



Deliver flawless, effective eLearning every time with expert help.

Plan out your live online training session with an experienced, certified producer.

Improve your session results with an optional guided trial run beforehand.

Focus on teaching, leaving the technical details to an expert producer.

Receive an edited recording of your session for on-demand learning.

Improve your future online training by learning best practices.



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.

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

Provide online training worry free with a Standard Training Center Assist.

Make sure your live WebEx training session starts and runs smoothly with expert help. Your WebEx Assist producer begins providing you with technical support 30 minutes before your session. Then they make sure the host is able to start the eLearning session and bring in all instructors and subject matter experts. Take comfort knowing your producer remains behind the scenes all the way through your live session—always ready to handle any questions or issues in real time.

Offer superior eLearning on demand with a Premium Training Center Assist.

Receive all the support of a Standard Assist, plus a recording of your live online training session. Your WebEx Assist producer will record your session, eliminating pre- and post-session footage. You get easy access to your recording via a link. Use it for reference, demos, or convenient anytime training.

Boost eLearning success with a la carte Training Center Assist services.

Get the extra reassurance of additional WebEx services—from before your online training session until after it. Engage an Assist producer to prepare you with session planning and a practice run. Or let them relieve you of the overall technical management of your training session, so you're freer to engage learners. You can prearrange to receive records of in-session polls and chat. You can also take away a recording edited to your specification.



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.

Give successful online training with expert support—as much as you need.



Premium Training Center Assist

Services	Your WebEx producer will...
Pre-session support Setup and coaching before you give online training	0.5 hour <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 Monitoring and support during your live online training session	1 hour Remain on hand in case host or instructors have any technical questions.
Post-session results Delivery of your final training recording	0.5 hour <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

Services	Your WebEx producer will...
Pre-session support Setup and coaching before you give online training	0.5 hour <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 Monitoring and support during your live online training session	1 hour Remain on hand in case host or instructors have any technical questions.

A la carte assistance
<ul style="list-style-type: none"> • eLearning consultation: strategy and prep • Session planning and a dry run • Live session hosting • Poll creation and management • VoIP audio conferencing • Pre-session hold music • Live session capture on a CD • Session recording delivery in Windows Media Format • Additional editing of your session recording • Additional support hours

“We’re grateful for another GREAT session with the help of a WebEx producer. An Assist truly makes these sessions seamless and stress-less for us.”
 — Chandra Petrzelka, Global Internal Communications, Tectura

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