



Cisco Webex Training

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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 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

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

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



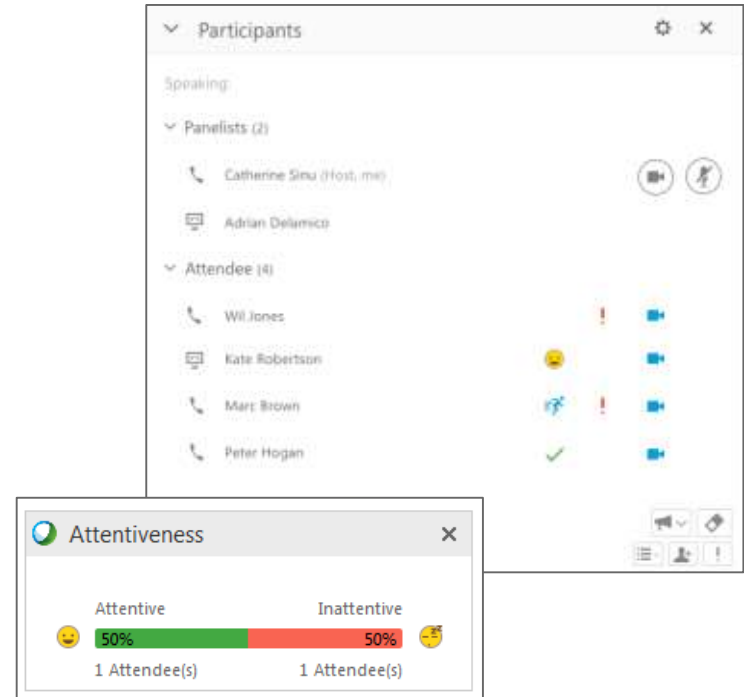
Demo and Instruction

- 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 WebEx Integrated Testing Engine interface. The top navigation bar includes 'Home', 'Meeting Center', 'Event Center', 'Support Center', 'Training Center', and 'My Profile'. The left sidebar contains various navigation options such as 'New User Enrollment', 'Attend a Session', 'Upload Question', 'Test a Session', 'Session Training', 'Create Session', 'Manage the Lab', 'Test Content', 'My Training/Reporting', 'Sign Up', 'Training Manager', 'Performance', 'My Profile', 'Support', 'Help', 'My Account', 'Downloads', 'Contact Us', and 'About'. The main content area is divided into two sections: 'Create Test' and 'Add Question'. The 'Create Test' section includes fields for 'Test title', 'Test Description', 'Author', 'Maximum score', 'Display question', and 'Display question'. The 'Add Question' section includes a 'Question Type' dropdown, a 'Question' text area, an 'Answer' text area, and 'Answer' and 'Correct' buttons. A 'Test Delivery Options' dialog box is overlaid on the bottom left, containing options for 'Delivery method', 'Time limit', 'Email attendees', and 'Attempt limit'.

Class Interactivity



Challenge

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



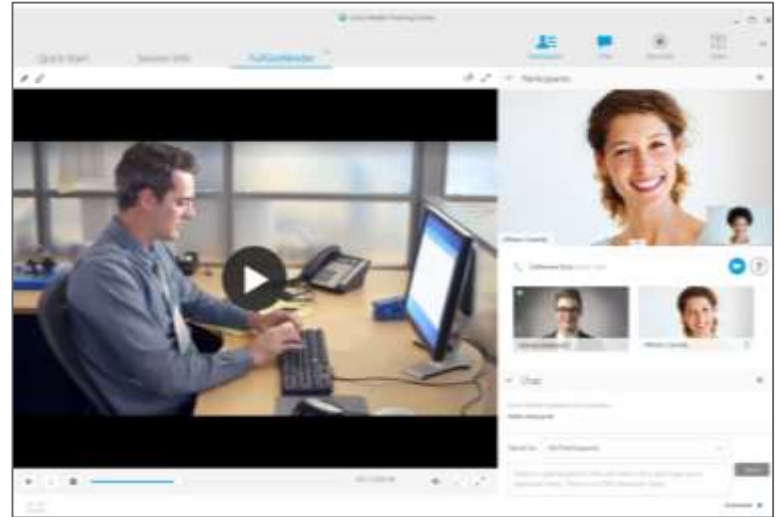
Webex Solution

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

Share Content and Streamed Media Files

Keep Everyone on the Same Page

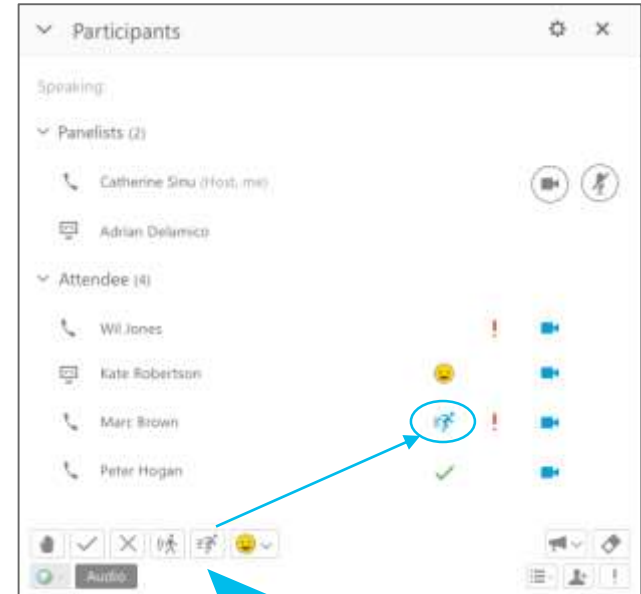
- Share content or your entire screen in real time
- Let attendees take control and share content or annotate yours
- Incorporate multimedia into your presentations, including YouTube, PowerPoint, Flash animations, audio, and video files
 - Simultaneously stream third-party closed-captioning or sign-language interpretation in the Multimedia Viewer



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



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 threaded Q&A interface with two panels. The top panel, titled "My Q&A (1)", shows a conversation between Charlie James and Ken Oliver. Charlie asks, "What is the timing on the new release?" and Ken answers, "We're looking at Q4 of this year." Charlie then asks, "When is the next sales training?" and Heather Hansen answers, "We are set for the first week in November".

The bottom panel, titled "All (3) Prioritized (2)", shows a list of questions prioritized by the system. The "View priority" section has checkboxes for High, Medium, and Low, all of which are checked. The list includes:

- Liz Parker_Owen - 10:04 AM: "What's the timing of the new release?"
- Ken Oliver - 10:06 AM: "We're looking at Q4 of this year."
- Charlie James - 10:06 AM: "When is the next sales training?"
- Ken Oliver - 10:08 AM: "We are looking at the first week in November"

Overlaid on the interface is a context menu for assigning a question. The menu includes options for "Assign to", "Priority" (set to High), "Answered verbally", "Copy", "Defer...", "Dismiss...", and "Detect".

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 left screenshot shows the 'Polling' application window with a list of poll questions. The 'File' menu is open, showing options like 'Open and Share...', 'Open Poll Questions...', 'Open Chat...', 'Save', 'Transfer...', 'Upload to My WebEx...', 'Print...', and 'End Training Session'. The 'Save' option is highlighted, and a sub-menu is visible with options like 'Document...', 'Poll Results...', 'Chat...', and 'Questions and Answers...'. The poll questions are:

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

The right screenshot shows the 'Polling' application window displaying poll results. The 'Poll results' section shows a table of questions and results:

Questions	Results	Bar Graph
1. How many hours do...		
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...		
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 I...		
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?		
a. Student	1/2 (50%)	

The 'Polling status' section shows: 2 of 2 attendees have responded, Remaining time: 00, Time left: 5:00. The 'Share with attendees' section shows options for 'Poll results' and 'Individual Results'. The 'Poll results' option is selected, and the 'Individual Results' option is also visible.

Material Comprehension



Challenge

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



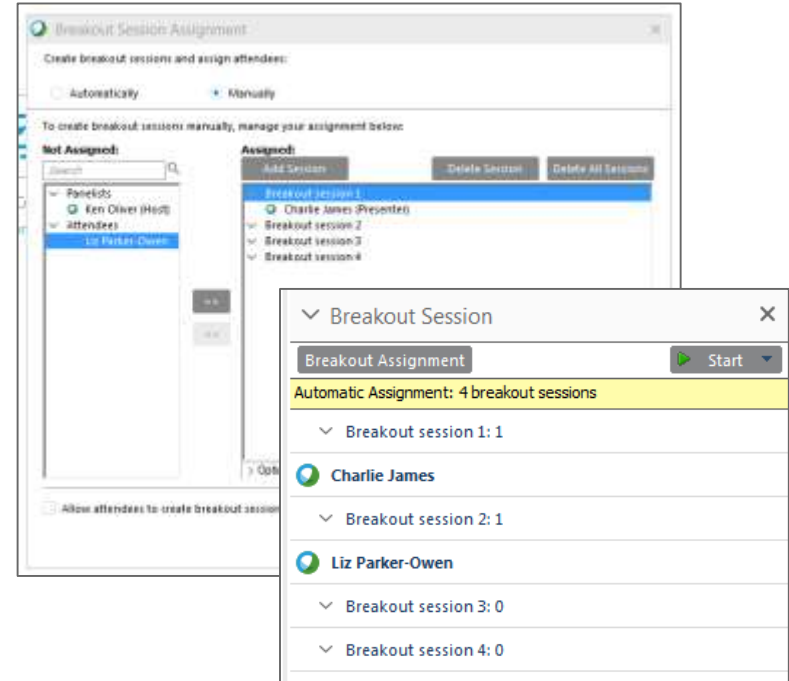
Webex Solution

- Breakout sessions
- Hands-on Lab
- Integrated Testing

Breakout Sessions

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

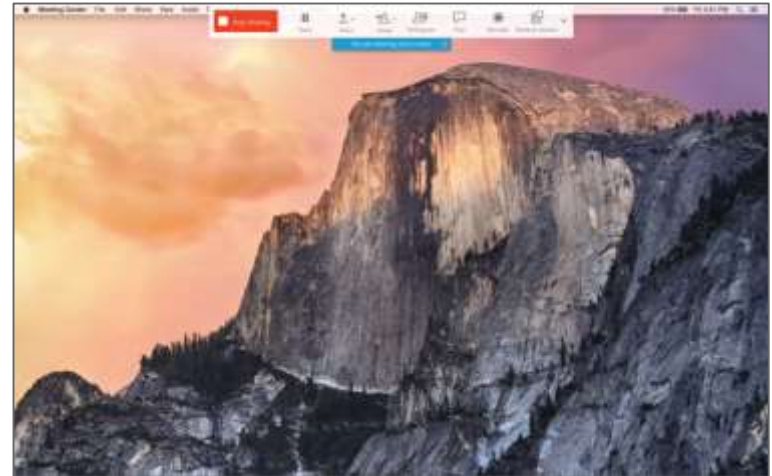
- Share documents, presentations, whiteboards, videos, applications, etc.
- Instructors can “drop into” breakout session to assess progress and facilitate discussion
- Audio sub-conferences
- Predefined, manual, or random assignment of attendees to sessions
- Broadcast messages to all breakout sessions
- Present content from breakout session in the main session



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



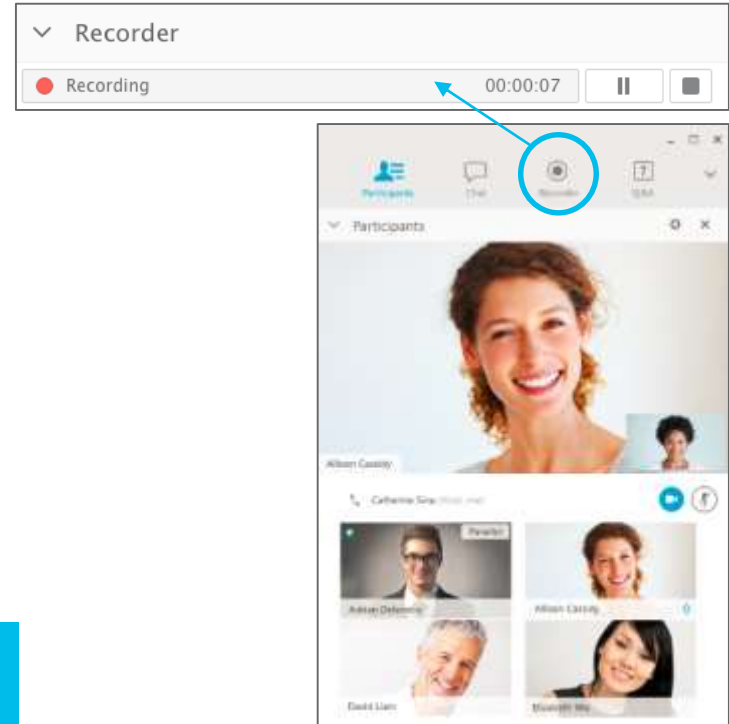
Webex Solution

- 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

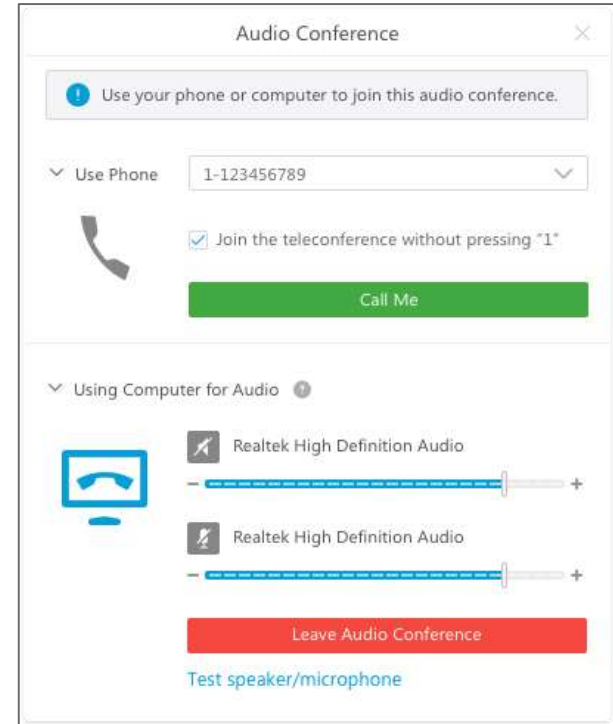
- Clear, crisp audio and video
- High-availability services
- Low-latency application sharing
- Easy to use for instructors and students
- Scalable for classes of all sizes, anywhere in the world



Integrated Hybrid Audio

Hassle-Free, Fully Integrated, and Flexible

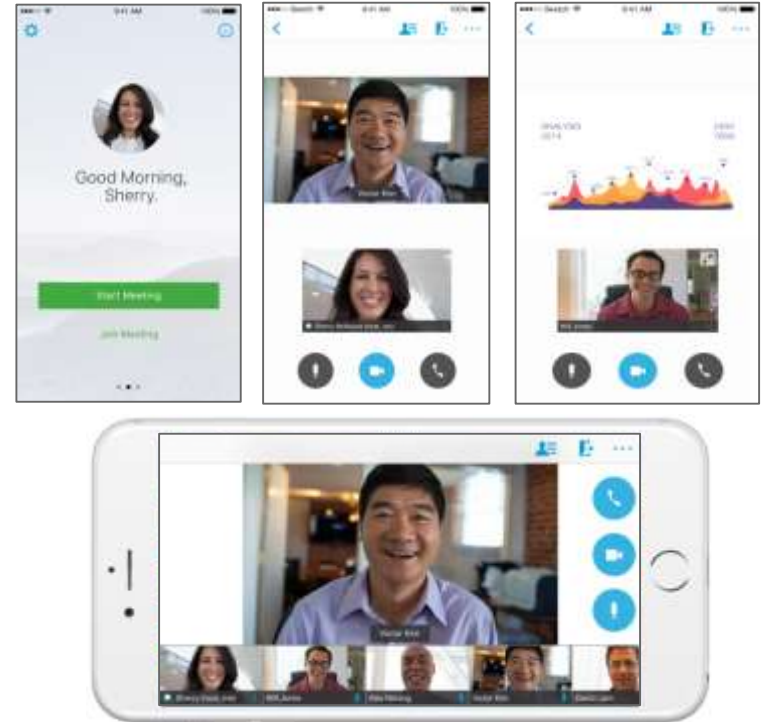
- Fully integrated audio for seamless experience - host can know who's talking, mute/unmute attendees individually or collectively
- Telephony, VoIP, or mixed-mode options for flexibility and cost savings
- Mixed-mode conferencing possible within main session, breakout session, and hands-on labs
- Global 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

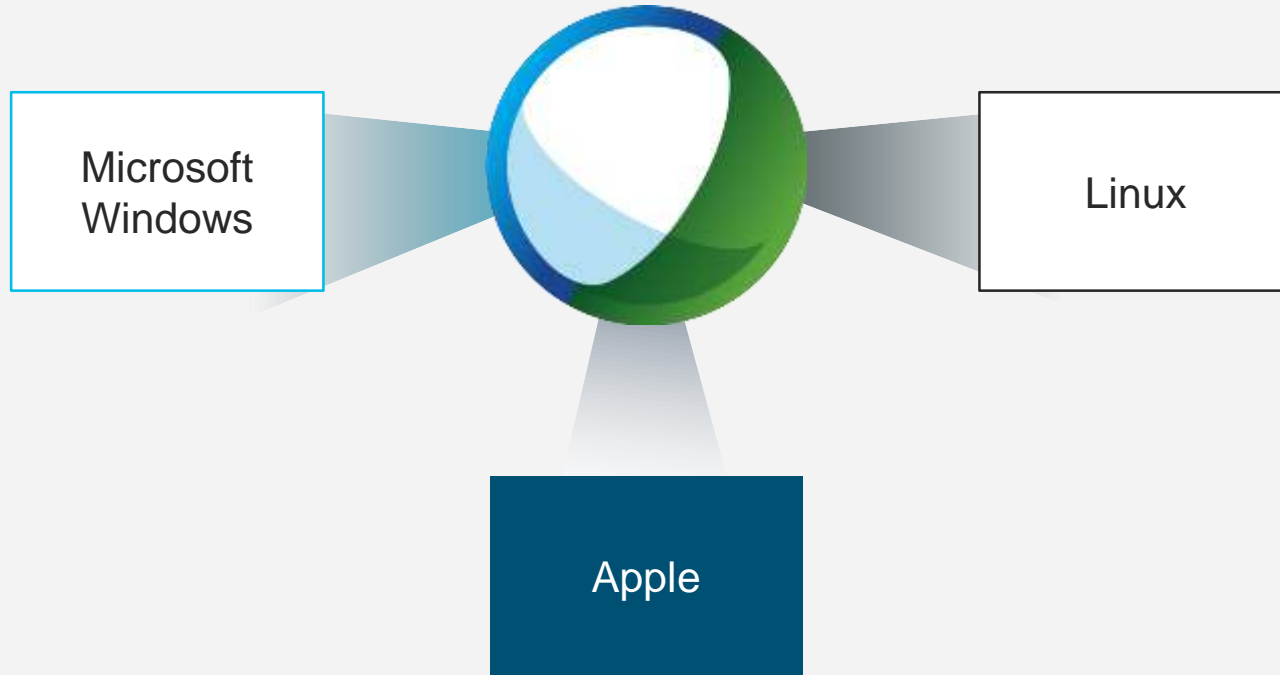
- Quickly set up training session
- Set session password
- Send out registration form
- Send up to 3 automatic email reminders (15 minutes up to 2 weeks before)
- Pre-assign breakout sessions based on registration
- Add tests to be taken before, after, or during the session

The screenshot shows the Cisco WebEx administration interface for scheduling a training session. The page title is "Schedule Training Session" under the "Training Center" tab. The interface is divided into several sections:

- Session and Access Information:** Includes a "Topic" field with the value "Best Practices for world-class organizations", a "Set session password" field, and several checkboxes for session settings: "Listed on public calendar" (checked), "Listed for signed-in users" (checked), "This session will have over 500 attendees" (unchecked), "Automatically delete session after it ends" (checked), and "Send a copy of the attendee invitation to me" (unchecked).
- Audio Conference Settings:** Includes a "Select conference type" dropdown set to "WebEx Audio", a "Display toll-free number" checkbox (checked), and a "Mute attendees upon entry" checkbox (unchecked).
- Date and Time:** Includes a "Starting time" field set to "April 16, 2017" at "10:00 am" in the "San Francisco (Pacific Daylight Time, GMT-07:00)" time zone. It also has checkboxes for "Attendees can join 5 minutes before the start time" (checked) and "Attendees can also connect to audio conference" (checked).

Cross-Platform Support

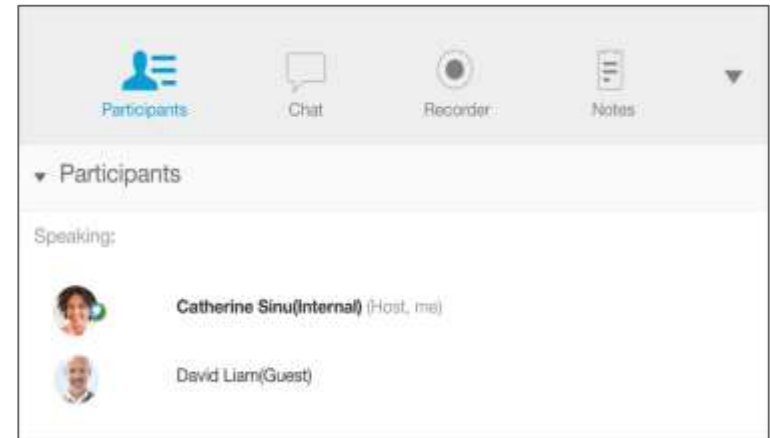
Attend Trainings on All Common Operating Systems



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

The screenshot displays a 'Payment Information' form. It includes a 'Payment summary' section with a table of items and a total amount. To the right, there is a section for 'Do you have any promotion codes?' with an input field and an 'Apply' button. Below this is a 'Payment method' section with a 'Pay with PayPal' button and a Norton logo.

Payment summary	
Items:	\$100.00
Procedural savings:	-\$0.00
Total amount:	\$100.00

Do you have any promotion codes?
Enter promotion codes here (one at a time):

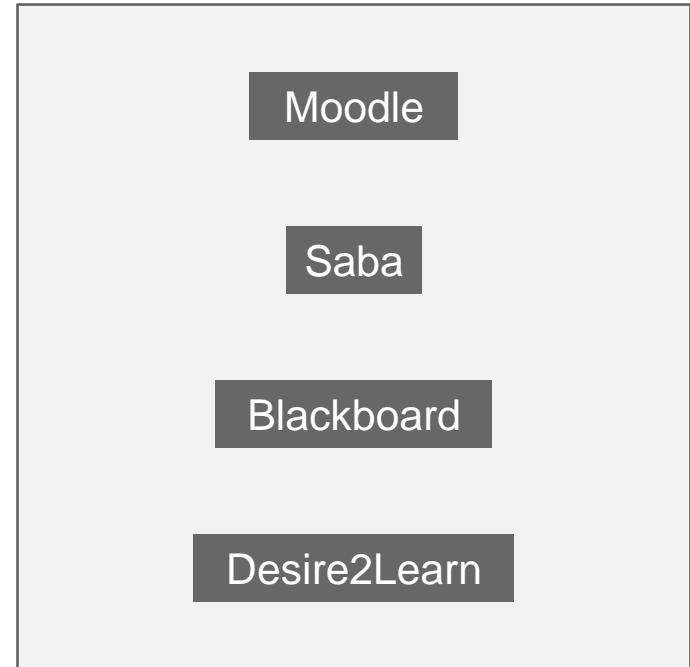
Payment method:
Pay with PayPal
 The public never gets to pay


Norton
SECURE
POWERED BY Symantec
ADVANCED PROTECTION FOR BUSINESS

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



