Cisco webex

Make online training easier and more engaging. Count on award-winning WebEx Assist producers to ensure smooth execution, impressive ROI, and maximum knowledge transfer.

## Deliver exceptional, effective eLearning every time with expert help.

- Plan a live online training session with an experienced, certified producer.
- Improve your session results with a guided rehearsal.
- Focus on teaching—leave the technical details to an expert producer.
- Receive an edited recording of the session for on-demand learning.
- Improve future online training by learning best practices.

2007 ACE Award
*Achievement in Customer Excellence*

**Production Services wins two ACE awards in 2007.**
Cisco WebEx was honored for the Assist production services experience and producer performance. CustomerSat gives the ACE award for outstanding achievement in customer satisfaction.

Hold your next training session online with confidence using Cisco WebEx Training Center Assist services. It's easy with the help of an experienced, certified producer. Whether you're new to WebEx Training Center or a veteran user, a WebEx Training Center Assist producer can help you take full advantage of robust, media-rich WebEx technology. Focus on teaching your students—and learn online training best practices along the way.

**Provide online training with a Cisco WebEx Standard Training Center Assist.**
Make sure your live WebEx training session starts and runs smoothly with expert help. Your WebEx Assist producer provides technical support 30 minutes before your session. Then they make sure the host start the eLearning session and bring in all instructors and subject matter experts. Take comfort knowing the producer is working behind the scenes all the way through your live session—always ready to handle any questions or issues in real time.

**Offer eLearning with a Cisco WebEx Premium Training Center Assist.**
Receive all the support of WebEx Standard Assist services, plus a recording of your live online training session. A WebEx Assist producer will record your session, and will remove pre- and post-session footage. Get easy access to your recording with a download link. Use it for reference, demonstrations, or training on-demand.

**Boost success with a la carte Cisco WebEx Training Center Assist Services.**
Engage a WebEx Training Center Assist producer to prepare you with session planning and a practice run. Or let them manage the overall technical management of the training session, so you don't have to. Be free to engage learners. Prearrange to receive records of in-session polls and chat. Get a recording of your session, edited to your specification.

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# Provide successful online training with support—as much as you need.

### Premium Cisco WebEx Training Center Assist

| Services | Cisco WebEx producer will: |
|---|---|
| Pre-session support | Thirty minutes |
| Setup and coaching before the online training | · Ensure the host can start the session.<br>· Help load your presentation.<br>· Make sure all instructors join successfully.<br>· Answer any technical questions. |
| Preparation to record your live online training session | · Set up to record the session.<br>· Log in and test recorders. |
| In-session assistance | 1 hour |
| Monitoring and support during the live online training session | Answer any technical questions. |
| Post-session results | Thirty minutes |
| Delivery of your final meeting recording | · Remove pre- and post-session footage.<br>· Upload recorded session to your WebEx site.<br>· Provide access to your recording with a download link. |

### Standard Cisco WebEx Training Center Assist

| Services | Cisco WebEx producer will: |
|---|---|
| Pre-session support | Thirty minutes |
| Setup and coaching before the online training | · Ensure the host can start the session.<br>· Help load your presentation.<br>· Make sure all instructors join successfully.<br>· Answer any technical questions. |
| In-session assistance | 1 hour |
| Monitoring and support during the live online training session | Answer any technical questions. |

### A la carte assistance

| Add-on services |
|---|
| · eLearning consultation: strategy and prep<br>· Session planning and a dry run<br>· Live session hosting<br>· Poll creation and management<br>· VoIP audio conferencing<br>· Pre-session hold music<br>· Live session capture on a CD<br>· Session recording delivery in Windows Media Format<br>· Additional editing of your session recording<br>· Additional support hours |

"We're grateful for another GREAT session with the help of a WebEx producer. An Assist truly make these sessions seamless and stress-less for us."

— Chandra Petrzelka, Global Internal Communications, Tectura

Find out more about Cisco WebEx Training Center Assist Services. Speak with a solution specialist today. Call **1.877.509.3239**, press 2.

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