

Deliver exceptional, effective eLearning every time with expert help.

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

Cisco WebEx Premium Training Center Assist—\$349 (1 hour live session)

Services	Cisco WebEx producer will:
Pre-session support	Thirty minutes
Setup and coaching before the online training	<ul style="list-style-type: none"> • Ensure the host can start the session. • Help load your presentation. • Make sure all instructors join successfully. • Answer technical questions.
Preparation to record your live online training session	<ul style="list-style-type: none"> • Set up to record your session. • Log in and test recorders.
In-session assistance	1 hour
Monitoring and support during the live online training session	Answer technical questions.
Post-session results	Thirty minutes
Delivery of your final training recording	<ul style="list-style-type: none"> • Edit your presentation to your specification. • Upload your recorded session to your WebEx site. • Provide access to your recording with a download link.

Cisco WebEx Standard Training Center Assist—\$149 (1 hour live meeting)

Services	Cisco WebEx producer will:
Pre-session support	Thirty minutes
Setup and coaching before online training begins	<ul style="list-style-type: none"> • Ensure the host can start the session. • Help load the presentation. • Make sure all instructors join successfully. • Answer technical questions.
In-session assistance	1 hour
Monitoring and support during the live online training session	• Answer technical questions.



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.

A la carte assistance

Add-on services	Cisco WebEx producer will:
Online consultation	\$149 per hour, 1 hour minimum
Setup and coaching before online training begins	<ul style="list-style-type: none"> • Help identify training session goals. • Review best practices and strategies. • Schedule the online session. • Provide instruction on how to send invitations. • Build your session landing page and enrollment page.
Audio selection	Determine teleconferencing needs.
Dry run	\$149 per hour, 1 hour minimum
Timeline, assignments, and a backup plan for the live online training session	<ul style="list-style-type: none"> • Outline session agenda and plan. • Assign producer, host, and instructor roles; establish responsibilities. • Determine alternate plans in case of session disruptions such as a power outage or Internet failure.
Full technical rehearsal	<ul style="list-style-type: none"> • Complete session run through. • Review best practices and provide instructions how to: <ul style="list-style-type: none"> – Upload and advance presentation slides. – Share your desktop and demonstrate applications. – Hold a Q&A session. – Chat publicly or privately in your session. – Use audio effectively. – Conduct polling.
Training session hosting	<i>(Requires a dry run for role assignment)</i>
Expert technical management	Handle the technical aspects of the training session.
Polling	<i>(Requires a dry run for role assignment)</i>
Poll creation or coordination and results delivery	<ul style="list-style-type: none"> • Develop polls according to your goals. • Manage poll taking and records. • Supply your poll results.

A la carte assistance (continued)

Add-on services	Cisco WebEx producer will:
Chat recording	<i>(Requires a dry run for role assignment.)</i>
Capture of in-session chat	Provide transcripts of chat for which the producer has access.
Hold music or VoIP audio conferencing	No extra charge <i>(Requires 24 hour advance notice.)</i>
Pre-session music or VoIP preparation	Set up and push VoIP or hold music out to attendees.
Providing your recording on a CD	\$100 per CD
Delivery of your training session on a CD	Capture the training session on a CD in WebEx format (WRF) with an embedded player for auto play and reproduction.
Conversion to Windows Media Format	\$149 per hour, 1 hour minimum <i>(Time depends on recording size.)</i>
Delivery of your session recording in Windows Media Format	<ul style="list-style-type: none"> • Convert the session recording from WebEx format (WRF) to recording in Windows Media Format (WMF). • Provide it with a link or CD. • Furnish poll results.
Complete training session editing	\$149 per hour, 1 hour minimum <i>(Time depends on length and amount of editing required.)</i>
Refinement of the session recording.	Edit the digital session file for on-demand viewing.
Additional hours	\$149 per hour, thirty minute minimum <i>(Must be booked with your WebEx Assist producer.)</i>
Custom assistance with online training session	Add more time to your live WebEx Training Center Assist.

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