

Increase Productivity, Accelerate Results, and Maximize the Benefits of Web Collaboration

Cisco WebEx Personalized Training
Service Data Sheet



Highlights

Get up to speed quickly with the guidance of a WebEx virtual instruction expert specialized in delivering effective online training:

- Learn exactly what you need to know with customized course materials designed to meet your needs
- Collaborate, ask questions, and discuss challenges confidentially
- Learn how to deliver effective training to others as your organization grows

Realize the full value of your Cisco WebEx® investment with live, personalized training customized to meet your specific business needs.

Challenge

To maximize your investment in Cisco WebEx collaboration technology, employees and partners need to get up to speed quickly and learn to collaborate more effectively to achieve measurable results. Our experts can foster better strategic use of collaboration tools and create in-house, go-to experts.

Customized training enables employees to rapidly become skilled at how to use the latest collaboration tools and best practices to improve web collaboration.

Solution

Backed by deep technology expertise, Cisco® Services enable you to successfully plan, build, and run your IT infrastructure as a powerful business platform. Whether you are looking to

quickly seize new opportunities to meet rising customer expectations, improve operational efficiency to lower costs, mitigate risk, or accelerate growth, we have a service that can help you.

Training helps organizations:

- Learn how to deliver Cisco WebEx solutions training to new employees, customers, partners: anyone who needs to use WebEx to collaborate with your organization
- Create expert communicators using presentation skills, tips, and tricks
- Help employees learn to engage and interact more effectively using WebEx meetings
- Teach administrative professionals how to manage meeting calendars, invitations, and setup with the Administrative Assistant program
- Give customers prompt and professional technical support and on-demand assisted troubleshooting
- Put your IT team on track to earn a Tier 1 Technical Support certificate using WebEx meeting applications

Cisco WebEx personalized training gives employees, partners, and customers the knowledge and expertise they need to get the most out of their web collaboration investment.

We offer a full suite of instructor-led and self-paced training classes that will teach you how to integrate WebEx into your daily work life. Augment the training services already included with your subscription with personalized solutions by collaborating with a virtual instructor or facilitator to create a training curriculum that matches your organization's specifications and gets everyone in your organization up and running quickly and collaborating more effectively.

Private, Live Instructor-Led Training

Optimize training time by holding private training sessions for up to 15 participants at a time. Take advantage of WebEx expertise by offering employees new collaboration, presentation, or tech support skills. Customize your curriculum by choosing from more than 30 courses that can be designed to meet your organization's specific needs.

Deliverables include:

- Conducting a requirements meeting and developing a training plan document that includes the training requirements, registration details, and training schedule
- Virtual delivery of an interactive training session where learners receive hands-on practice throughout the session
- A WebEx recording of the training session
- Cisco job aids to reinforce learning after the session
- A certificate of completion

Why Cisco Services

Cisco Services make networks, applications, and the people who use them work better together.

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 Personalized Training is available globally. Terms may vary by region. For more information about Cisco WebEx Personalized Training 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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