



# Collaboration Server 5.0 eSeminar Agent

## 1 Invite Callers

First, invite callers and give them a Seminar Keyword to use when logging in to the eSeminar.

For example, you may set up an eSeminar by sending an e-mail to 50 people instructing them to make a request using the Seminar Keyword “1” at a specific time. Before the designated time, enter “1” in your Seminar Keyword field on the Seminar tab. The session using this password is then available to callers.

## 2 Access the Agent Desktop

To access the Agent Log in page for the eSeminar agent desktop, go to the URL:

http://\_\_\_\_\_

To log in

- Step 1 Enter the requested information.
- Step 2 Click **Log in**.
- Step 3 Accept any certificates that display.

## 3 eSeminar Agent Desktop

Take a moment to review the agent desktop. Select each of the three tabs to familiarize yourself with their functions. Also review the Script Viewer and Shared View areas.

To access online help



Click the **Help** icon. This icon is located on each tab and in the Script Viewer area.

## 4 Connect Callers

When you invite callers, tell them to join the eSeminar by going to the URL:

http://\_\_\_\_\_

To connect callers

- Step 1 Enter the **Seminar Keyword** on the Seminar tab.
- Step 2 Callers can now join the seminar by opening the Caller Connect page and entering their names and the Seminar Keyword. If you are engaged in a conference call with participants, you can guide them through this process.

Monitor the current number of participants on the Seminar tab.

To limit the number of new participants entering the eSeminar, unmark the check box on the Seminar tab. New callers will not be allowed to join.

## 5 Share Content

You can share content with callers using both the Script Viewer and the Sharing tab.

### Script Viewer

The Script Viewer area displays scripts that match certain skills. These scripts contain information chosen by your administrator, such as Web pages, Web page comparisons, files, PowerPoint presentations, chat messages, and speaker notes.

Follow the script links to share content with your participants. Your shared view browser and your participants’ browsers display the shared content.

### Sharing Tab

The following features are located on the Sharing tab and allow you to share non-scripted information with callers.



**Note** Leadership must be assigned to you or all participants before you can use these features.

### Leadership

The session leader controls the information shared during the session. Click the **Leadership** icon to assign leadership. You can assign leadership to a specific agent or to all agents involved in the eSeminar.

Table 1 Leadership Icon States

Leadership Icon	Indicates
	All agents are leaders.
	A specific agent is the leader.

### Follow Me

Follow Me allows callers to receive all Web pages that you open in your shared view browser

Table 2 Follow Me Icon States

Follow Me Icon	Indicates
	Follow Me is enabled.
	Follow Me is disabled.

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To use Follow Me

- Step 1

Click the **Follow Me** icon to enabled the feature.
- Step 2

Browse the Web pages in your shared view browser. The participants’ browsers follow.

Page Share



Use Page Share to share an individual Web page that you are viewing with all participants.

To use Page Share

- Step 1

Disable Follow Me browsing if it is enabled.
- Step 2

Navigate to the page you want to share.
- Step 3

Click the **Page Share** icon. All participants browsers are updated with the new content.

Application Share



The Application Share controls allow you to share both applications and images of applications with participants.

To use Application Share

- Step 1

Open the application that you want to share.
- Step 2

Select the application from the App Share pull-down menu.
- Step 3

Either:
  - Click **Send** to send continuous images of the application to the participants.

- Press **CTRL+F12** on your keyboard to share a single image of the application.
- Check the **Share** option and click **Send** to allow participants to use the application with you.

Step 4 Click **Stop** to end Application Sharing.



Note

If you are sharing using CTRL+F12, you do not need to click Stop; Application Share only occurs when you press CTRL+F12

History List



History displays a list of all Web pages shared during the session.

To share Web pages from the History List

- Step 1

Click the **History** icon to open the History List.
- Step 2

Select the Web page that you want to share.
- Step 3

Click **Send**.

Address Field



Send Web pages from the Address Field.

To share pages using the Address Field

- Step 1

Type a Web page address in the Address Field.
- Step 2

Click **Send**.

End the eSeminar



When you have finished the eSeminar, use the **Hang Up** icon. If you are the only agent involved the eSeminar, the eSeminar ends. If other agents are involved in the eSeminar, the eSeminar continues and you exit.

To end the eSeminar

- Step 1

Open the **Seminar** tab.
- Step 2

Click the **Hang Up** icon.

Log Out

You must log out when you want to stop using Collaboration Server. If you close your browser without logging out, you may need help from your system administrator to log in again.

To log out

- Step 1

Select the **User** tab.
- Step 2

Click **Log Out**.
- Step 3

Close your browser.