

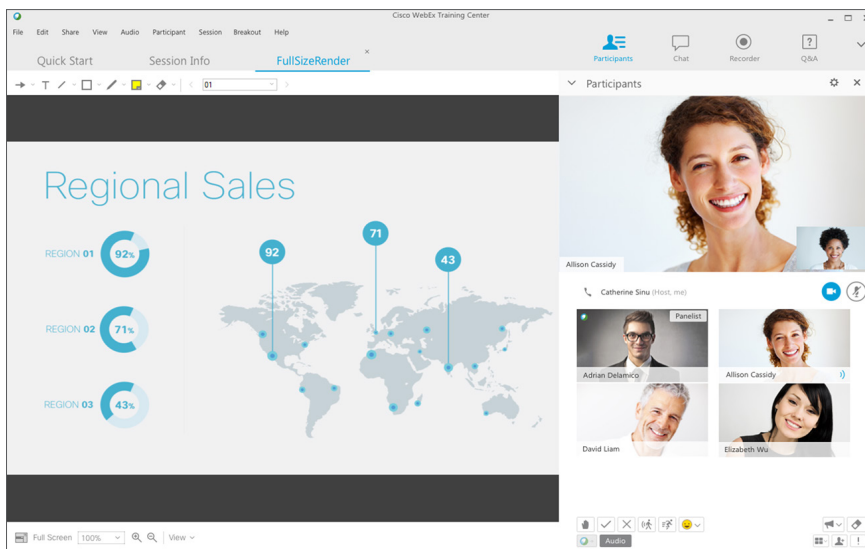
# Deliver Rich, Interactive Training Anywhere





Broaden the reach and effectiveness of corporate training, higher education, or vocational school with online training from Cisco WebEx® Training Center. Make it easy to deliver highly effective, live instruction to anyone, anywhere, without sacrificing effectiveness as seen in Figure 1. Provide a dynamic, interactive learning environment and better manage audience participation. And extend the reach of your e-learning initiatives without adding staff or increasing travel budget.

**Figure 1.** Create Stimulating, Interactive Training with Cisco WebEx Training Center



What if you could offer training to more people in more locations as part of a corporate training program or educational organization, provide an impactful learning experience, and slash costs at the same time? Online classes are a great way to augment in-person classes and make continuing education more convenient. Cisco WebEx Training Center is an online training solution that can help overcome the instructional challenges of keeping online learners engaged during class and helping them retain the information afterward. Instructors can teach online more naturally using high-definition video for face-to-face interaction. They can enjoy clear audio, video, and data sharing, and use breakout sessions to create collaborative and individualized learning experiences

that improve comprehension. Learn when it's convenient for participants through on-demand classes and take advantage of hands-on labs for practical application training.

## Benefits

Cisco WebEx Training Center offers an exceptionally rich and interactive classroom experience. It's easy to use and includes unlimited online sessions, integrated audio, content sharing, and the ability to record classes. Whether you're an enterprise using Training Center for corporate education or a university delivering online lectures, you'll benefit from higher productivity and cost savings for vocational training, online lectures, tutoring, and group projects.

### Benefits for Enterprises

Improve competitiveness with ongoing training for worldwide employees, customers, and partners.

- Increase the reach of a geographically dispersed workforce, and save money at the same time.
- Increase market agility and customer responsiveness through just-in-time training.
- Gain competitive advantage through better-trained sales and support personnel, partners, and customers.
- Transform the training program into a profit center by generating revenue with e-commerce, and increase attendance with promotion codes.

### Benefits for Educational Organizations

Provide students with more options for e-learning.

- Attract and retain students through more compelling online learning with live high-definition video.
- Help students achieve learning objectives through better classroom collaboration and communication with virtual breakout sessions.
- Evaluate training effectiveness with testing and polling, attendance reports, and attentiveness.
- Create a digital library of on-demand recorded lectures for future use.

## Benefits for IT

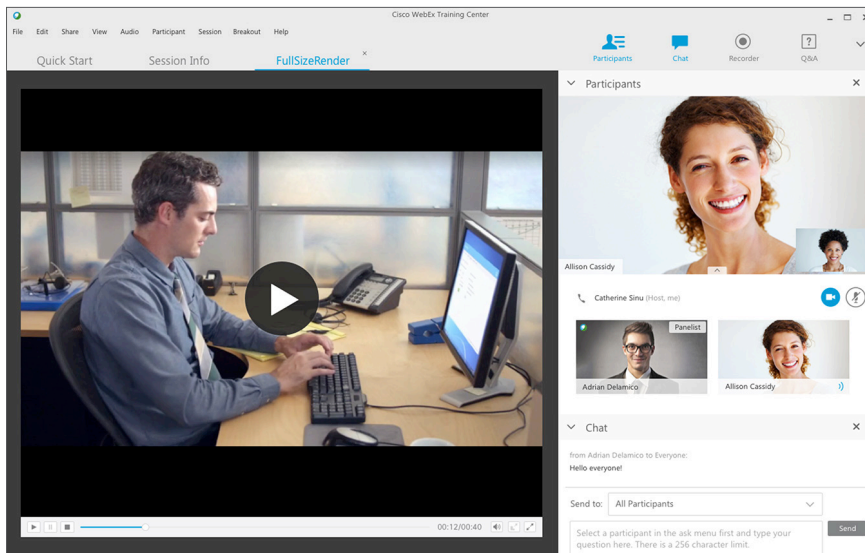
Count on Cisco for security, reliability, and performance.

- Reduce hardware, software, and maintenance costs.
- Get reliable, high-performance audio, video, and document sharing.
- Maintain data privacy with encrypted connections and stringent policy control.
- Take advantage of existing learning management system investments.

## Key Benefits Multimedia Sharing

Share Microsoft PowerPoint presentations, documents, streaming videos, demonstration software, whiteboards, and Adobe Flash animations. Pass sharing and annotation privileges to your learners to encourage participation. In addition, the multimedia experience supports third-party closed captioning services that offer streaming live text or a sign language interpreter video feed as seen in figure 2.

Figure 2. Share Content and Streamed Media Files



## High-Definition Video, Integrated Audio with Telephony, and Voice over IP Conferencing

Cisco WebEx Training Center helps keep learners focused and interested with high-definition video of the presenter in the main session. Full-screen mode provides a view of the active speaker in the main video panel, with up to six other participants displayed as thumbnails. The video experience includes Active Speaker, which switches the video automatically to focus on the current speaker. All participants also get clear, reliable audio through a telephone bridge or voice over IP (VoIP) and can join through callback or call in using a toll or toll-free number.

## Breakout Sessions

Assign participants to virtual breakout rooms for group projects and brainstorming. Then drop in on the breakout sessions to assess their progress and facilitate discussion. Students can share presentations and documents, whiteboards, and applications within their breakout sessions.

## Threaded Q&A

Track questions and document responses using threaded Q&A. Panelists can prioritize questions, display answers publicly or privately, or assign the Q&A to a colleague.

## Chat

Attendees can engage in private or public chat conversations with the instructor, another attendee, or the entire class.

## Polls, Attendee Feedback, and Attention Indicator

Collect feedback with one or more polls during a session, and instantly tabulate poll results to share with the class.

Participants can also “raise their hands”; the system automatically orders the requests so you can answer questions on a first-come, first-served basis. Gauge individual and overall group attentiveness at any point with a visual attention indicator.

## Cisco WebEx Hands-On Lab

The unique Hands-On Lab feature gives participants highly secure access to remote PCs for hands-on application learning and practice. Lab sessions can be conducted during live training sessions or on demand.

## Integrated Test Engine

Measure class performance by testing students before, during, or after live training sessions. Deliver a variety of test types, including multiple choice, true or false, fill in the blank, and essay. You can also take advantage of automated grading, reporting, and SCORM compliance, and store and reuse tests for other sessions.

## Recording and Playback

Capture and store session recordings for reuse and review using the integrated Network-Based Recording capability. Stream recordings within live sessions or post them for students to play back at their convenience. Recordings capture all aspects of the session, including audio, data, video, and annotations.

## Registration and Reporting

Simplify time-consuming administrative processes with self-scheduling, registration management, and attendance reporting. Access extensive reports about attendance, views of recorded classes, class attentiveness, test results, and more. In addition, you can schedule and launch sessions with a single click directly from Microsoft Outlook.

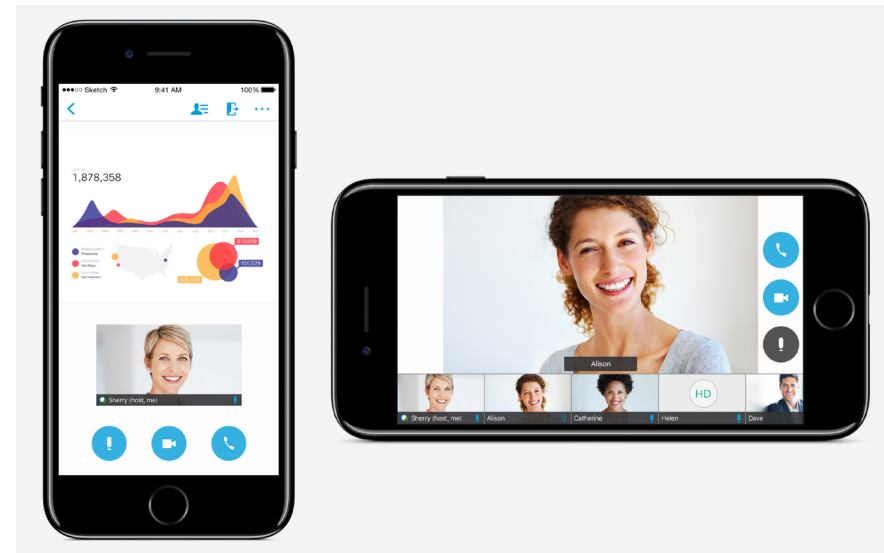
## Automated E-Commerce

Training Center offers integrated e-commerce to help you easily monetize your live or recorded classes. You can set prices for each class; create, edit, and delete promotions; and configure credit card and currency payment options using U.S., U.K., and Canadian currencies. Training Center is fully Payment Card Industry (PCI) compliant through an integration with PayPal. PayPal Payflow Pro and Website Payments Pro are supported right out of the box.

## Mobile Support

Enjoy a rich training experience with audio, video, and content sharing across Android, iPhone, and iPad devices.

Figure 3. Mobile Support for Android, iPhone, and iPad



## Single Sign-On

The single sign-on (SSO) feature enables three different levels of enhanced security for meetings: (1) tag attendees on a participant list as SSO-authenticated by designating them as “Internal” or “Guest”; (2) force SSO to ensure that the only participants are those who have been authenticated via company sign-on; and (3) set up invitation-only meetings with internal participants – no invitation forwarding allowed.

## Cross-Platform Support

Access Cisco WebEx Training Center from almost any environment, including Microsoft Windows, Mac OS X, and Linux operating systems.

## Languages

Languages currently supported include Chinese (Simplified and Traditional), Danish, Dutch, English, French, German, Italian, Japanese, Korean, Portuguese (Brazilian), Russian, Spanish (Latin American and European), and Turkish on the Microsoft Windows platform. The Mac in-meeting experience is available only in English.

## UC Irvine

### The Challenge

Mike Kollen, Principal and Adobe Certified Instructor at Advanced Media Solutions at UC Irvine (UCI), needed an online training solution for UCI Extension courses that would enable instructors to provide a corporate client with comprehensive technical training in a synchronous environment.

### Solution

Using Cisco WebEx Training Center, UCI was able to overcome geographical boundaries and deliver training to a larger number of corporate employees. Cisco WebEx also enables UCI Extension to provide one of its main corporate clients with just-in-time technical training for some of their core web development projects.

### Highlights

- With Cisco WebEx Training Center, UCI Extension trains up to 50 students at a time in a collaborative online classroom regardless of geographical distance.
- Cisco WebEx enables UCI Extension to provide just-in-time and archived training to meet the core needs of corporate students.
- Kollen's success using Cisco WebEx Training Center resulted in his receiving two prestigious UCI awards, including the 2007 UCI Dean's Outstanding Service Award.

## Cisco Assist Services for WebEx Training Center

Cisco WebEx Assist producers will make sure your training session starts and runs smoothly. Take advantage of robust, media-rich WebEx technology, session features like polling, chat, and surveys, work with a producer to prepare a session, and plan and practice a dry run. Or let a producer run your training behind the scenes so you engage with learners.

For more information, visit [https://www.webex.com/content/dam/webex/eopi/Americas/USA/en\\_us/documents/pdf/assist-services/pdf-as-tc.pdf](https://www.webex.com/content/dam/webex/eopi/Americas/USA/en_us/documents/pdf/assist-services/pdf-as-tc.pdf).

## Cisco Capital

### Financing to Help You Achieve Your Objectives

Cisco Capital® can help you acquire the technology you need to achieve your objectives and stay competitive. We can help you reduce CapEx. Accelerate your growth. Optimize your investment dollars and ROI. Cisco Capital financing gives you flexibility in acquiring hardware, software, services, and complementary third-party equipment. And there's just one predictable payment. Cisco Capital is available in more than 100 countries. [Learn more.](#)

## The Cisco Advantage

Cisco WebEx Training Center is a hosted online training solution that lets you deliver highly effective, live instruction to any user, anywhere with web access. It features innovative interactive tools such as high-definition video in the main session, breakout sessions, hands-on labs, and integrated tests to actively engage learners and enhance retention. Training Center lets you simultaneously slash costs, reach a wider audience, and provide a more impactful learning experience. Cisco WebEx services are delivered on demand over the global Cisco® Collaboration Cloud.

Is Cisco WebEx Training Center your best choice? See the Product Comparison chart at [http://www.cisco.com/c/en/us/products/conferencing/product\\_comparison.html](http://www.cisco.com/c/en/us/products/conferencing/product_comparison.html).

## Call to Action

For more information about Cisco WebEx Training Center, please visit: <http://www.cisco.com/c/en/us/products/conferencing/webex-training-center/index.html>.

<http://www.webex.com/products/elearning-and-online-training.html>.