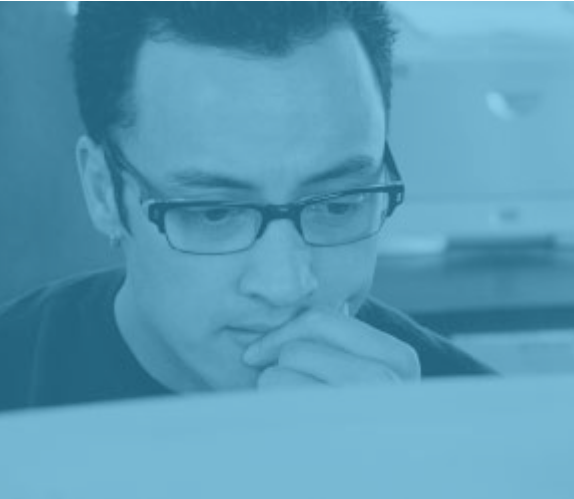


Training Center Consultative Services



“TCCS helped us identify and resolve possible pitfalls in our customer training series before it was ever launched, which we found to be an invaluable benefit.”

Elizabeth Fields
Manager, Financial Analysis
Inventory Locator Service,
LLC

Comprehensive Training – flawless delivery.

WebEx Training Center Consultative Services (TCCS)

jump start the successful delivery and attendee satisfaction of all of your online training sessions

Successful online Training sessions are easier than you think. The high-touch consultative services of TCCS prepare you for your online training session through pre-session planning, in-session services, and post-session follow-up. Your training session will be seamless and worry free. Your attendees will be impressed!

TCCS Comprehensive Consultation Package* —\$2,495

A Training Coordinator will contact you to:

- Confirm your order and gather additional information
- Assign a member of our training team to work with you

Your Training Specialist will provide up to 5 hours of consultation services to accomplish:

- Provide an overview of the Training Center Consultative Services approach
- Provide strategies for readying the curriculum
- Offer best practices for preparing for the training session
- Determine teleconferencing needs and protocols for your session
- Conduct a dry run of your training session
- Provide up to one hour of pre-session assistance for last minute details and questions
- Show attendees how to ask questions and complete surveys
- Show you and your presenters how to answer questions from your audience
- Monitor and provide real-time assistance throughout your entire session
- Work with you to provide post-session support
- Record and post the session to your Web site
- Provide guidance to enable you to successfully produce future training sessions

Additional TCCS Consultation Service Hours* —\$495 per hour

To get started, contact your Client Services Manager or email us at training@webex.com, or visit us at <http://university.webex.com>

Training Center Consultative Services

Experienced Training Center customers—take your online training sessions to the next level with TCCS!

Training Center Consultative Service (TCCS) is a strategic service designed to turbocharge your online training sessions. Your expert training specialist will advise you on Best Practices and provide customized guidance for your session, including:

- Conducting seamless breakout sessions and hands-on labs
- Coordinating multiple presenters and panelists
- Managing testing, polling and feedback
- Developing valuable Q&A sessions
- Integrating multiple media formats (i.e., PPT presentation, Web browser, application or desktop)

PREREQUISITES: Because TCCS is strategic in nature, an intermediate level of proficiency and experience deploying online training sessions with WebEx Training Center are considered essential. For this reason, we request that customers meet the following requirements before scheduling their first TCCS:

- Successfully complete the WebEx U courses *Facilitating Online Training* and *Best Practices for Training Center*. Product training is available at <http://university.webex.com>
- Experience with online training sessions

NOTE: TCCS sessions must be booked at least 3 weeks in advance.

TCCS Comprehensive Service Package—Explanation of Services

Getting Started

Contact your Client Services Manager or email us at training@webex.com to request a TCCS. A Training Coordinator will confirm your order and provide you with the required Session Information Form.

Consultation—2 hours

Your Training Specialist will review and validate the Session Information Form and—based on this information—provide strategies for readying your curriculum and offer best practices for preparing for the training session. Teleconferencing options and protocols are discussed.

Dry Run—1 hour

Full technical rehearsal with all presenters and panelists to test all systems, review roles and content, and formulate back-up plan. Your Training Specialist will run through the WebEx interface, capabilities and functionality, as they pertain to your upcoming training.

Live Training Session—1.5 hours

Your Training Specialist will be available up to one hour prior to the start for any last minute questions or concerns and will remain available throughout the session to deliver periodic instructions and updates, share presentations and documents, and act as the liaison to Technical Support, should the need arise.

Post-Session Debrief—30 mins.

Your Training Specialist will conduct a post-session debrief (usually within 24 hours of the training session). The informal “feedback session” will identify what went well during the live session and provide next steps for future training sessions.

Recording & Editing

Recording and editing is offered on request. Editing is limited to the removal of operator interactions at the start or close of the training session. Recorded training sessions are posted to your Web site.

*TCCS is available for Training Center customers only.

CORPORATE HEADQUARTERS:

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