



Deliver flawless, effective eLearning every time with expert help.

Make online training even easier and more engaging. Count on award-winning WebEx Assist producers to ensure smooth execution, impressive ROI, and maximum knowledge transfer. eLearning success. No stress.

Premium Training Center Assist – \$349 (1-hour live session)

| Services | Your WebEx producer will... |
|---|--|
| Pre-session support | 0.5 hour |
| Setup and coaching before you give online training | <ul style="list-style-type: none"> • Ensure the host is able to start the session. • Help you load your slides. • Make sure all instructors join successfully. • Answer any last-minute 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 your live online training session | Remain on hand in case host or instructors have any technical questions. |
| Post-session results | 0.5 hour |
| Delivery of your final training recording | <ul style="list-style-type: none"> • Edit out pre- and post-session footage. • Upload your recorded session to your WebEx site. • Give you easy access to your recording via a download link. |

Standard Training Center Assist – \$149 (1-hour live session)

| Services | Your WebEx producer will... |
|---|--|
| Pre-session support | 0.5 hour |
| Setup and coaching before you give online training | <ul style="list-style-type: none"> • Ensure the host is able to start the session. • Help you load your slides. • Make sure all instructors join successfully. • Answer any last-minute technical questions. |
| In-session assistance | 1 hour |
| Monitoring and support during your live online training session | Remain on hand in case host or instructors have any technical questions. |



2007 ACE Award
Achievement in Customer Excellence

Production Services wins two ACE awards in 2007. 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

| Services | Your WebEx producer will... |
|--|---|
| Online consultation | \$149 per hour, 1-hour minimum |
| Setup and coaching before you give online training | <ul style="list-style-type: none"> Identify your training session goals. Review best practices and strategies. Schedule your training session online. Show you how to send invitations. Build your session landing page and enrollment page. |
| Audio selection | Determine your teleconferencing needs according to your training session goals. |
| Dry run | \$149 per hour, 1-hour minimum |
| Timeline, assignments, and a backup plan for your live online training session | <ul style="list-style-type: none"> Outline your session agenda and plan of action. Assign producer, host, and instructor roles; establish responsibilities. Come up with alternate plans in case of session disruptions such as a power outage or internet failure. |
| Full technical rehearsal | <ul style="list-style-type: none"> Run through the technical details of your session. Teach you best practices and coach you on how to: <ul style="list-style-type: none"> Upload and advance presentation slides. Share your desktop and demo applications. Hold a Q&A session. Chat publicly or privately in your session. Use your selected type of audio. Carry out polling. |
| Training session hosting | <i>(Requires a dry run for role assignment.)</i> |
| Expert technical management | Handle the technical side of running your training session, from behind the scenes. |
| 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. |

| Services | Your WebEx producer will... |
|--|---|
| Chat recording | <i>(Requires a dry run for role assignment.)</i> |
| Capture of in-meeting chat | Provide records of any chat you've allowed your producer to 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. |
| Provision of your recording on a CD | \$100 per CD |
| Delivery of your event recording on a CD | Capture your event on a CD in WebEx format (WRF) with an embedded player for auto play and for reproduction. |
| Conversion to Windows Media Format | \$149 per hour, 1-hour minimum <i>(Time depends on recording size.)</i> |
| Delivery of your event recording in Windows Media format | <ul style="list-style-type: none"> Convert your event recording from WebEx format to Windows Media format. Provide it via a link or CD. |
| Complete training session editing | \$149 per hour, 1-hour minimum <i>(Time depends on size and complication.)</i> |
| Refinement of your session recording | Make basic edits throughout your digital session file for on-demand viewing. |
| Additional hours | \$149 per hour, 30-minute minimum <i>(Must be booked with your Assist.)</i> |
| Custom assistance with your online training session | Add more time to your live Training Center Assist. |

**Find out more about WebEx Training Center Assist.
Speak with a solution specialist today.
Call 877-509-3239, press 2.**