

Cisco WebEx Mastery Program Mastering Cisco WebEx Training Center

Service Data Sheet



Highlights

- Master WebEx Training Center features and collaboration best practices during this five-week course featuring more than 20 hours of virtual online instruction.
- Experience in-depth, hands-on training with live instructors for one low fee (just \$2495).
- Get all the materials you need for comprehensive instructor-led and self-paced instruction.
- Receive official validation of your WebEx Training Center knowledge and virtual collaboration expertise.
- Tap into the University's extensive expertise in industry-leading virtual training and session facilitation.
- Explore private training and group discounts for teams of eight or more from the same organization.

Learn how to
boost your training
results, quickly and
cost effectively, with
WebEx Training Center

Addressing increasing training demands –with decreasing budgets–requires an entirely new training strategy. Now, it's easy to get the knowledge, and hands-on practice you need to feel confident bringing your training online with Cisco WebEx Training Center. You'll learn new skills, collaborate with other participants, and have all questions answered by WebEx experts.

How can you benefit from this advanced virtual learning program?

Your Role	Reason to Attend
Teachers and Trainers	Explore the finer points of WebEx Training Center in delivering better training programs
Training Consultants	Understand the capabilities of WebEx Training Center in enhancing communications
Producers/Help Desk Support	Build awareness of WebEx Training Center as a global collaboration/support solution
Site Admins/Local Experts	Learn and perform "best practice" collaboration methods with your entire network
Training Consultants	Explore the full solution breadth in delivering better instruction to more students

Get everything you need to succeed.

You'll receive the following Training Center Mastery Program resources:

- Program syllabus
- Participant workbook

- Short reference guides
- Supplemental homework resources
- Session certificates of completion
- Individual performance report
- Mastery program certificate of completion

Upon successful completion of the program, the final exam, and the final presentation, you'll receive official validation of your WebEx Training Center knowledge and virtual collaboration expertise.

Training Session Details

Session	Topic	Objectives—By the end of the session, you will be able to...
1	Program Orientation	<ul style="list-style-type: none"> • Log in to your site • Plan and prepare to conduct online training sessions in a variety of formats • Use a range of WebEx Training Center tools to engage learners and boost effectiveness
2	Scheduling, Reporting, and Testing	<ul style="list-style-type: none"> • Navigate the WebEx Training Center site • Schedule and edit training sessions • Invite participants to your sessions • Manage registration and reports • Create, administer, and score tests
3	Facilitating Online Training	<ul style="list-style-type: none"> • Navigate in the WebEx Training Center window • Identify roles and assign privileges in a training session • Present in a training session and create and conduct polls
4	Extending the Classroom with Breakout Sessions	<ul style="list-style-type: none"> • Pre-assign breakout sessions during scheduling • Create breakout sessions during your training • Start, join and end breakout sessions • Share information inside and outside a breakout session
5	Using Hands-on Lab	<ul style="list-style-type: none"> • Understand Hands-on Lab concepts • Practice scheduling and configuring Hands-on Lab
6	Recording and Editing your Recorded Training Sessions	<ul style="list-style-type: none"> • Record, edit, replay, modify, and publish a session • Download and install the WebEx Player, Network Recording Player, WebEx Recorder, and WebEx Recording Editor • Navigate and view a recording
7	Best Practices for Engaging Your Learners	<ul style="list-style-type: none"> • Leverage best practices for using WebEx Training Center features effectively • Prepare yourself, your environment, and your content before your session • Engage the audience during your session using a variety of WebEx features • Create a presentation with multimedia using the UCF Toolkit • Save and share a UCF presentation
8	Site Administration and Support (Self-paced Modules)	<ul style="list-style-type: none"> • Understand the WebEx site administrator's role • Gather information to troubleshoot and resolve technical issues • Troubleshoot the most common issues related to Cisco WebEx services
9	Final Exam and Presentation Review	<ul style="list-style-type: none"> • Complete steps needed to prepare for the Final Exam and Final Presentation • Identify topics of focus for additional study or practice before the final evaluations

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Today, the network is a strategic platform in a world that demands better integration between people, information, and ideas. It's a network

that works better when services, together with products, create solutions aligned with business needs and opportunities.

The unique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence.

Cisco WebEx Mastery Program is available globally. Terms may vary by region. For more information about Cisco WebEx Mastery Program and other Cisco services, visit www.cisco.com/en/US/products/ps10961/serv_group_home.html or contact your local Cisco account representative.

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