Cisco WebEx Mastery Program
Mastering Cisco WebEx Meeting Center

Highlights

- Master WebEx Meeting Center features and collaboration best practices.
- Get in-depth, hands-on training with live instructors for one low fee.
- Receive all the materials you need for comprehensive instructor-led and self-paced instruction.
- Receive official validation of your WebEx Meeting 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.

Get the skills and hands-on practice to become accomplished using WebEx Meeting Center for all your online meetings.

Master WebEx Meeting Center with this engaging, four-week certificate program, which provides access to highly experienced WebEx trainers who will guide you through each step of the learning experience—live. You'll learn new skills, collaborate with other participants, and have all questions answered by WebEx experts.

How can you benefit from this advanced e-learning program?

Your Role	Reason to Attend
Teachers and Trainers	Explore the finer points of WebEx Meeting Center in developing better training programs
Management and Leadership	Understand the full capabilities of WebEx Meeting Center in enhancing communications
Sales	Learn productivity enhancements for better, faster decision-making—and better results
Consultants	Develop a full awareness of WebEx Meeting Center as a global collaboration solution
Collaboration Workers	Learn and perform "best practice" collaboration methods with your entire network

Get everything you need to succeed
As a participant in this program, you'll receive the following Meeting Center Mastery Program resources.

· Participant workbook

· Program syllabus

· Short reference guides

· Supplemental homework resources

· 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 Meeting 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	· Log in to your site · List features of Meeting Center · Identify your goals for this program
2	Organizing Meetings	· Schedule meetings using the Quick Scheduler and Advanced Scheduler · Edit, start, join and register for meetings on your WebEx site · Download Productivity Tools · Schedule meetings using the Outlook or Lotus Notes Integration (if applicable) · Generate meeting reports from your Meeting Center site
3	Conducting Collaborative Meetings	· Navigate the meeting window and use different audio options · Use meeting panels to interact with attendees (including Chat, Polling, Video) · Use sharing features to collaborate during meetings · Manage meeting options, privileges, and alerts
4	Recording and Editing Your Recorded Meetings	· Record and play back a recorded meeting · Publish recordings for others to view · Download and install recorders and the WebEx Recording Editor · Navigate and view a recording · Cut recorded data using the Recording Editor · Modify a Network-Based Recording
5	Best Practices for Engaging Meetings	· Leverage best practices for using Meeting Center features effectively · Prepare yourself, your environment and your content before your meetings · Engage the audience during your meeting using a variety of WebEx features · Describe techniques for following up after your meeting · Describe the benefits of using the Universal Communications Toolkit
6	Site Administration and Support	· Understand the WebEx site administrator's role in defining and managing processes, standards and user accounts for your organization · Gather information to troubleshoot and resolve technical issues · Troubleshoot the top issues related to Cisco WebEx services
7	Final Exam and Presentation Review	· Review assignments from sessions 5 and 6 · Receive clarification on any outstanding questions · Confirm requirements for the final evaluations · Identify topics of focus for additional study or practice before final evaluations

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 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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