



Service Description: Advanced Services – Fixed Price

Cisco WebEx Personalized Training - Advanced (ASF-WBXS-UC-PTADV)

This document describes Advanced Services Fixed Price: Cisco WebEx Personalized Training – Advanced.

Cisco will deliver one (1) of the foundational training courses listed below to the Customer.

WebEx Product	Foundations Course Title
Meeting Center	Best Practices for Engaging Online Meetings
Training Center	Best Practices: Engaging Your Learners
Event Center	Planning for Large Events

Related Documents

This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicedescriptions/ : (1) Glossary of Terms; (2) List of Services Not Covered. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

Direct Sale from Cisco

If you have purchased these Services directly from Cisco for your own internal use, this document is incorporated into your Master Services Agreement, Advanced Services Agreement, or other services agreement covering the purchase of Advanced Services-based services with Cisco ("Master Agreement") If no such Master Agreement exists, then this Service Description will be governed by the terms and conditions set forth in the Terms & Conditions Agreement posted at <http://www.cisco.com/legal/advancedservices.html>. If you have purchased these Services directly from Cisco for resale purposes, this document is incorporated into your System Integrator Agreement or other services agreement covering the resale of Advanced Services ("Master Resale Agreement"). If the Master Resale Agreement does not contain the terms for the Purchase and Resale of Cisco Advanced Services or equivalent terms and conditions, then this Service Description will be governed by the terms and conditions of the Master Resale Agreement and those terms and conditions set forth in the SOW Resale Terms & Conditions Agreement posted at: <http://www.cisco.com/legal/advancedservices.html>. For purposes of the SOW Resale Terms and Conditions this Service Description shall be deemed as a Statement of Work ("SOW"). In the event of a conflict between this Service Description and the Master Agreement or equivalent services exhibit or agreement, this Service Description shall govern.

Sale via Cisco Authorized Reseller

If you have purchased these Services through a Cisco Authorized Reseller, this document is for description purposes only; is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at www.cisco.com/go/servicedescriptions/.

Location of Services

Services are delivered remotely via Cisco WebEx to the Customer.

Service Summary

Cisco will provide the following Cisco WebEx Personalized Training services that will aim to benefit the Customer's WebEx users with knowledge of the Cisco WebEx Solution ("Services").

Cisco WebEx Personalized Training – Foundations

Under the Services, Cisco shall provide the Cisco WebEx Personalized Training course.

The Services may include the following:

- Project Coordination
- Training Plan Schedule
- One (1) Ninety (90) minute Cisco WebEx Personalized Training Course. Training topics will include:
 - Host Planning and Preparation
 - Engaging Your Participants
 - Managing Your Participants
 - Adding Multi-Media to Your Presentations
 - Reporting and Site Administration
 - Troubleshooting
- WebEx Recording of Cisco WebEx Personalized Training Course

The Customer devices that will be utilizing the Advanced Services described in this document will be Windows XP, Windows Vista, and Windows 7 compatible computers.

Cisco WebEx Personalized Training will be limited to fifteen (15) attendees per course.

Cisco Responsibilities

- Designate a single point of contact ("Cisco Training Coordinator") to schedule and manage attendee registration and email notifications.
- The Cisco Training Coordinator will schedule a meeting of up to one (1) hour with Customer and WebEx University Instructor to understand and document the following:
 - Customer experience level with Cisco WebEx
 - Customer use cases and business scenarios for using Cisco WebEx
 - Customer Cisco WebEx URL
 - Cisco WebEx product Customer has purchased
 - Customer audio preference
 - Date, time and time zone to deliver sessions
 - Customer disabled or discouraged Cisco WebEx features
 - Cisco WebEx course delivery URL and join password

- Review training content and registration options with Customer Capture Customer training and content requirements and work with Customer resources to identify and document Customer training objectives and course requirements.
- Develop and distribute the Training Plan document to Customer within five (5) Business Days of meeting completion.
- Provide the Customer with Course Attendee Template
- Personalize course according to Training Plan
- Schedule course according to Training Plan Schedule
- Notify registered attendees of scheduled training course through Cisco Learning Management email system
- Deliver course on a Cisco WebEx University Site according to Training Plan Schedule
- Record personalized training course in a Cisco WebEx recorded format.
- Distribute the course recording to the Customer.

Customer Responsibilities

- Designate a single point of contact (“Customer Contact”) to coordinate and disseminate for all Cisco communication. This person has the authority to act on all aspects of the service being performed including reviewing and signing the Completion Certificate.
- Customer acknowledges that completion of Services is dependent upon Customer meeting its responsibilities as identified in this document.
- Provide Customer training requirements during planning meeting.
- Review and approve Training Plan Document.
- Provide completed Course Attendee Template to Cisco.
- Ensuring that Customer’s personnel attending the training Sessions meet all training session pre-requisites (if any) notified by Cisco to Customer.
- Attend scheduled training sessions
- Receive training program materials.
- Download Cisco WebEx recording within one week of course delivery.

General Customer Responsibilities

- All information (such as but not limited to: designs, topologies, requirements) provided by Customer is assumed to be up-to-date and valid for the Customer’s current environment. Cisco Services are based upon information provided to Cisco by Customer at the time of the Services.
- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- Identify Customer’s personnel and define their roles in the participation of the Services. Such personnel may include but is not limited to: architecture design and planning engineers, and network engineers.
- Ensure Customer’s personnel are available to participate during the course of the Services to provide information and to participate in scheduled information gathering sessions, interviews, meetings and conference calls.
- Support services provided by Cisco comprise technical advice, assistance and guidance only.

- Customer expressly understands and agrees that the Services shall take place and complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein.

Invoicing and Completion

Invoicing

Services will be invoiced upon completion of the Services.

Completion of Services

Cisco will provide written notification upon completion of the Services to Customer. The Customer shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Customer's failure to acknowledge completion of the Services or to provide reasons for rejection of the Services within the five (5) Business Day period signifies Customer's acceptance of completion of the Services in accordance with this Service Description.