/2 (50%) 	

The 'Polling status' section shows: 2 of 2 attendees have responded, Remaining time: 3:23, Time limit: 5:00. The 'Share with attendees' section includes options for 'Poll results', 'Individual Results', 'Correct answers', and 'Individual's grades'. The 'Apply' button is visible.

Material Comprehension



Challenge

- Ensure that trainees are “getting it”
- And retaining the information



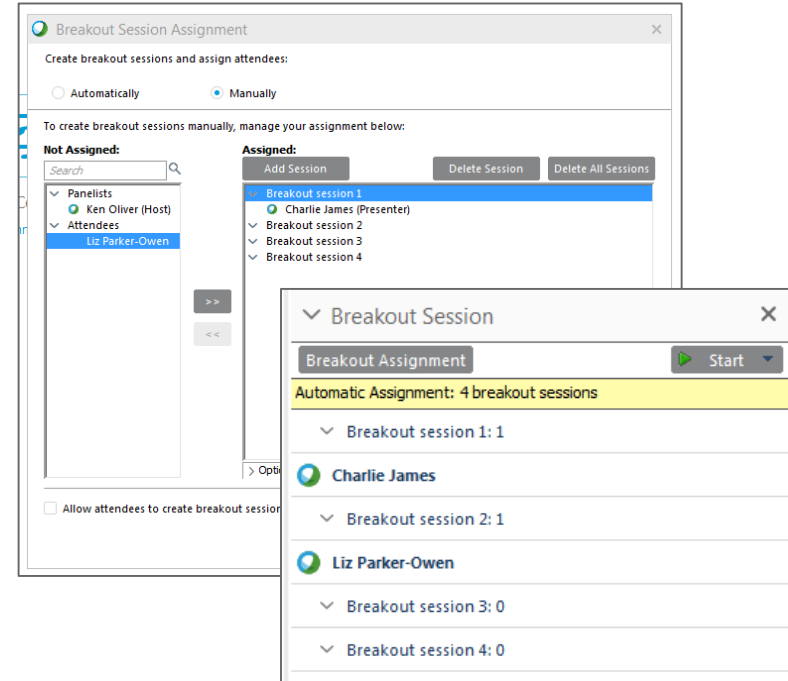
Webex Solution

- 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

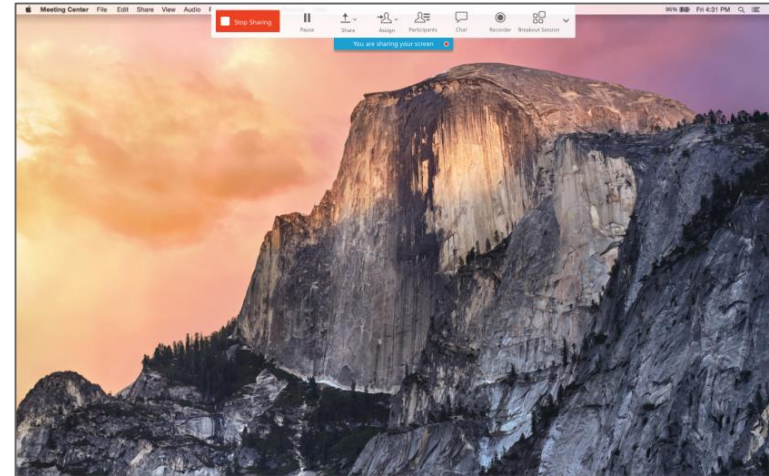


The screenshot displays the 'Breakout Session Assignment' window. It features a 'Create breakout sessions and assign attendees' section with 'Automatically' and 'Manually' options. The 'Manually' option is selected. Below this, a 'To create breakout sessions manually, manage your assignment below:' section is visible. On the left, a 'Not Assigned' list shows 'Ken Oliver (Host)' and 'Liz Parker-Owen'. On the right, an 'Assigned' list shows 'Breakout session 1' through 'Breakout session 4'. A 'Breakout Session' pop-up window is open, showing a 'Breakout Assignment' section with a 'Start' button. It lists 'Automatic Assignment: 4 breakout sessions' and shows the assignment of 'Charlie James' to 'Breakout session 1: 1' and 'Liz Parker-Owen' to 'Breakout session 3: 0'.

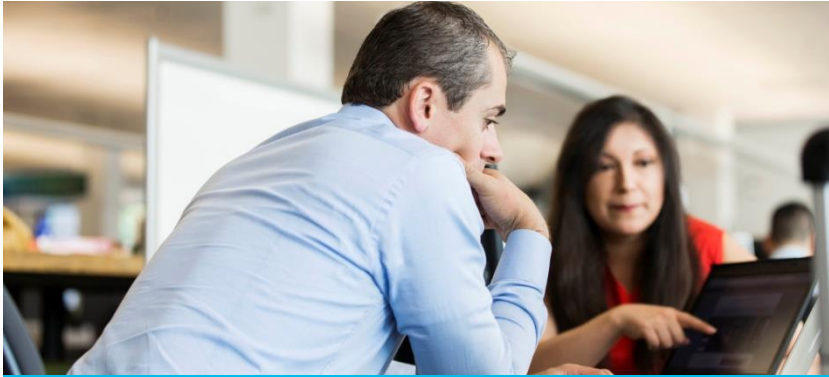
Hands-On Lab

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



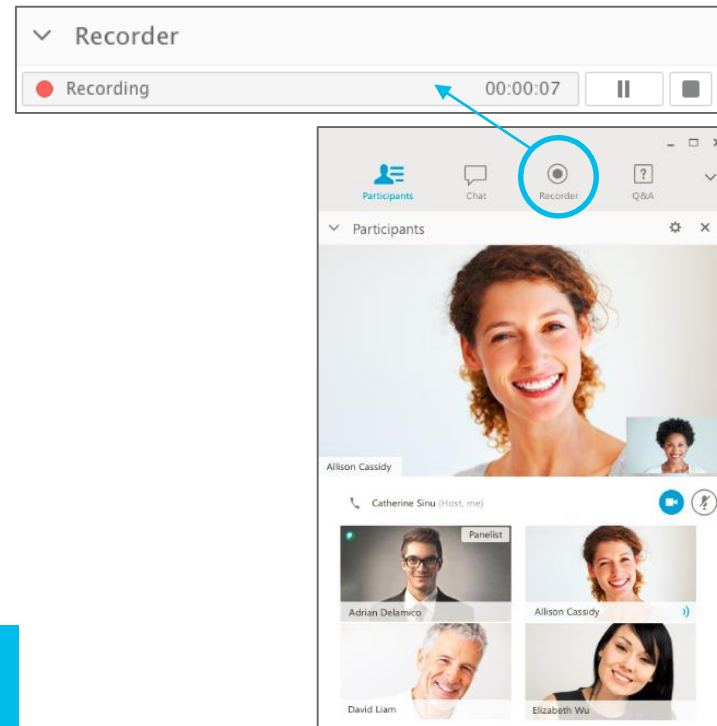
Webex Solution

- 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

Audio Conference

 Use your phone or computer to join this audio conference.

Use Phone

1-123456789




☒ Join the teleconference without pressing *1*

Call Me

Using Computer for Audio

?



Realtek High Definition Audio

Realtek High Definition Audio

Leave Audio Conference

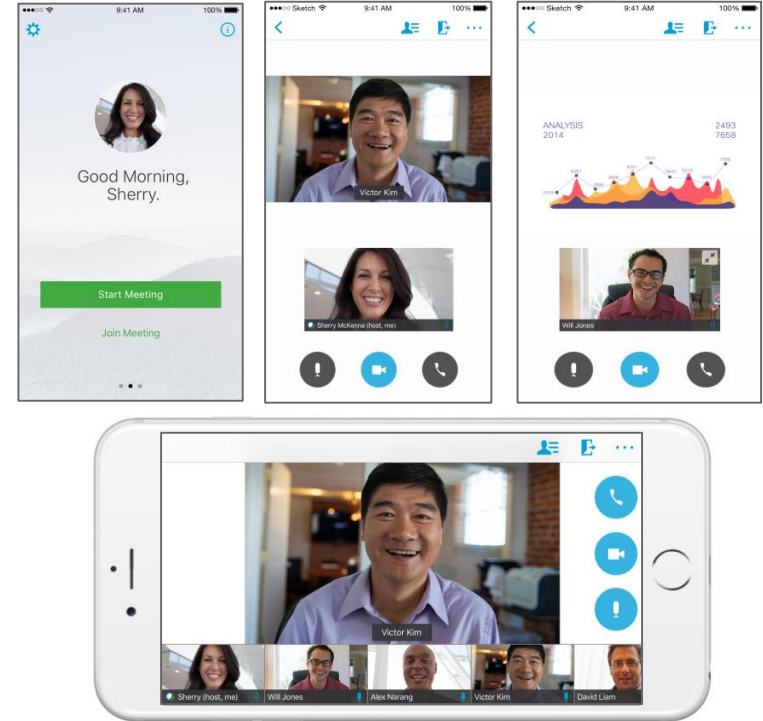
Test speaker/microphone

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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

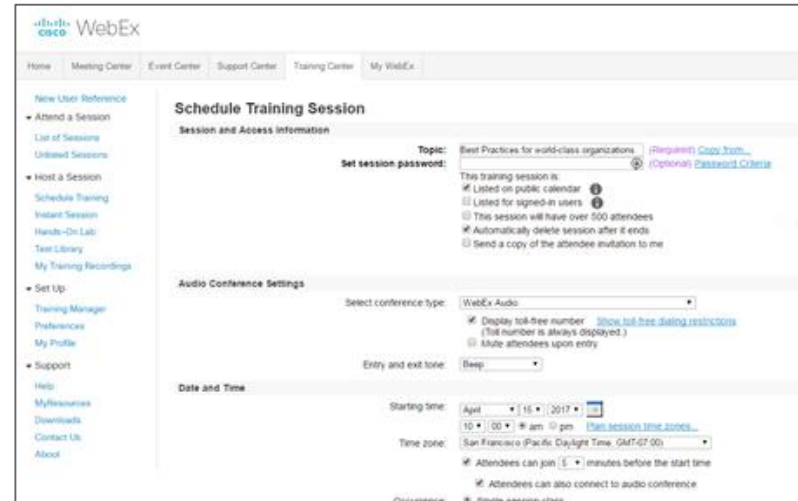


*Features may vary between devices.

Easy Administration

For Scheduled Meetings or Instant Sessions

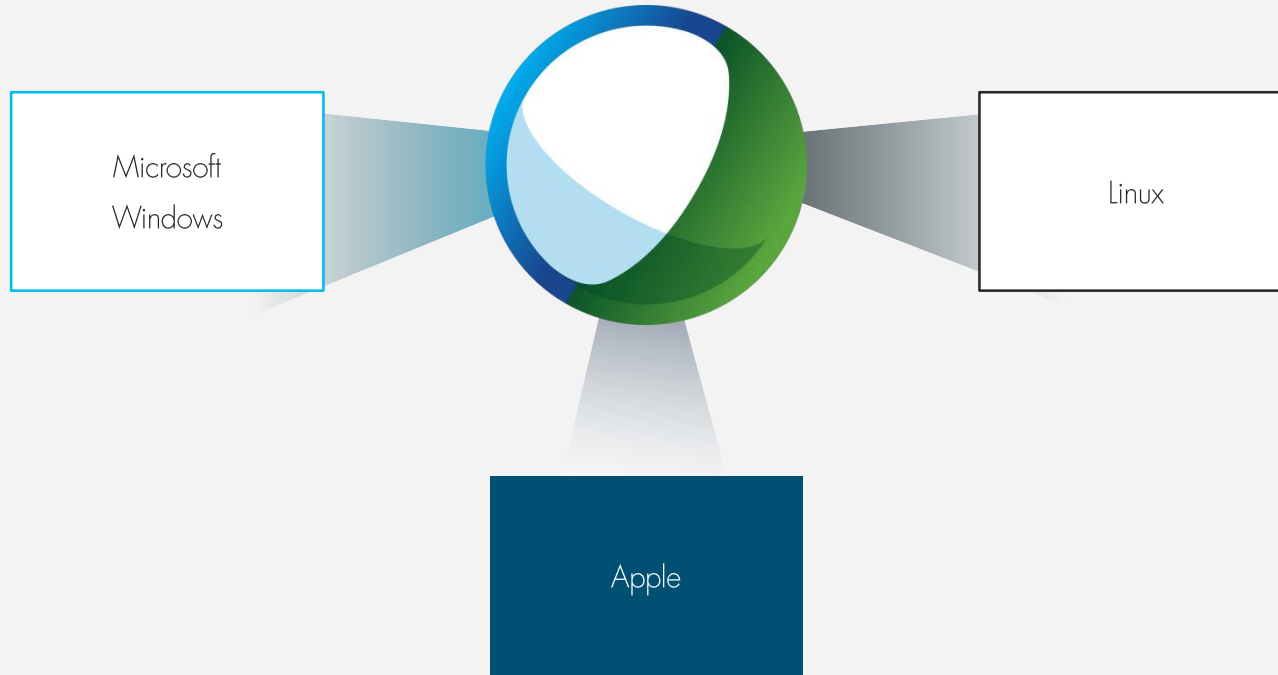
- Quickly set up training session
- Set session password
- Send out registration form
- Send up to 3 automatic email reminders (15 minutes up to 2 weeks before)
- Pre-assign breakout sessions based on registration
- Add tests to be taken before, after, or during the session



The screenshot shows the 'Schedule Training Session' page in the Cisco WebEx interface. The left sidebar contains navigation links: New User Reference, Attend a Session, List of Sessions, Unlisted Sessions, Host a Session, Schedule Training, Instant Session, Hands-On Lab, Test Library, My Training Recordings, Set Up, Training Manager, Preferences, My Profile, Support, Help, My Resources, Downloads, Contact Us, and About. The main content area is titled 'Schedule Training Session' and includes sections for 'Session and Access Information', 'Audio Conference Settings', and 'Date and Time'. The 'Session and Access Information' section has fields for 'Topic' (Best Practices for world-class organizations), 'Set session password' (with a 'Required' status), and checkboxes for 'Listed on public calendar', 'Listed for signed-in users', 'This session will have over 500 attendees', 'Automatically delete session after it ends', and 'Send a copy of the attendee invitation to me'. The 'Audio Conference Settings' section has a 'Select conference type' dropdown set to 'WebEx Audio', checkboxes for 'Display toll-free number' and 'Mute attendees upon entry', and an 'Entry and exit tone' dropdown set to 'Beep'. The 'Date and Time' section has a 'Starting time' dropdown set to 'April 15, 2017 10:00 am', a 'Time zone' dropdown set to 'San Francisco (Pacific Daylight Time, GMT-07:00)', and checkboxes for 'Attendees can join 5 minutes before the start time' and 'Attendees can also connect to audio conference'.

Cross-Platform Support

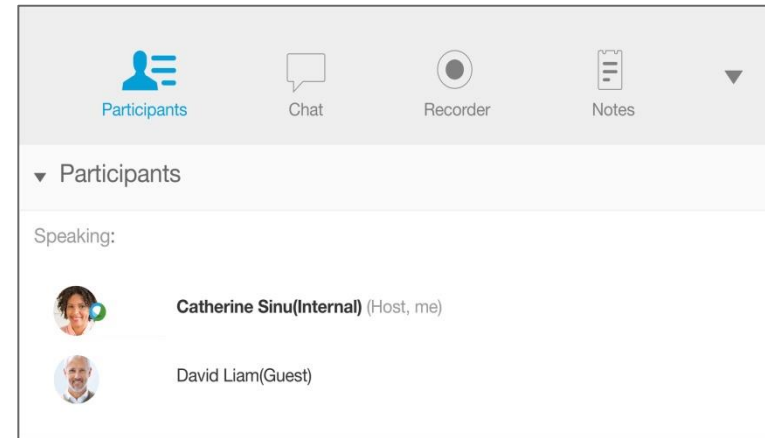
Attend Trainings on All Common Operating Systems



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



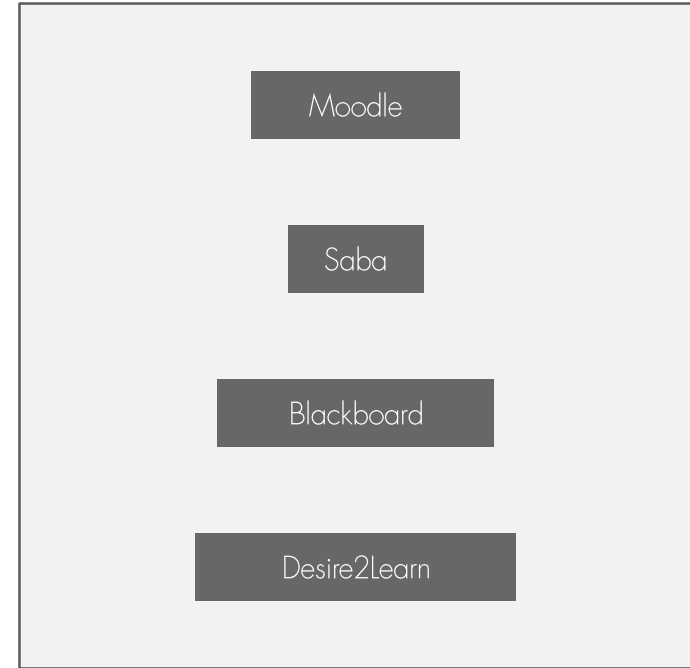
powered by Symantec

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



*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

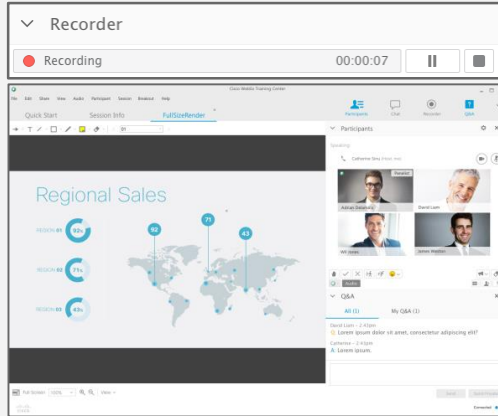
- Review the recording for reference or on-demand
- Receive enrollment and attendee reports
- Request polling, A&A and online chat transcripts

Deliver seamless events with expert help

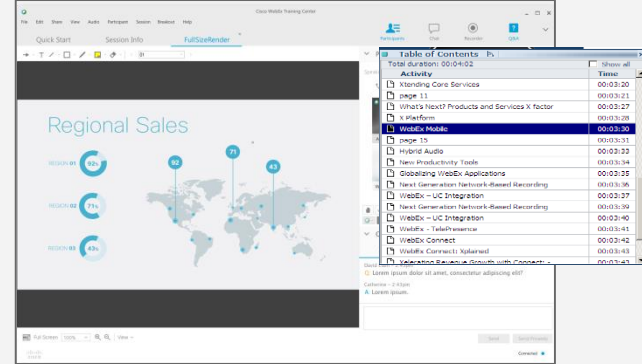
Get the engagement and results you need from online meetings, webcasts and web events. Webex Assist Producers help every step of the way to ensure smooth execution and maximum ROI.

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 -

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