

# OWN IT

## Getting Started with Training Center

T30  
2016

# Course Goal

You will be able to successfully schedule and conduct interactive trainings easily and effectively using the collaborative tools, while combining the interactive training features of WebEx.

# Objectives

## Table of Contents

	Page
Logging into Your Microsite	
Test Library	
Instant Session	
Schedule Training	
Starting & Managing Your Training Session	
Emails	
Inside the Training Session	
Training Communications	
Breakout Rooms	
Reports	

# Logging Into Your Microsite

Your company's Microsite is generally set up as:  
[https://\\_\\_\\_\\_\\_.webex.com](https://_____.webex.com)

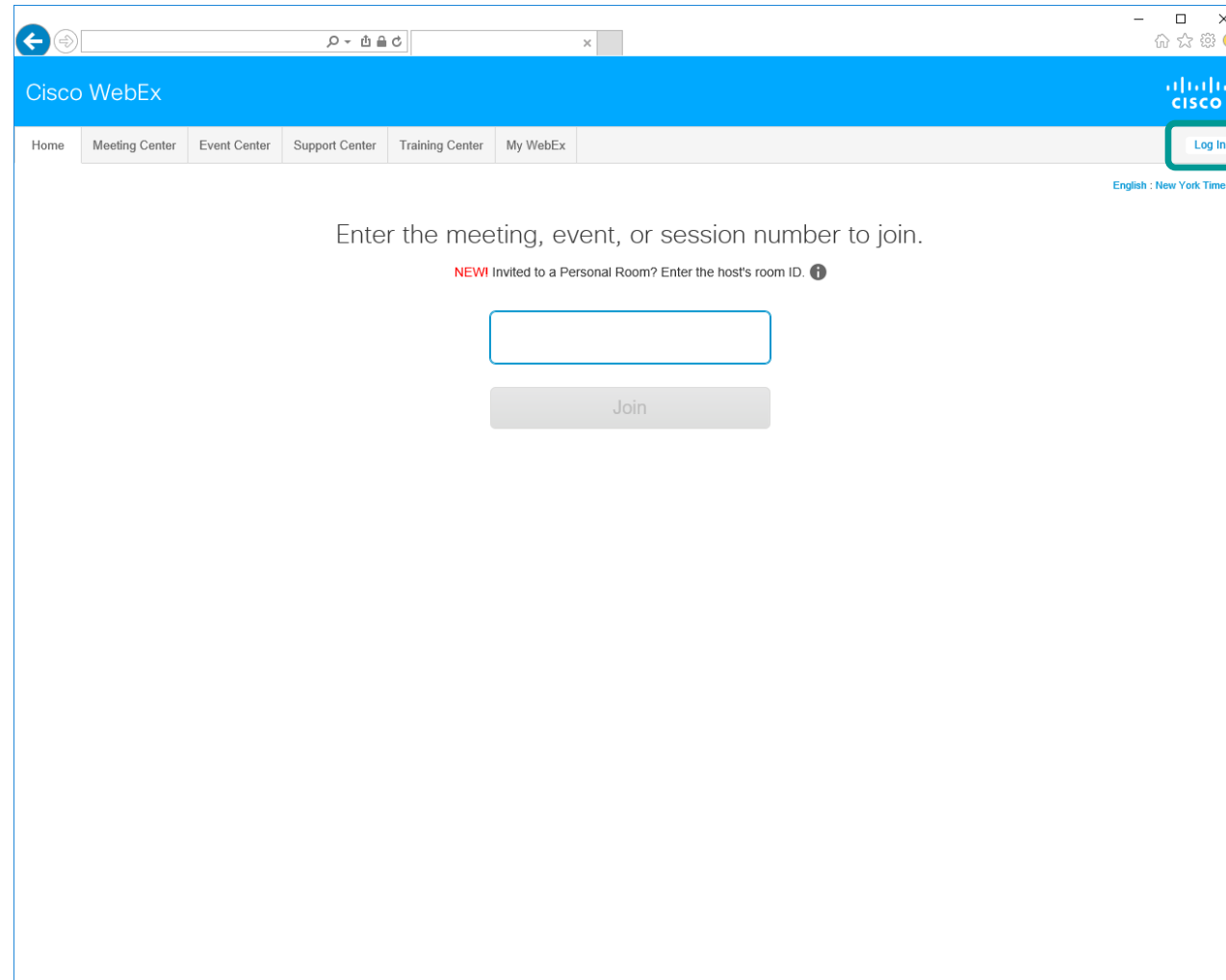
If you do not know your Microsite, please check with your Account Administrator.



# Logging Into Your Microsite

## Main WebEx Page

1. Navigate to your Microsite
2. Click **[Log In]** at the top right of the page



# Test Library

The Test Library serves as a repository of tests on your organization's Training Center Microsite. In the Test Library, you can do the following:

- Create, edit, duplicate, or delete a test.
- Import a poll or test questionnaire, (with an.atp file extension) and convert it to a test.
- Copy your tests to the Shared Tests section so other training hosts can access the tests.

# Test Library

## Accessing the Library and Creating a New Test

Cisco WebEx

Home Meeting Center Event Center Support Center **Training Center** My WebEx webex\_1895431 Log Out

Attend a Session  
▼ Host a Session  
Schedule Training  
Instant Session  
Hands-On Lab  
Test Library  
My Training  
Recordings  
▼ Set Up  
Training Manager  
Preferences  
My Profile  
▼ Support  
MyResources  
Help  
Downloads  
Training  
Contact Us  
▶ Level 3

Test Library

Welcome, SARAH GARRETT

**Private Tests**

Title	Description	Author	Last Modified
-------	-------------	--------	---------------

**Shared Tests**

Title	Description	Author	Last Modified
<input type="checkbox"/> Shared Test		Edmond Leclair	Friday, March 6, 2020 1:30 pm

Duplicate... Copy to Private Delete

Import... **Create New Test**

© 2016 Cisco and/or its affiliates. All rights reserved. [Privacy](#) | [Terms of Service](#)

A test must be available under **[Private Tests]** or **[Shared Tests]** in order to add a test to your scheduled meeting

1. Click the **[Training Center]** tab
2. Select **[Test Library]** on the left hand menu
3. To create a new test, click **[Create New Test]** on the bottom right corner

# Test Library – New Test

## Edit Test Details

[Specify Grades...] allows you to customize the grading system for your test

The screenshot shows the Cisco WebEx interface for creating a test. The main window is titled 'Cisco WebEx' and has a navigation menu with options like Home, Meeting Center, Event Center, Support Center, Training Center, and My WebEx. The 'Create Test' section includes fields for 'Test Title', 'Test Description', 'Author' (TRAINING ELGIA), 'Maximum score' (0 points), and 'Display question' options. A 'Specify Grades...' button is highlighted with a red box and an arrow pointing to a separate dialog box.

The 'Specify Grades' dialog box is titled 'Specify Grades' and contains the text: 'Please specify the grades for the various ranges of scores:'. It features a table with two columns: 'Score' and 'Grade'. The table is pre-filled with the following data:

Score	Grade
90 to 100	A
80 to 89	B
70 to 79	C
60 to 69	D
0 to 59	F

At the bottom of the dialog box are 'Save' and 'Cancel' buttons.

# Test Library – New Test

## Insert Questions

- To add questions to your test, click **[Insert Question]** on the bottom right side
- Keep clicking **[Insert Question]** until you are finished adding questions to your test

Cisco WebEx

Home Meeting Center Event Center Support Center Training Center My WebEx webex\_1895431 Log Out

Attend a Session

Host a Session

- Schedule Training
- Instant Session
- Hands-On Lab
- Test Library
- My Training Recordings

Set Up

- Training Manager
- Preferences
- My Profile

Support

- MyResources
- Help
- Downloads
- Training
- Contact Us

Level 3

### Create Test

**Test Title:**

**Test Description:**

**Author:** TRAINING ELGIA

**Maximum score:** Maximum possible score is: **0 points** (calculated based on the assigned scores in the test)

Limit the maximum score that an attendee can receive:  points

**Grades:**  Assign a grade according to the score of the student ([Specify Grades...](#))

**Display question:**  All questions in one page  
 One question per page

[Insert Question](#)

Save Cancel

© 2016 Cisco and/or its affiliates. All rights reserved. [Privacy](#) | [Terms of Service](#)

# Test Library – Insert Question

## Question Choices

### Instructions

The screenshot shows a browser window titled "Add Question". A green arrow points to the "Question Type" dropdown menu, which is set to "Instructions". Below it, the "Instructions" text area contains the placeholder text "Please type the instructions here.". At the bottom right, there are "Save" and "Cancel" buttons.

### Fill in the Blanks

The screenshot shows a browser window titled "Add Question". The "Question Type" dropdown menu is set to "Fill in the blanks". The "Question" text area contains the placeholder text: "(Please use '[' as a blank in your question and enclose the correct answer within the '[']. You can have more than one blank in the question.)" followed by "This is [an] example.". At the bottom right, there are "Save" and "Cancel" buttons.

### Essay

The screenshot shows a browser window titled "Add Question". The "Question Type" dropdown menu is set to "Essay". The "Question" text area contains the placeholder text "Please type the question here.". Below it, the "Answer" field is labeled "Limit answer to" followed by a text input field containing "5000" and the text "number of characters". At the bottom right, the "Save" and "Cancel" buttons are highlighted with a red rectangle.

# Test Library – Insert Question

## Question Choices

### Multiple Choice (select one answer)

The screenshot shows the 'Add Question' form for a Multiple Choice question. The 'Question Type' dropdown is set to 'Multiple Choice (select one answer)'. The 'Question' field contains the placeholder text 'Please type the question here.'. Below it, the 'Answers' section has a table with columns 'Answer' and 'Correct?'. The first row has 'Option 1' and a selected radio button. There are 'Save' and 'Cancel' buttons at the bottom.

Answer	Correct?
Option 1	<input checked="" type="radio"/>
	<input type="radio"/>
	<input type="radio"/>
	<input type="radio"/>
	<input type="radio"/>

### Multiple Response (select multiple answers)

The screenshot shows the 'Add Question' form for a Multiple Response question. The 'Question Type' dropdown is set to 'Multiple Response (select multiple answers)'. The 'Question' field contains the placeholder text 'Please type the question here.'. Below it, the 'Answers' section has a table with columns 'Answer' and 'Correct?'. The first row has 'Option 1' and a checked checkbox. There are 'Save' and 'Cancel' buttons at the bottom.

Answer	Correct?
Option 1	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

### True/False

The screenshot shows the 'Add Question' form for a True/False question. The 'Question Type' dropdown is set to 'True/False'. The 'Question' field contains the placeholder text 'Please type the question here.'. Below it, the 'Correct answer' section has radio buttons for 'True' (selected) and 'False'. There are 'Save' and 'Cancel' buttons at the bottom, with the 'Save' button highlighted by a red box.

# Test Library – Questions

## Scores, Edit, and Delete

1. Assign Points to each test
2. (Optional) Add Scoring Guidelines to questions
3. Click **[Save]** once done

Cisco WebEx

Home Meeting Center Event Center Support Center Training Center My WebEx webex\_1895431 Log Out

### Create Test

**Test Title:** SAMPLE TEST

**Test Description:** This is a sample test that you can give to your participants.

**Author:** TRAINING ELGIA

**Maximum score:** Maximum possible score is: 100 points (calculated based on the assigned scores in the test)  
 Limit the maximum score that an attendee can receive: 100 points

**Grades:**  Assign a grade according to the score of the student ([Specify Grades...](#))

**Display question:**  All questions in one page  
 One question per page

**Save** **Cancel**

Move Up [Move Down](#) [Insert Question](#)

**Question 1**

This is a True/False question?  
 True  
 False

**Scoring Panel**  
Points: 20  
Scoring guidelines:

**Edit** **Delete**

**Question 2**

[Move Up](#) [Move Down](#) [Insert Question](#)

This is a Multiple Response question.  
Which of the following are animals? select all that apply



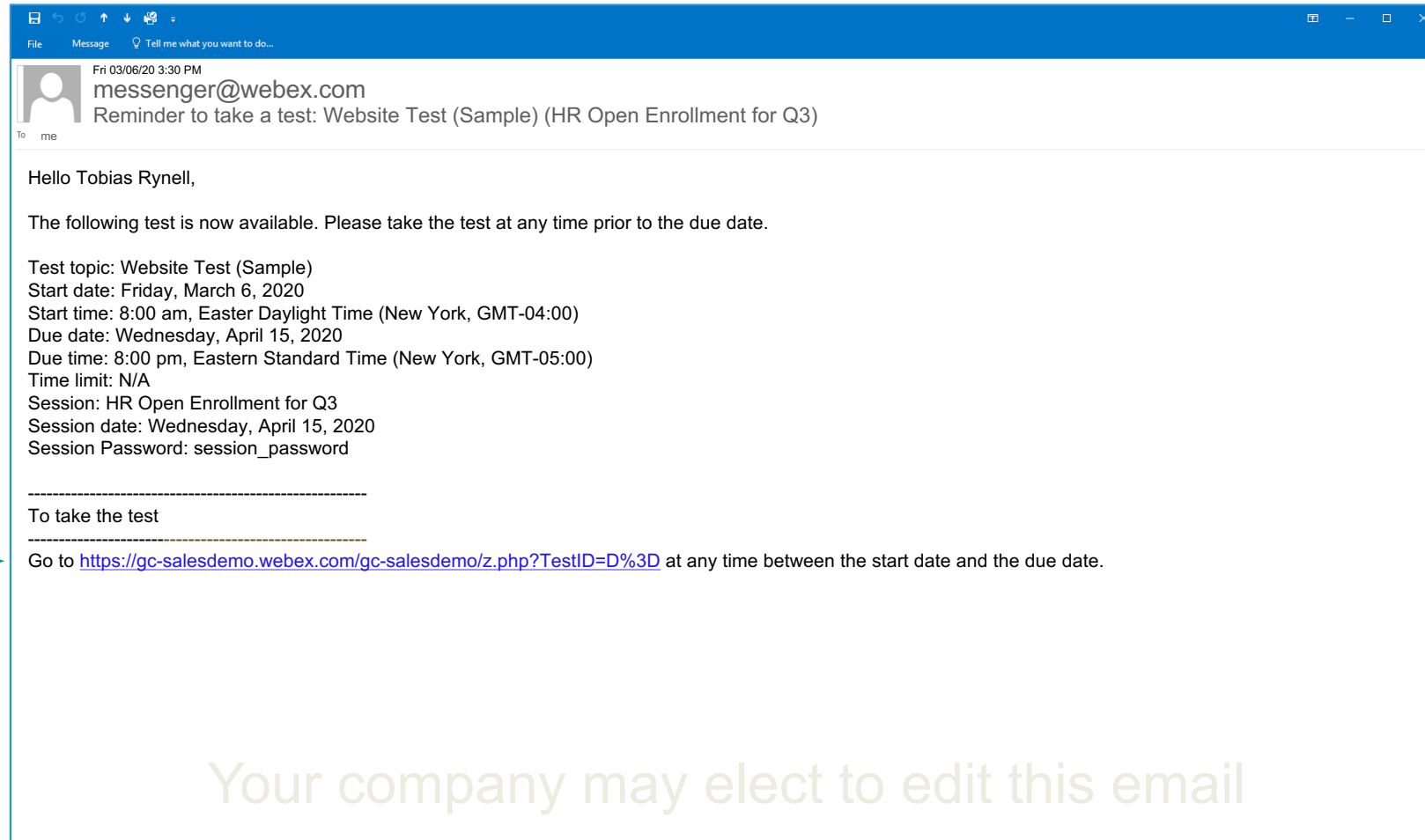
# Participant: Pre-Session and Post- Session Test

Test invites are sent out during the scheduling process.

# Participant: Pre-Session/Post-Session Test

## Notification Email

1. Participants will receive test notification
2. Click the **[URL]** to take your test



# Participant: Pre-Session/Post-Session Test

## Initiate the Test

1. Enter your information:
  - First name
  - Last name
  - Email Address
2. Click **[OK]** to take the test

The screenshot shows the Cisco WebEx interface. The top navigation bar includes 'Home', 'Meeting Center', 'Event Center', 'Support Center', 'Training Center', and 'My WebEx'. The main content area is titled 'View Test Info: SAMPLE TEST'. Below the title, there is a prompt: 'To take this test or view information about this test, please provide the following information:'. There are three required fields: 'First name', 'Last name', and 'Email address'. A note states: '\*Note: Verify that your email address is correct so that you can receive your test result notification.' At the bottom of the form, there are two buttons: 'OK' and 'Cancel'. The 'OK' button is highlighted with a red box.

# Participant: Pre-Session/Post-Session Test

## Initiate the Test

Click **[Take Test]** to start the Pre-Session/Post-Session test

The screenshot shows the Cisco WebEx interface. The top navigation bar includes 'Home', 'Meeting Center', 'Event Center', 'Support Center', 'Training Center', and 'My WebEx'. The main content area displays a confirmation dialog for taking a test. The test details are as follows:

- Student name:** Jiro Ito
- Student email address:** jiro\_i@level3.com
- Test title:** SAMPLE TEST
- Test Description:** This is a sample test that you can give to your participants.
- Author:** SARAH GARRETT
- Start date and time:** March 6, 2020 at 8:00 am Eastern Standard Time (New York, GMT-05:00)
- Due date and time:** April 15, 2020 at 8:00 pm Eastern Standard Time (New York, GMT-05:00)
- Time limit:** (none)
- Number of allowed attempts:** No limit
- Number of questions:** 5
- Maximum score:** 100 points

At the bottom right of the dialog, there are two buttons: 'Take Test' and 'Cancel'. The 'Take Test' button is highlighted with a red rectangular box.

# Participant: Pre-Session/Post-Session Test

## Initiate the Test

1. Answer test questions
2. Click **[Submit Test]** once completed

The screenshot displays the Cisco WebEx interface for taking a test. The page title is 'Take Test: SAMPLE TEST'. The test details are as follows:

- Student name:** Jiro Ito
- Student email address:** jiro\_i@level3.com
- Test title:** SAMPLE TEST
- Test Description:** This is a sample test that you can give to your participants.
- Author:** SARAH GARRETT
- Time limit:** (none)
- Number of allowed attempts:** No limit
- Number of questions:** 5
- Maximum score:** 100 points

At the bottom right of the test details, there are two buttons: 'Return to Test Later' and 'Submit Test'. The 'Submit Test' button is highlighted with a red rectangular box.

The test consists of three questions:

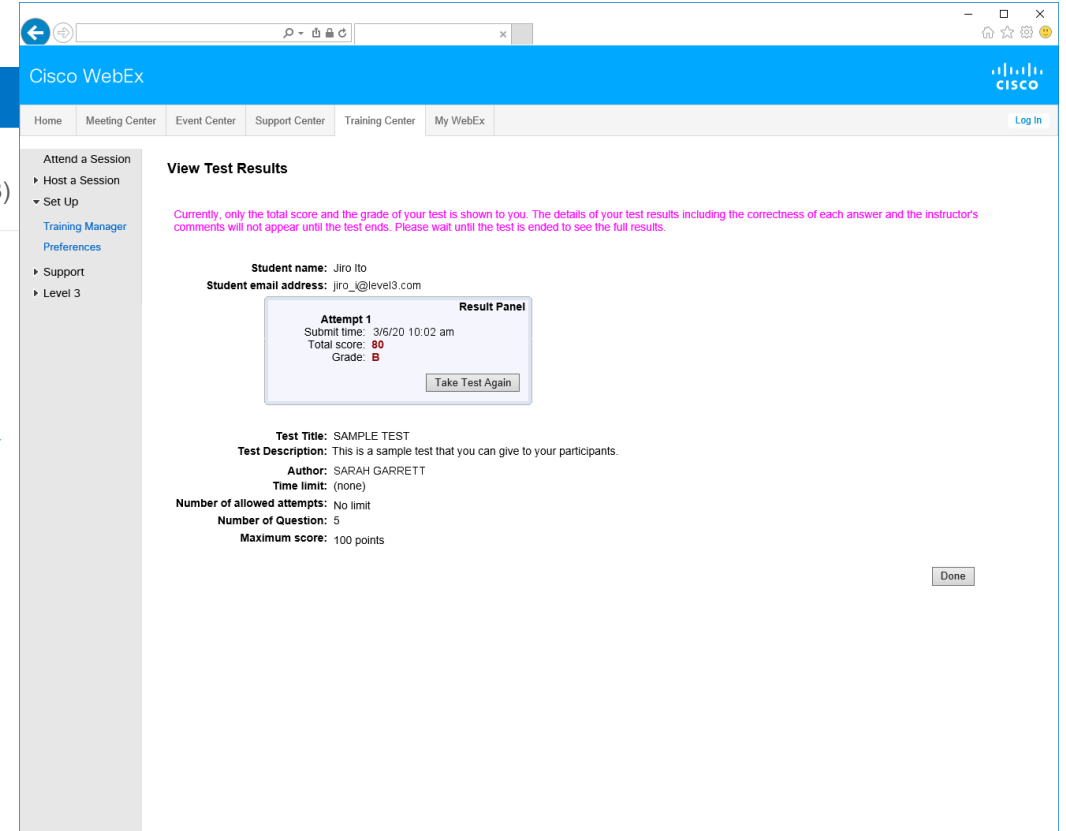
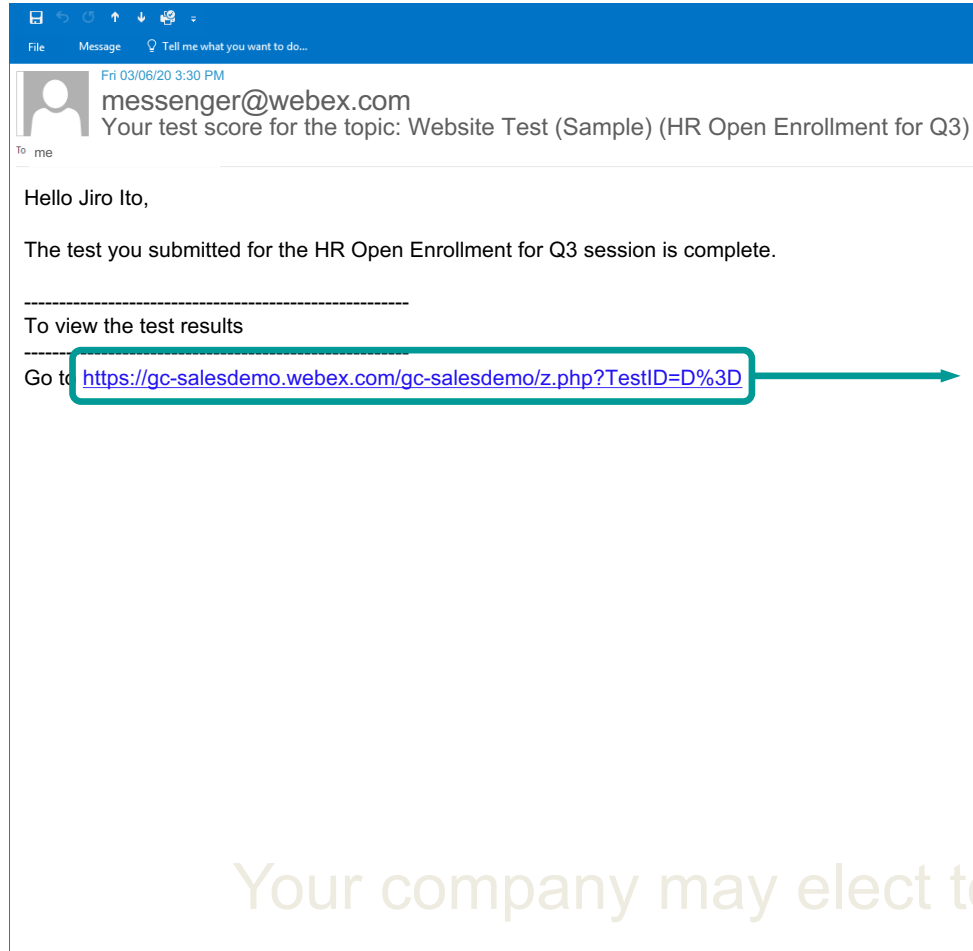
- Question 1:** This is a True/False question?  True  False (20 points). Status: Not Yet Answered. Time remaining: 191:53:16.
- Question 2:** This is a Multiple Response question. Which of the following are animals? select all that apply.  Bear  Computer  Cat  Dog  Rock (20 points). Status: Not Yet Answered. Time remaining: 191:53:16.
- Question 3:** This is a Multiple Choice Question. What kind of question is this?

# Participant: Pre-Session/Post-Session Test

## Test Results Email

In most cases after your test is graded, you will receive an email notification

- Click the **[URL]** to view your score



Your company may elect to edit this email

# Host: Pre-Session and Post-Session Test

# Host: Pre-Session and Post-Session Test

## Grading Tests

1. Click the **[My WebEx]** tab
2. Select **[My Meetings]** on the left hand menu
3. Choose the **[Topic]** of your Training session

The screenshot displays the Cisco WebEx interface. The top navigation bar includes tabs for Home, Meeting Center, Event Center, Support Center, Training Center, and My WebEx. The left-hand menu lists various options, with My Meetings selected. The main content area shows the 'My WebEx Meetings' page for April 15, 2020. A table lists meetings, with the first one, 'HR Open Enrollment for Q3', highlighted. The table columns are Time, Topic, Type, and Request counts (Pending, Approved, Rejected).

Time	Topic	Type	Requests Pending	Requests Approved	Requests Rejected	Action
8:00 am	HR Open Enrollment for Q3	Training	1	0	0	Start
8:00 am	Q2 - Getting to know Your Comp...	Event	N/A	N/A	N/A	Start



# Host: Pre-Session and Post-Session Test

## Grading Tests

1. Select the radio button of the Pre-Session and Post-Session test
  - Tests are labeled as “Website” under [Delivery]
2. Select [Score & Report]

The screenshot shows the Cisco WebEx interface for a session titled "HR Open Enrollment for Q3". The session status is "Not Started" and the date is Wednesday, April 15, 2020. The starting time is 8:00 am, Eastern Daylight Time (New York, GMT-04:00). The duration is 1 hour, and the presenter is SARAH GARRETT. The agenda includes a "Pre-Session Test" and a "Post-Session Test". The "Pre-Session Test" is selected, and its details are shown in the table below.

Title	Delivery	Status
<input type="radio"/> SAMPLE TEST	In-session	Not started
<input checked="" type="radio"/> SAMPLE TEST	Website	Not started (Due 4/15/20 at 8:00 pm)

Below the table, there are buttons for "Add Test", "Manage", "Score & Report", "Duplicate", and "Delete". The "Score & Report" button is highlighted with a red box. At the bottom of the page, there are buttons for "Edit", "Delete", "Manage Registrations", "Add to My Calendar", and "Go Back".

# Host: Pre-Session and Post-Session Test

## Grading Tests

1. Select the radio button of the Pre-Session and Post-Session test
  - Tests are labeled as “Website” under [Delivery]
2. Select [Score & Report]

The screenshot shows the Cisco WebEx interface for a session titled "HR Open Enrollment for Q3". The session status is "Not Started". The session date is Wednesday, April 15, 2020, starting at 8:00 am. The duration is 1 hour, and the presenter is SARAH GARRETT. The agenda includes session number 000 000 000, password (no password required), host key 4242, and teleconference details (conference dial-in number: 1-8005550000 (US), host access code: 1234, attendee access code: 999 888 7). The host's name is SARAH GARRETT, and her email is sarah\_g@level3.com. The SCORM data is SCORM1.2 and SCORM 2004. The course material is Presentation.pptx (121.81 KB).

Title	Delivery	Status
<input type="radio"/> SAMPLE TEST	In-session	Not started
<input checked="" type="radio"/> SAMPLE TEST	Website	Not started (Due 4/15/20 at 8:00 pm)

Buttons: Add Test, Manage, Score & Report, Duplicate, Delete

By joining this session, you are accepting the Cisco WebEx [Terms of Service](#) and [Privacy Statement](#).

Buttons: Edit, Delete, Manage Registrations, Add to My Calendar, Go Back

© 2016 Cisco and/or its affiliates. All rights reserved. [Privacy](#) | [Terms of Service](#)

# Host: Pre-Session and Post-Session Test

## Grading Tests

The 'Submitted Tests' page shows the tests you have already graded and allows you to grade unscored tests.

- Click **[Score Answers]** to review a submitted test and score answers

The screenshot displays the 'Submitted Tests' interface in Cisco WebEx. At the top, there are navigation tabs for Home, Meeting Center, Event Center, Support Center, Training Center, and My WebEx. The 'Submitted Tests' section includes buttons for 'View Questions' and 'View Grades...'. Below this is a table with the following data:

Student Name	Email	Date & Time submitted	Score	Grade
<a href="#">jiro_ito</a>	jiro_i@level3.com	3/6/20 10:02 am	<a href="#">Score Answers</a>	

Below the table, it states 'Total submitted tests: 1'. A 'Go Back' button is located at the bottom right of the table area. The footer contains the text: '© 2016 Cisco and/or its affiliates. All rights reserved. [Privacy](#) | [Terms of Service](#)'.

# Host: Pre-Session and Post-Session Test

## Grading Tests

1. Scroll down to view and score answers.
  - Or, select a question under 'Unscored questions' and click **[Go]** to jump to questions that need grading
2. Click **[Save]** once finished

The screenshot shows the Cisco WebEx interface for grading a test. The page title is "Score Submitted Answers". The student's name is "Jiro Ito" and the email is "jiro\_i@level3.com". The test title is "SAMPLE TEST" and the author is "SARAH GARRETT". The maximum score is 100 points. The page lists "Unscored questions" and includes a "Go" button for "Question 4". A "Save" button is highlighted with a red box.

**Score Submitted Answers**

Student name: Jiro Ito  
Student email address: jiro\_i@level3.com

Results:

Total Score	N/A
Grade	N/A

Overall comments:

Unscored questions: The following questions require manual scoring, but have not been completely scored:  
Question 4 [Go]

Test Title: SAMPLE TEST  
Test Description: This is a sample test that you can give to your participants.  
Author: SARAH GARRETT  
Maximum score: Maximum possible score is: **100 points** (calculated based on the assigned scores in the test)  
Limit the maximum score that an attendee can receive: **100 points**  
Grades: [View Grades...](#)  
Display question: All questions in one page

[Save] [Cancel]

**Question 1**

This is a True/False question?

True (correct)  
 False

Score: 20 (20 points if answer is correct)

Scoring Panel

Scoring guidelines:  
Comment to student:

**Question 2**

This is a Multiple Response question.

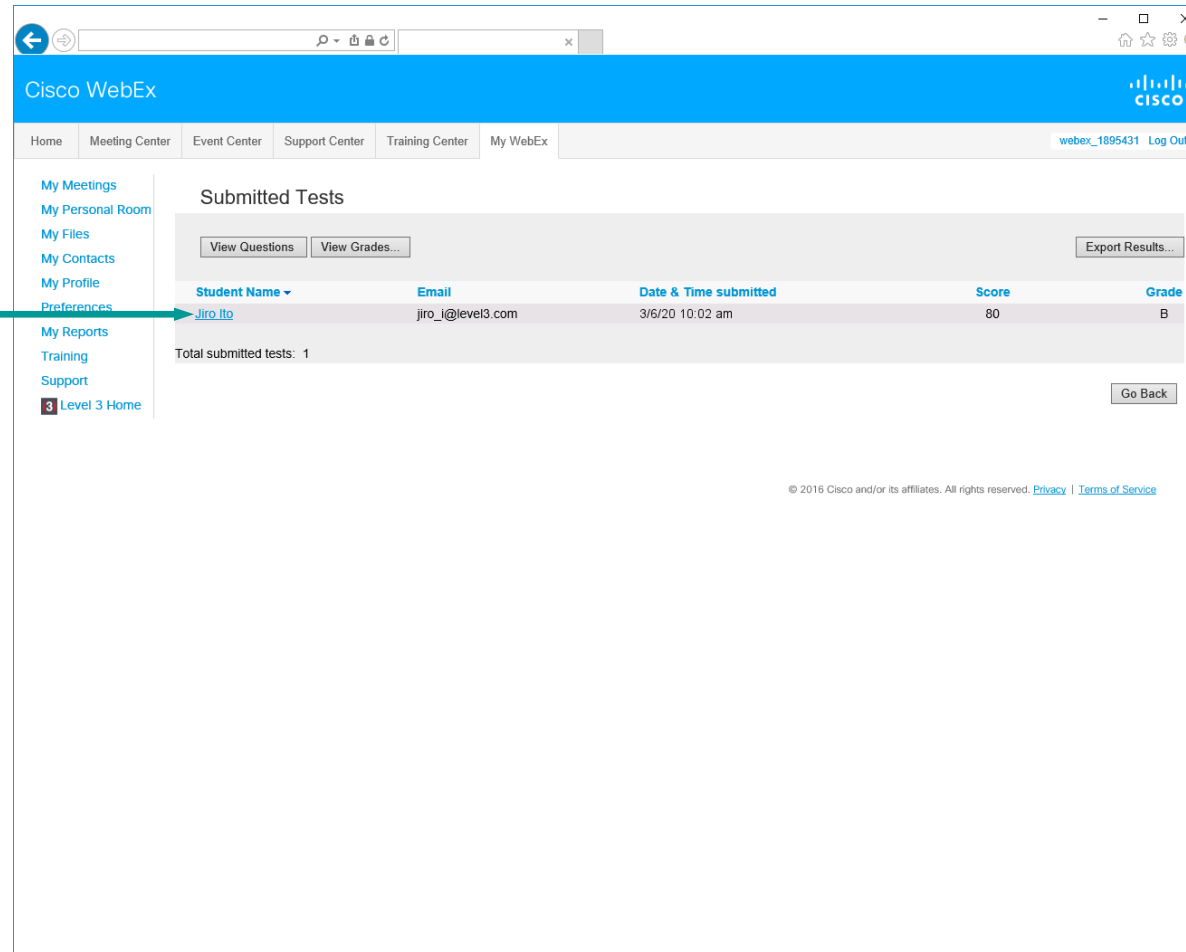
Which of the following are animals? select all that apply

# Host: Pre-Session and Post-Session Test

## Grading Tests

Once tests are graded, you can view the score.

- Click the **[Student Name]** to review a submitted test and rescore answers



The screenshot shows the Cisco WebEx interface. The top navigation bar includes 'Home', 'Meeting Center', 'Event Center', 'Support Center', 'Training Center', and 'My WebEx'. The 'My WebEx' section is active, displaying 'Submitted Tests'. A table lists the test results for a student named 'jiro\_ito' with an email of 'jiro\_i@level3.com', a score of 80, and a grade of B. A red arrow points to the 'Student Name' column header.

Student Name	Email	Date & Time submitted	Score	Grade
<a href="#">jiro_ito</a>	jiro_i@level3.com	3/6/20 10:02 am	80	B

Total submitted tests: 1

© 2016 Cisco and/or its affiliates. All rights reserved. [Privacy](#) | [Terms of Service](#)

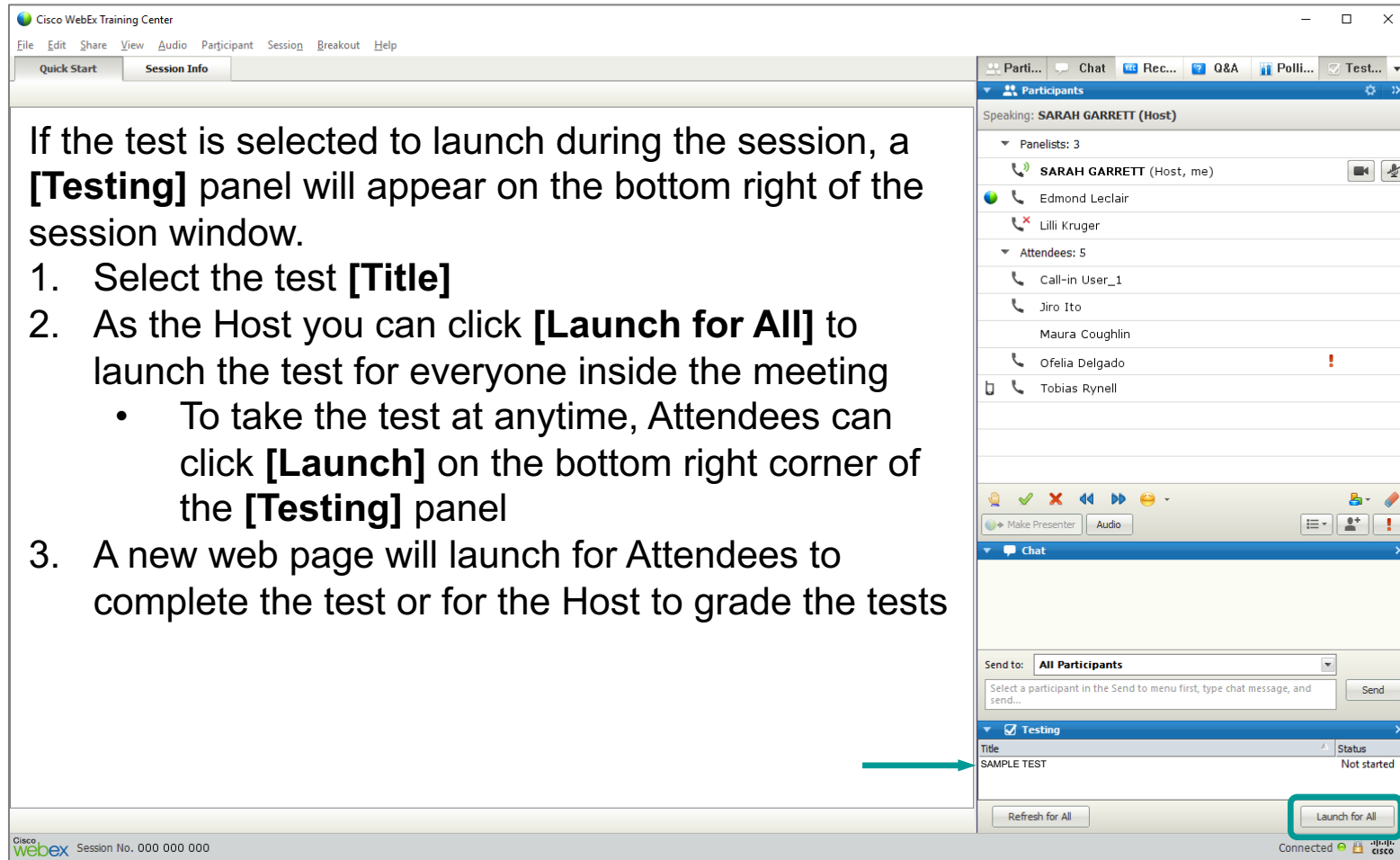
# Host: Inside the Session Test

# Host: Inside the Session Test

## Starting a Test for All

If the test is selected to launch during the session, a **[Testing]** panel will appear on the bottom right of the session window.

1. Select the test **[Title]**
2. As the Host you can click **[Launch for All]** to launch the test for everyone inside the meeting
  - To take the test at anytime, Attendees can click **[Launch]** on the bottom right corner of the **[Testing]** panel
3. A new web page will launch for Attendees to complete the test or for the Host to grade the tests



The screenshot shows the Cisco WebEx Training Center interface. The main window displays a session with a 'Testing' panel on the bottom right. The 'Testing' panel shows a test titled 'SAMPLE TEST' with a status of 'Not started'. A red box highlights the 'Launch for All' button. A green arrow points to the 'Testing' panel header.

# Instant Session

Instant sessions allow you to start a session without scheduling. The session will take the default settings for Training Center.



# Instant Session

## Starting an Instant Session

1. Click the **[Training Center]** tab
2. Select **[Instant Session]** on the left side
3. Insert a **[Topic]**
4. (Optional) **[Set session password]**
5. (Optional) Select the check box for **[Teleconference]**
6. Click **[Start Session]**

The screenshot shows the Cisco WebEx interface. The 'Training Center' tab is selected in the top navigation bar. On the left sidebar, the 'Instant Session' option is highlighted with a green arrow. The main content area is titled 'Start an Instant Training Session' and contains the following fields and options:

- Topic:** A text input field with a red asterisk and '(Required)' next to it.
- Set session password:** A text input field with a red asterisk and '(Optional)' next to it.
- Teleconference**
- Start Session** and **Cancel** buttons.

At the bottom of the page, there is a copyright notice: © 2016 Cisco and/or its affiliates. All rights reserved. [Privacy](#) | [Terms of Service](#)

Audio will not be available unless you select the check box for **[Teleconference]**

# Schedule Training

Customize your meeting including:

- Adding tests
- Customizing registration
- Pre-assign Breakout sessions

# Schedule Training

## Basic Information

1. Click the **[Training Center]** link at the top of the page
2. Select **[Schedule Training]** on the left hand menu
3. Fill out the 'Session and Access Information' section
4. (Optional) click the **[Start Session]** button
  - Or scroll down for additional options

The screenshot shows the Cisco WebEx interface for scheduling a training session. The navigation menu on the left includes 'Attend a Session', 'Host a Session', 'Schedule Training', 'Instant Session', 'Hands-On Lab', 'Test Library', 'My Training Recordings', 'Set Up', 'Training Manager', 'Preferences', 'My Profile', 'Support', 'MyResources', 'Help', 'Downloads', 'Training', 'Contact Us', and 'Level 3'. The 'Training Center' link is highlighted in the top navigation bar. The 'Schedule Training Session' page is displayed, featuring a 'Session and Access Information' section with a 'Topic' field, a 'Set session password' field, and 'Tracking codes' for 'Department' and 'Billing Code'. The 'Teleconference' section includes 'Options' for 'Level 3' and 'Account1', with a text area for 'Conference dial-in number: 1-8007316', 'Host access code: 1234', and 'Attendee access code: 9998887'. The 'Date and Time' section includes 'Starting time' (April 15, 2020, 8:00 am), 'Time zone' (New York (Eastern Standard Time, GMT-05:00)), and 'Occurrence' (Single-session class). A 'Start Session' button is highlighted in a red box.

# Schedule Training

## Basic Information

1. Click the **[Training Center]** link at the top of the page
2. Select **[Schedule Training]** on the left hand menu
3. Fill out the 'Session and Access Information' section
4. (Optional) click the **[Start Session]** button
  - Or scroll down for additional options

The screenshot displays the Cisco WebEx interface for scheduling a training session. The top navigation bar includes 'Home', 'Meeting Center', 'Event Center', 'Support Center', 'Training Center', and 'My WebEx'. The 'Training Center' link is highlighted with a red box. The left-hand menu lists various options, with 'Schedule Training' selected and highlighted by a red arrow. The main content area is titled 'Schedule Training Session' and includes a 'Set options using template' dropdown set to 'Training Center Default'. The 'Session and Access Information' section contains a 'Topic' field, a 'Set session password' field, and 'Tracking codes' for 'Department' and 'Billing Code'. The 'Teleconference' section offers 'Options' for 'WebEx' and 'Account1', with a text area showing 'Conference dial-in number: 1-8005550', 'Host access code: 1234', and 'Attendee access code: 9998887'. Below this are radio buttons for 'Attendees call in', 'Attendees receive call back', and 'Other teleconference service', along with a checked checkbox for 'Allow Access to teleconference via global numbers'. The 'Date and Time' section includes 'Starting time' (April 15, 2020, 8:00 am), 'Time zone' (New York), and 'Occurrence' (Single-session class). A 'Start Session' button is highlighted with a red box in the bottom right corner.

# Schedule Training

## Registration and Invites

[Attendee Registration] is optional, but if selected you can:

- Customize registration form or save customized registration form to use later
- Automatically approve registration requests
- Set registration password
- Set registration close date
- Set maximum registration
- Enable a waitlist
- Allow Attendees to cancel registration requests

The screenshot shows the Cisco WebEx interface for scheduling training. The main window displays the 'In-session Hands-On Lab' configuration page. A 'Customize Registration Form' dialog box is open, allowing users to select fields to include in the registration form. The dialog box is titled 'Customize Registration Form' and has a 'Based on form:' dropdown set to 'Current Form' and a 'Load' button. Below this, there are 'Registration Options' and 'Standard Options' sections. The 'Standard Options' section includes checkboxes for 'First name', 'Last name', 'Email address', 'Title', 'Company', 'Address 1', 'Address 2', 'City', 'State/province', 'ZIP/postal code', 'Country/region', and 'Phone number'. The 'My Custom Options' section includes checkboxes for 'Employee ID' and 'Department'. At the bottom of the dialog, there are buttons for 'Text Box', 'Check Boxes', 'Radio Buttons', and 'Drop-Down List', along with 'Save As...', 'OK', and 'Cancel' buttons. A green arrow points from the 'Customize form' button in the main interface to the 'Customize Registration Form' dialog. Another green arrow points from the 'Save As...' button in the dialog to a text box below it.

While customizing registration, click **[Save As...]** to save sections as a form. Next time you schedule, select the form instead of the individual registration options

# Schedule Training

## Session Options

Use **[Edit Options...]** to customize the Training Session:

- Set options for the entire Training Session
- Limit Attendee privileges for:
  - Session
  - Documents
  - Other Options

The screenshot shows the Cisco WebEx interface with the 'Session Options' page. A green box highlights the 'Edit Options...' button, which is linked to a detailed 'Edit Session Options' dialog box. The dialog box contains the following sections:

- Training session options**: Select options that you want participants to have when a training session begins.
  - Chat
  - File transfer
  - Video
  - Enable high-quality video
  - Enable high-definition video
  - View video thumbnails
- Attendee Privileges**: Select the attendee privileges that you want all attendees to have when a training session begins.
  - Sessions:**
    - Recording
    - Number of attendees
    - Send video
    - Attendee list
  - Documents:**
    - Save
    - Print
    - Annotate
    - Thumbnails
    - Next or previous page
- Security**
  - Exclude password from emails sent to attendees
  - Attendees must have an account on this service to attend session
- Other Options**
  - Mute attendees upon entry

Buttons: Save, Cancel

# Schedule Training

## Greeting Message and Breakout Session

The screenshot shows the Cisco WebEx Training Center interface. On the left, a navigation menu includes 'Attend a Session', 'Host a Session', 'Set Up', 'Support', and 'Level 3'. The main content area is titled 'Session Options' and includes sections for 'Available features', 'Breakout Session Assignments Settings', 'Email Options', and 'Session Information'. A red box highlights the 'Greeting message:' field, which contains the text 'Customize greeting message when attendee joins'. A red arrow points from this field to a dialog box on the right. The dialog box has a title bar with standard window controls and a checkbox labeled 'Display this message when attendees join the session.' Below the checkbox is a text area containing the message: 'Welcome to my session. You can chat, share presentations, documents, or applications right in your browser! Regards, SARAH GARRETT'. At the bottom of the dialog are 'OK' and 'Cancel' buttons. A note icon is visible in the top left corner of the dialog.

With **[Breakout Session Assignments Settings]** you can pre-enable Breakout Rooms within your Training Session. If not selected, Breakout Sessions can be enabled during the meeting.

**[Customize greeting message when attendee joins]** allows you to create a message for attendees to see they join the Training Session.

# Schedule Training

## Add Course Material

Attendees can download material before the Training Session when the Host uses **[Add Course Material...]** to preload documents.

The screenshot shows the Cisco WebEx interface for scheduling a training session. The 'Add Course Material' dialog box is open, displaying a table of files to be added to the course material. The table has columns for 'Name', 'Description', and 'Size'. The files listed are 'Root Folder' (589 KB), 'Presentation.pptx' (122 KB), and 'Presentation.ucf' (468 KB). There are 'Add' and 'Cancel' buttons at the bottom of the table. The 'Add Course Material...' button in the background is highlighted with a red box and a red arrow pointing to the dialog box.

1. Click **[Browse...]** to select a file on your computer
  - If your file is already listed, skip to step 4
2. Then click **[Upload]**
3. The file will now appear in the list at the bottom of the popup box
4. Select the file **[Checkbox]** and click **[Add]**



# Schedule Training

## Add a Test

Tests must be added during the scheduling process. Use **[Add Test...]** to assign a test to the Training Session.

The screenshot shows the Cisco WebEx interface. In the 'Session Information' panel, the 'Tests' section has an 'Add Test...' button highlighted with a red box and an arrow. A modal window titled 'Select from Test Library' is open, showing a list of tests. The 'Private Tests' section contains one test: 'SAMPLE TEST' with a selected radio button. The 'Shared Tests' section contains one test: 'Shared Test' with an unselected radio button. The modal window also includes 'Next>>' and 'Cancel' buttons.

Title	Description	Author	Last modified
<input checked="" type="radio"/> SAMPLE TEST	This is a sample test that you can give to your participants.	SARAH GARRETT	Wednesday, April 15, 2020 8:00am

Title	Description	Author	Last modified
<input type="radio"/> Shared Test		Edmond Leclair	Friday, March 6, 2020 1:30 pm

1. Select your desired test **[Radio Button]**
2. Click **[Next>>]**
3. Choose delivery options (see next page)

# Schedule Training

## Add a Test (Continued)

Select your test  
and click **[Next>>]**

Select from Test Library

To create a test based on an existing test in the Test Library, please select a test from following list.

**Private Tests**

Title	Description	Author	Last modified
<input checked="" type="radio"/> SAMPLE TEST	This is a sample test that you can give to your participants.	SARAH GARRETT	Wednesday, April 15, 2020 8:00am

**Shared Tests**

Title	Description	Author	Last modified
<input type="radio"/> Shared Test		Edmond Leclair	Friday, March 6, 2020 1:30 pm

**Next>>**

Change test delivery  
options and select **[Save]**

Test Delivery Options

**Test Title:** SAMPLE TEST

**Delivery method:**  Start this test within a live session  
 Deliver this test on the website (pre-session and post-session test)

**Start date and time:** March 6, 2020 8:00 am [Plan test availability](#)  
[time zones...](#)

**Due date and time:** April 15, 2020 8:00 am [Plan test availability](#)  
[time zones...](#)

**Time limit:**  No time limit  
 Attendees must finish the test within 30 minutes

**Email attendees:**  Invitation email to take the test  
Send the email 5 days 0 hours 0 minutes before the test starts  
 Send this email to all attendees that register after the test starts  
 Reminder email after test starts  
 Notify host when an attendee submits a test  
 Scoring and grading report

**Attempt limit:**  Allow attendees to take the test 1 time(s)  
 No limit

**Save**

# Schedule Training

## Saving Scheduling Templates (Optional)

The screenshot shows the Cisco WebEx interface for scheduling a training session. The 'Schedule Training' page is active, displaying options for 'Email Options', 'Session Information', and 'Course Material'. A 'Save As Template...' dialog box is overlaid on the page, allowing the user to save the current settings as a template. The dialog box contains a text area with the text 'My Templates - Open Enrollment' and a 'Template name' field with the value 'Untitled'. The 'Save' button is highlighted with a green arrow.

1. Name your template
2. Click **[Save]**

- Saving as a template will allow you to select all settings automatically during the next time you schedule a Training Session.
- Your **[Templates]** will be available in the top right corner of the **[Schedule Training]** page

# Schedule Training

## Schedule or Start the Training Session

The screenshot displays the Cisco WebEx interface for scheduling a training session. The top navigation bar includes 'Home', 'Meeting Center', 'Event Center', 'Support Center', 'Training Center', and 'My WebEx'. The left sidebar lists options like 'Attend a Session', 'Host a Session', 'Set Up', and 'Support'. The main content area is titled 'Schedule Training' and includes sections for 'Email Options', 'Session Information', 'Course Material', and 'Tests'. At the bottom right, three buttons are highlighted with a red box: 'Schedule', 'Start Session', and 'Cancel'.

After selecting options for your Training Session you can:

- **[Schedule]** the session
- **[Start Session]** instantly
- **[Cancel]** the unsent training and return to the home page

# Schedule Training

## Session Scheduled Review

Cisco WebEx

Home Meeting Center Event Center Support Center Training Center My WebEx webex\_1895431 Log Out

Attend a Session  
Host a Session  
Schedule Training  
Instant Session  
Hands-On Lab  
Test Library  
My Training  
Recordings  
Set Up  
Training Manager  
Preferences  
My Profile  
Support  
MyResources  
Help  
Downloads  
Training  
Contact Us  
Level 3

### Session Scheduled

Thank you. You have successfully scheduled your session.

**To start your session**  
Shortly before your session's starting time, click the Start link for your session on the My WebEx page.

1. Go to [My WebEx](#).
2. Click the **Start** link next to your session.

**To add a test**

[Add a test](#) to this training session now. You can also go to the [Session Information page](#) to add a test later on.

**Session Information**

Topic:	HR Open Enrollment for Q3
Host:	TRAINING ELGIA
Date:	Wednesday, April 15, 2020
Time:	8:00 am, Eastern Daylight Time (New York, GMT-04:00)
Location:	<a href="https://gc-salesdemo.webex.com/gc-salesdemo">https://gc-salesdemo.webex.com/gc-salesdemo</a>

OK Add to My Calendar Edit

© 2016 Cisco and/or its affiliates. All rights reserved. [Privacy](#) | [Terms of Service](#)

After scheduling the Training Session, you can:

- Add a test
- View session information
- Click **[Add to My Calendar]** to add this meeting to your email calendar
- Make changes to your meeting by clicking **[Edit]**

# Emails

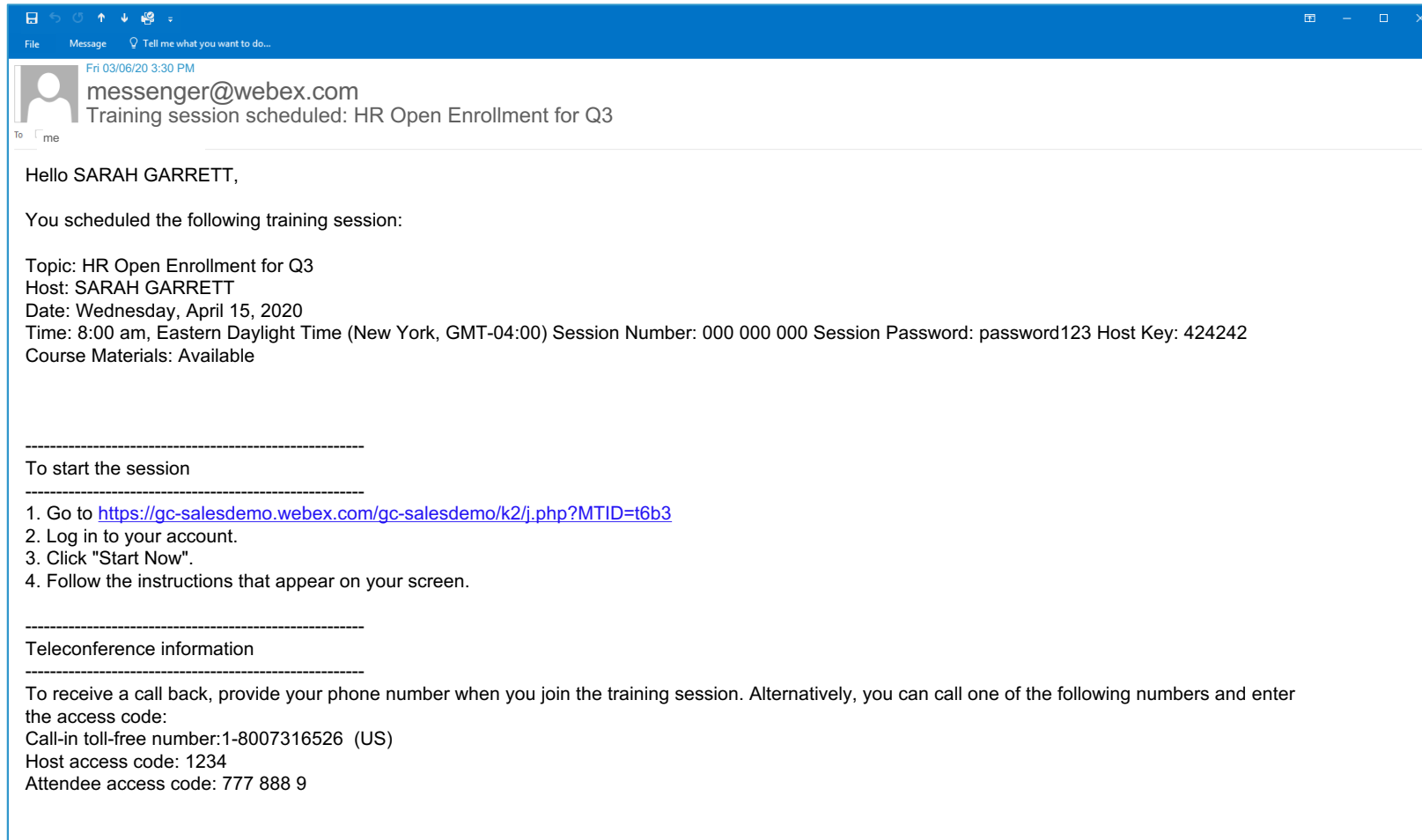
After scheduling a training session, WebEx will send emails to the:

- Host
- Presenters
- Attendees

# Emails – Host

## Invitation

As the Host, you can start your meeting from either the email notification or through the Microsite



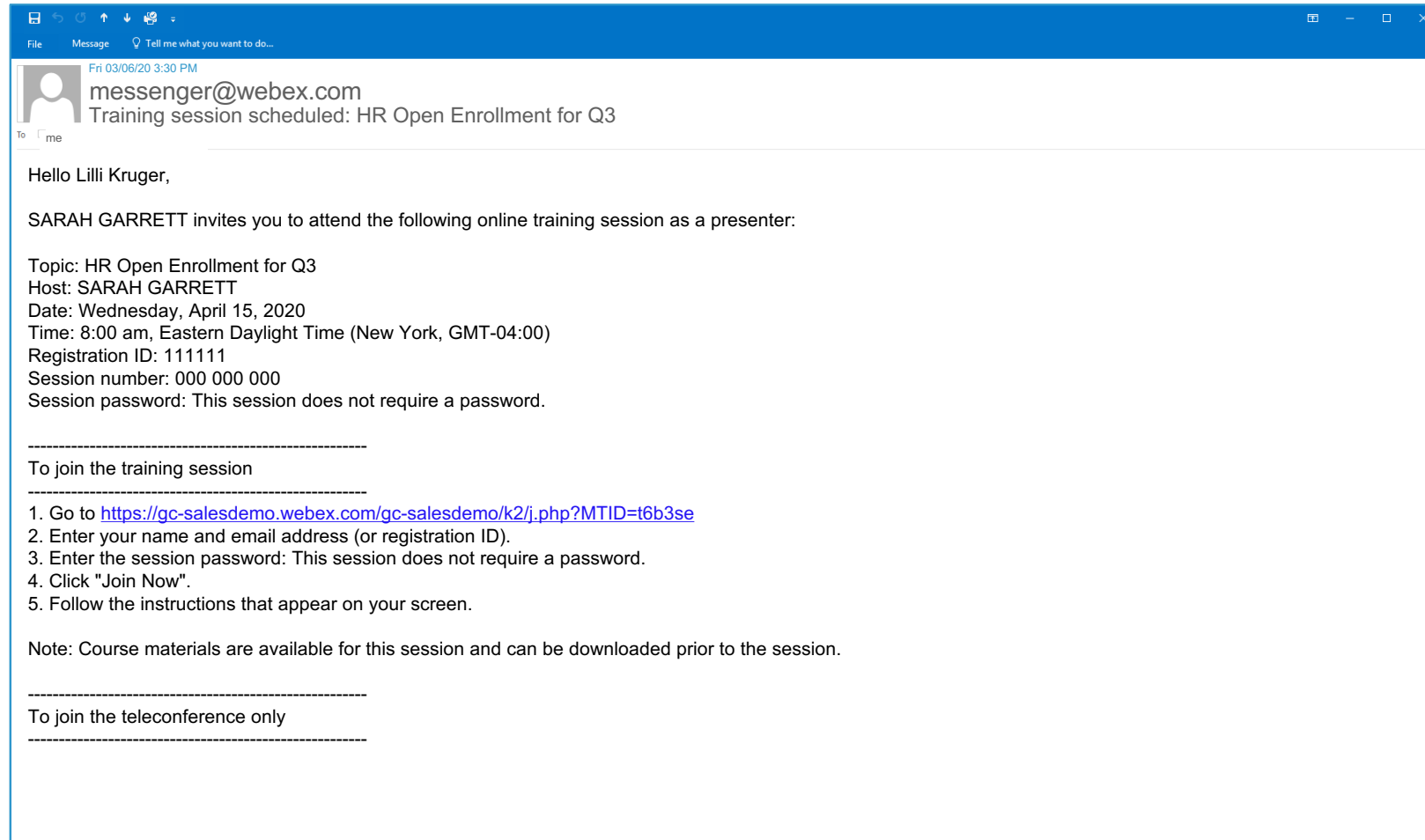
Do not share this email invitation with Attendees, it contains confidential Host access information

Your company may elect to edit this email

# Emails – Presenter

## Invitation

If multiple Presenters are invited, the first user to enter the meeting will be the Presenter. All others will join as Panelists



Do not share this email invitation with Attendees, it contains confidential Presenter access information

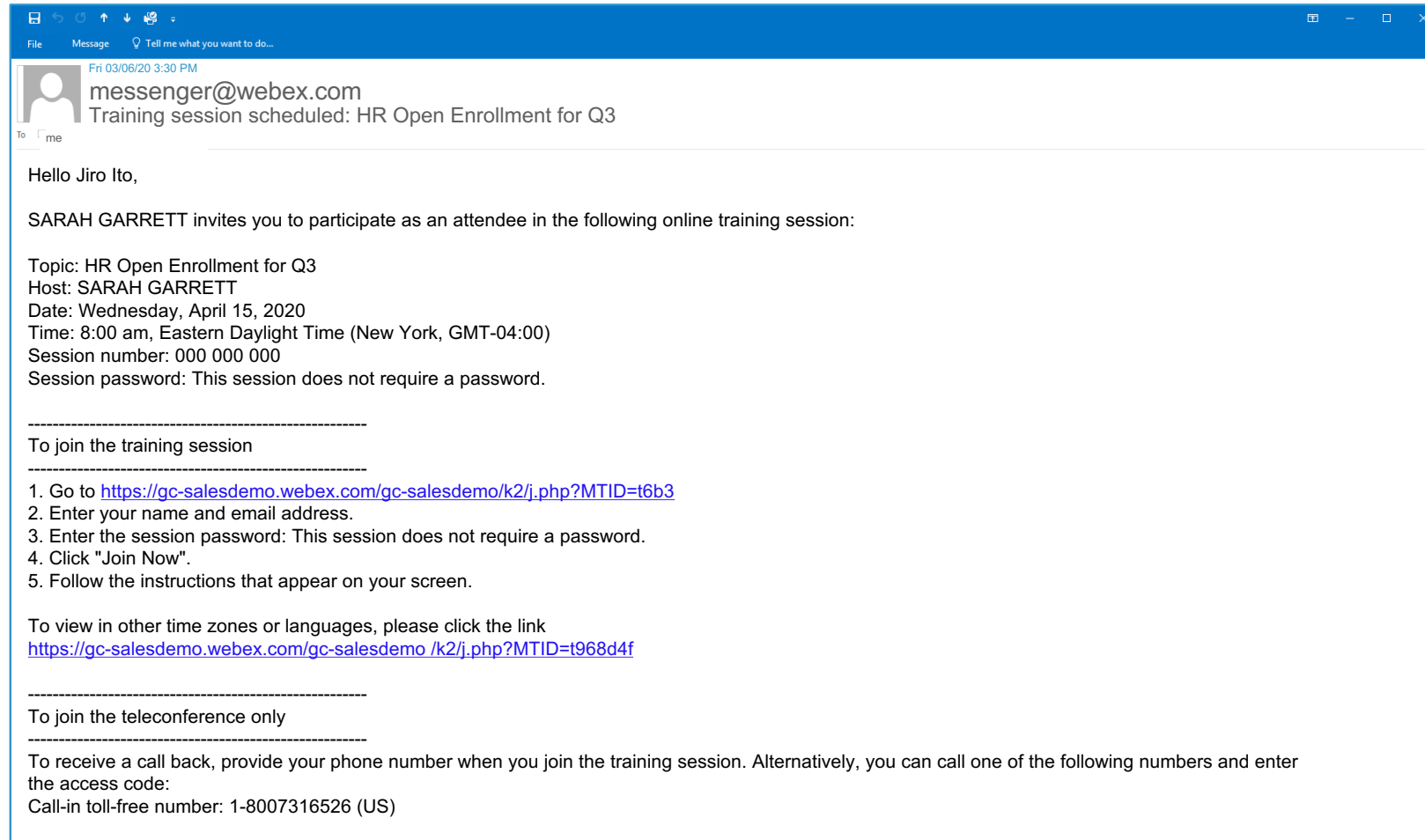
Your company may elect to edit this email



# Emails – Attendee

## Invitation

If an Attendee tries to join the meeting prior to the Host, the Attendee will be shown a waiting page. Once the Host joins the meeting, Attendees will be placed inside the session.

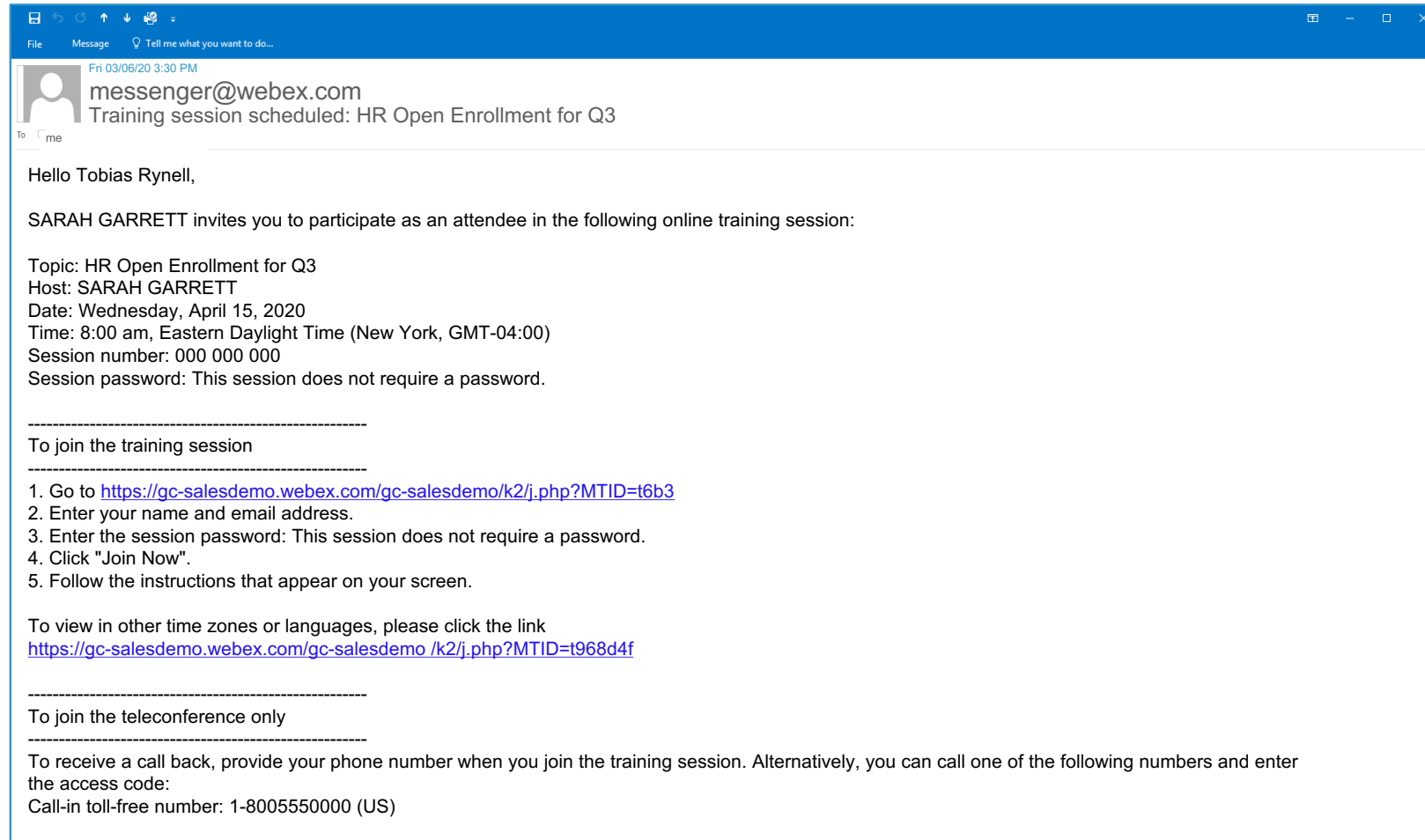


Your company may elect to edit this email

# Emails – Attendee

## Invitation

If an Attendee tries to join the meeting prior to the Host, the Attendee will be shown a waiting page. Once the Host joins the meeting, Attendees will be placed inside the session.



Your company may elect to edit this email

# Participant Registration

The Host may require registration. If so, Attendees will receive an email with instructions.

# Participant Registration

## Request Email

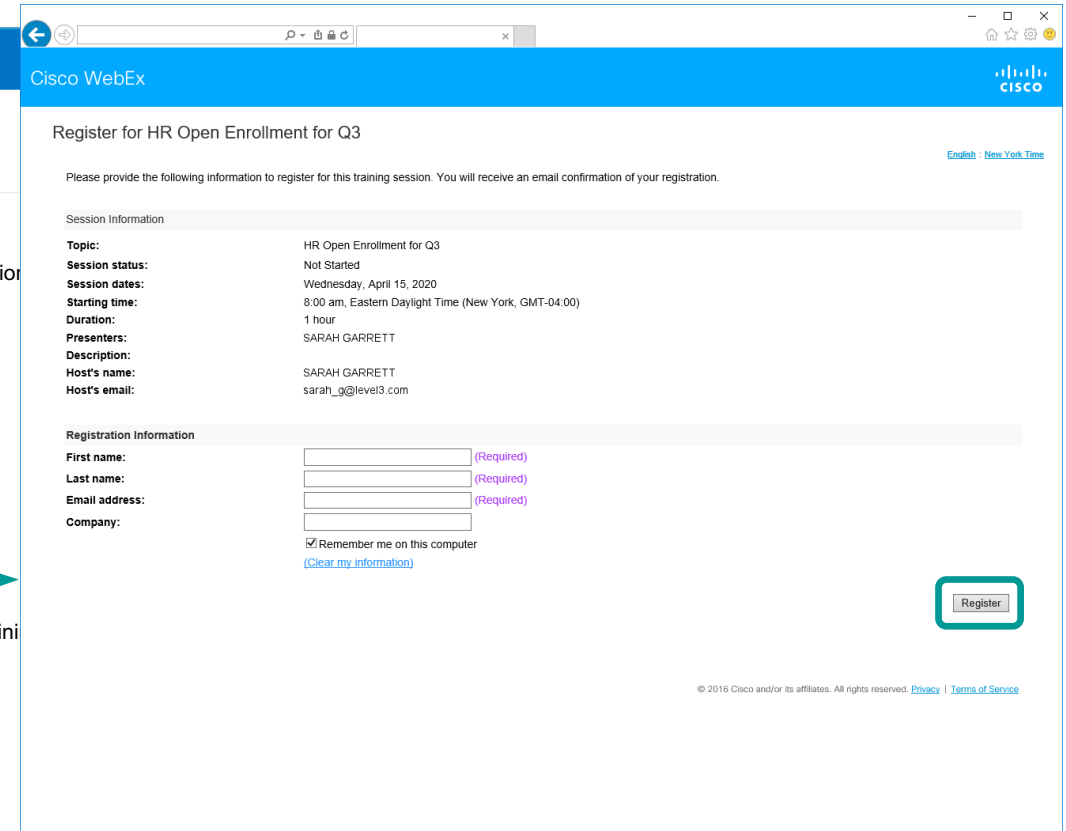
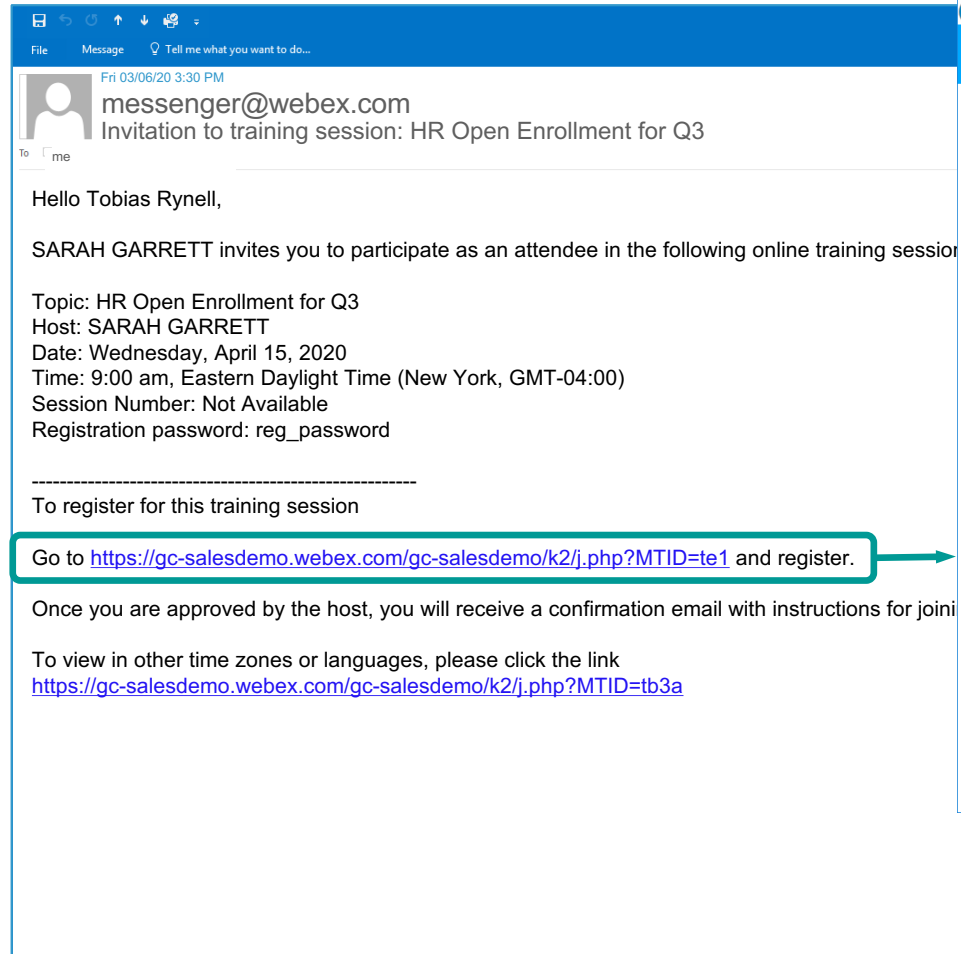
If registration is required, Attendees will receive a registration request

1. Click the **[URL]** to fill out the registration form

2. Fill out the registration form

- Questions may vary

3. Click **[Register]**

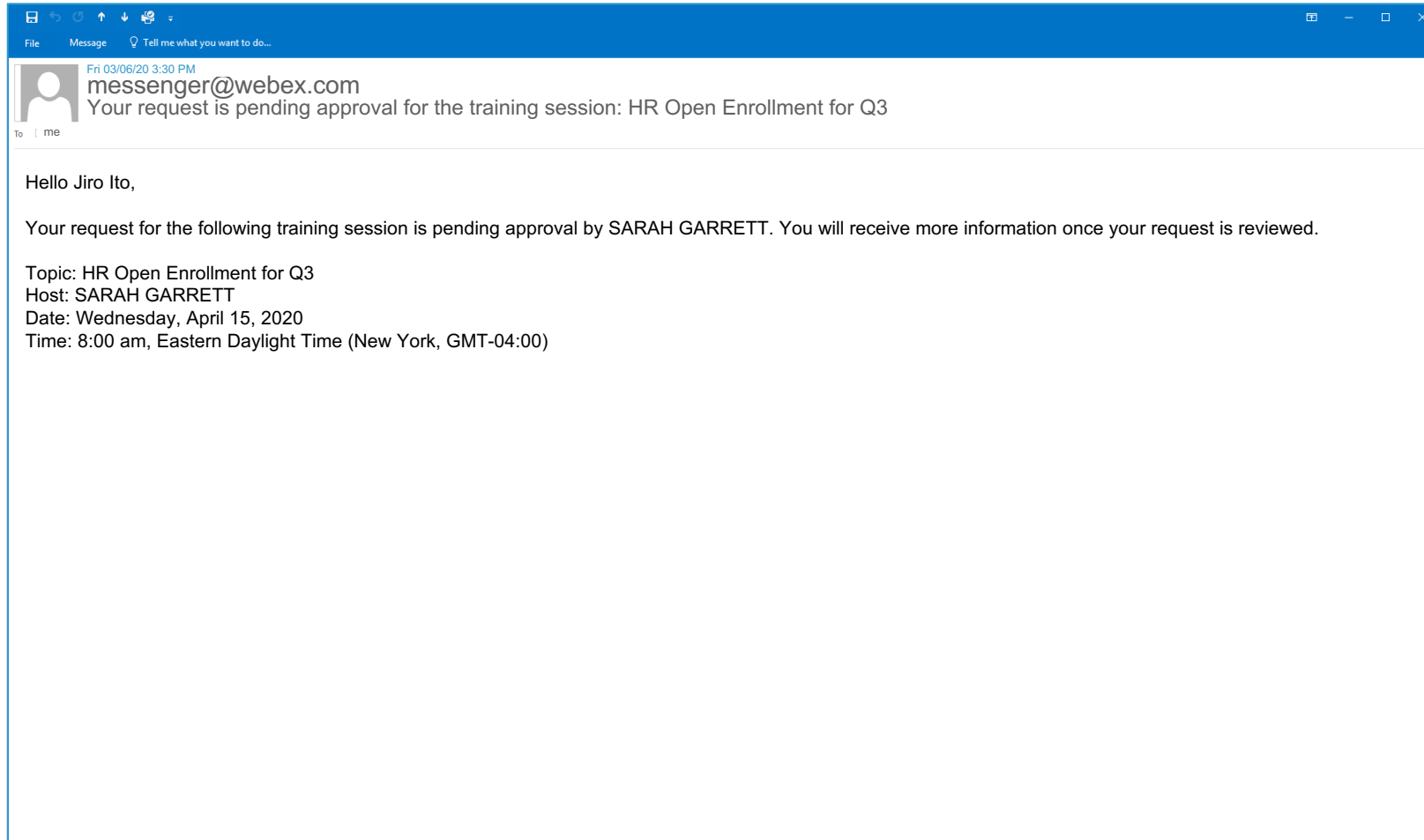


Your company may elect to edit this email

# Participant Registration

## Pending Host Approval Email

After filling out the registration, Attendees will receive an email notification.



Your company may elect to edit this email

# Host Registration Management

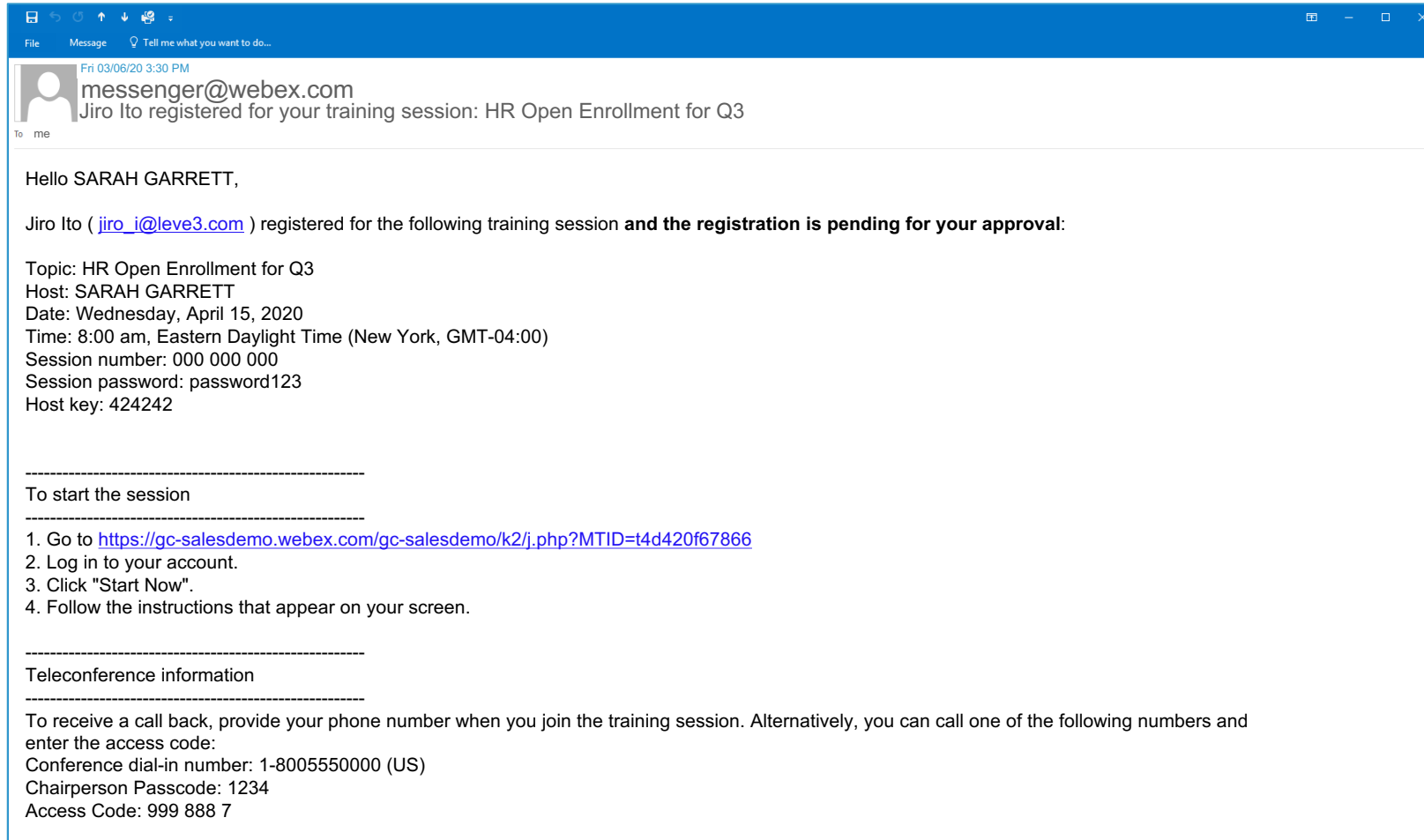
If 'Automatically Approve all Registration Requests' is not selected, the Host will have to manually approve or reject registration requests.

# Host Registration Management

## Email Notification

After the Attendee fills out registration, the Host will receive an email notification.

- Log into your Microsite to manage registration



Your company may elect to edit this email

# Host Registration Management

## Accessing Registration Responses

If **[Automatically Approve Registration]** is not enabled, the Host will have to manually approve or reject registration requests

1. Click **[My WebEx]** on the top bar
2. Select **[My Meetings]** on the left menu
3. Navigate to your meeting using the date and calendar functions
4. Click the number link **[URL]** under the registration column

The screenshot shows the Cisco WebEx interface. The top navigation bar includes 'Home', 'Meeting Center', 'Event Center', 'Support Center', 'Training Center', and 'My WebEx'. The left sidebar contains 'My Meetings', 'My Personal Room', 'My Files', 'My Contacts', 'My Profile', 'Preferences', 'My Reports', 'Training', and 'Support'. The main content area is titled 'My WebEx Meetings' and shows a calendar view for April 15, 2020. The meeting list has columns for 'Time', 'Topic', and 'Type'. The first meeting, 'HR Open Enrollment for Q3', has a registration count of 1, 0, and 0. The second meeting, 'Q2 - Getting to know Your Comp...', has N/A counts. A 'Cancel Meeting' button is located at the bottom left of the meeting list.

Icon	Requests...
	Pending
	Approved
	Rejected



# Host Registration Management

## Accessing Registration Responses (Continued)

There are 4 tabs to view Attendee's registration status:

- Pending
- Approved
- Rejected
- All

To review or change registration:

1. Click the appropriate tab
2. Select the check box next to the Attendee's name
3. Click **[Accept]** or **[Reject]**

Cisco WebEx

Home Meeting Center Event Center Support Center Training Center My WebEx webex\_1895431 Log Out

Registered Attendees: HR Open Enrollment for Q3

All session times in: [New York Time](#)

Export Details...

(Details for all tabs will be exported)

Session on Wednesday, April 15, 2020 8:00 am

Pending (2) Approved (0) Rejected (0) All (2)

Maximum registrations allowed: 20 Approved registrations: 0 Pending registrations: 2

First Name	Last Name	Email	Registration Date & Time
<input type="checkbox"/>	Ofelia Delgado	ofelia_d@level3.com	3/6/20 4:02 pm
<input type="checkbox"/>	Jiro Ito	jiro_i@level3.com	4/15/20 6:02 am

Select All | Clear All

Accept Reject Go Back

Registered Attendee Details - I...

Registered Attendee Details

First name: Jiro  
Last name: Ito  
Email: jiro\_i@level3.com  
Registration Date & Time: 4/15/20 6:02 am  
Request Accepted: Pending  
Company: Level 3

Close Window

Click Attendee's name to view registration details

# Starting and Managing Your Training Session

# Starting and Managing Your Training Session

## All Upcoming Trainings

The Host can edit a scheduled Training Session or start the meeting:

1. Click **[My WebEx]** on the top bar
2. Select **[My Meetings]** on the left menu
3. Navigate to your meeting using the date and calendar functions
4. Click the meeting **[Topic]** to edit or manage tests
5. (Optionally) Click the **[Start]** button to start the conference

Time	Topic	Type	?	✓	✗	Start
<input type="checkbox"/> 8:00 am	HR Open Enrollment for Q3	Training	1	0	0	Start
<input type="checkbox"/> 8:00 am	Q2 - Getting to know Your Comp...	Event	N/A	N/A	N/A	Start

Training Sessions are indicated by the word 'Training' under the **[Type]** column

# Starting and Managing Your Training Session

## Session Information

Cisco WebEx

Home Meeting Center Event Center Support Center Training Center My WebEx webex\_1895431 Log Out

My Meetings  
My Personal Room  
My Files  
My Contacts  
My Profile  
Preferences  
My Reports  
Training  
Support  
Level 3 Home

### Session Information: HR Open Enrollment for Q3

English · New York Time

**Start Session Now**  
You can start your training session by clicking Start Now.

**Start Now**

**Session status:** Not Started (Registration)  
**Session date:** Wednesday, April 15, 2020  
**Starting time:** 8:00 am, Eastern Daylight Time (New York, GMT-04:00)  
**Duration:** 1 hour  
**Presenters:** SARAH GARRETT  
**Description:**  
**Agenda:**  
**Session number:** 000 000 000  
**Password:** (This session does not require a password.)  
**Host key:** 4242  
**Teleconference:** Provide your phone number when you join the training session to receive a call back.  
Conference dial-in number:  
1-8005550000 (US)  
[View global numbers](#)  
Host access code: 1234  
Attendee access code: 999 888 7

**Host's name:** SARAH GARRETT  
**Host's email:** sarah\_g@level3.com  
**SCORM data:** [SCORM1.2](#) [SCORM 2004](#)  
**Course material:** [Presentation.pptx](#) (121.81 KB)

Title	Delivery	Status
<input type="radio"/> SAMPLE TEST	In-session	Not started
<input checked="" type="radio"/> SAMPLE TEST	Website	Started (Due 4/15/20 at 8:00 pm)

[Add Test](#) [Manage](#) [Score & Report](#) [Duplicate](#) [Delete](#)

By joining this session, you are accepting the Cisco WebEx [Terms of Service](#) and [Privacy Statement](#).

[Edit](#) [Delete](#) [Manage Registrations](#) [Add to My Calendar](#) [Go Back](#)

© 2016 Cisco and/or its affiliates. All rights reserved. [Privacy](#) | [Terms of Service](#)

Click **[Start Now]** to enter your meeting as the Host

- Add a test
- Manage your tests
- Score & Report submitted tests
- Duplicate selected test
- Delete selected test

**[Edit]** the meeting

# Inside the Training Session

# Inside the Training Session

## Training Window

The screenshot shows the Cisco WebEx Training Center interface. The main window is titled "Cisco WebEx Training Center" and has a menu bar with "File", "Edit", "Share", "View", "Audio", "Participant", "Session", "Breakout", and "Help". Below the menu bar are tabs for "Quick Start" and "Session Info". The main content area is mostly blank. On the right side, there is a "Participants" panel showing a list of participants. The "Speaking" field indicates "SARAH GARRETT (Host)". The list is divided into "Panelists: 3" and "Attendees: 5". The panelists are Edmond Leclair (me), SARAH GARRETT (Host), and Lilli Kruger. The attendees are Call-in User\_1, Jiro Ito, Maura Coughlin, Ofelia Delgado, and Tobias Rynell. A red exclamation mark icon is next to Ofelia Delgado. Below the participants list is a "Feedback" toolbar with icons for "Make Presenter" and "Audio". Below the feedback toolbar is a "Chat" window. At the bottom of the interface, there is a "Send to:" dropdown menu set to "All Participants" and a "Send" button. The status bar at the bottom left shows "Cisco webex Session No. 000 000 000" and the bottom right shows "Connected" and "Cisco".

Participants (Panelists and Attendees)

Joined via Smartphone

Feedback

Chat

Attention Tracker

Attention and Feedback Tracker

# Training Communications

# Training Communications

## Non-Verbal Feedback

Feedback allows Attendees to quickly communicate with the Host or Presenter.

The screenshot shows the Cisco WebEx Training Center interface. On the left is a table of feedback tools. On the right is the 'Participants' panel showing a list of attendees with icons for feedback tools. A dashed green box highlights the feedback icons for the host and attendees in the participant list. Below the participant list is a chat window and a toolbar with feedback icons.

Icon	Definition	Panelists and Host	Presenter	Attendee
	Yes	●	●	●
	No	●	●	●
	Go Faster	●		●
	Go Slower	●		●
	Raise Hand	●	●	●
	Emoticon	●	●	●
	Feedback Results	●	●	●
	Attention Tracker	●	●	
	Clear Feedback (and Emoticons)		●	

Smartphone users do not have access to the Feedback tools



# Training Communications

## Emoticons

Emoticons are a great way to express your feelings inside the meeting.

The screenshot shows the Cisco WebEx Training Center interface. On the left, a table lists various emoticons and their definitions. On the right, the meeting control panel is visible, including a participants list and a chat window. A dashed blue box highlights the emoticon icons in the participants list, and a solid blue box highlights the emoticon menu in the chat window.

Icon	Definition	Icon	Definition
	Applaud		Sleepy
	Satisfied		Surprised
	Have a break		Smile
	Idle		Laugh
	Idea		Interested
	Question		Be careful

Smartphone users do not have access to the Feedback tools

# Training Communications

## Yes/No Feedback

Use the Yes/No tracker  
for on the fly polling

The screenshot displays the Cisco WebEx Training Center interface during a session. The main window shows a list of participants with feedback icons (green checkmarks for 'Yes' and red X's for 'No'). A 'Current Results' pop-up window is visible, showing the following data:

Current Results	
Of 7 Participant(s)	
Yes:	3
No:	3

The interface also shows a 'Send to' dropdown menu set to 'All Participants' and a 'Send' button. The status bar at the bottom indicates 'Connected' and 'Cisco'.

Smartphone users do  
not have access to the  
Feedback tools

# Training Communications

## Attention Tracker

The screenshot shows the Cisco WebEx Training Center interface. On the left, a list of participants is displayed under the 'Participants' tab. The list includes Panelists (SARAH GARRETT (Host, me), Edmond Leclair, Lilli Kruger) and Attendees (Call-in User\_1, Jiro Ito, Maura Coughlin, Ofella Delgado, Tobias Rynell). A red exclamation mark icon is visible next to Ofella Delgado's name. Below the participant list, a 'Chat' window is open. In the bottom right corner, an 'Attentiveness' pop-up window is displayed, showing a progress bar for 'Attentive' (75%) and 'Inattentive' (25%) status. The 'Attentive' section shows 3 Attendee(s) and the 'Inattentive' section shows 1 Attendee(s). A blue arrow points from the red exclamation mark icon in the participant list to the 'Attentiveness' pop-up window.

- If the session window is not selected on the Attendee's computer, the meeting will display a red exclamation point [ ! ] next to the attendee's name
  - Attention is not tracked for Panelists, Presenter, and the Host
- Attention ratio will also be calculated and displayed on the Live Training Usage report
  - 'Live Training Usage Report' will be covered later in the presentation

# Attendee Q&A Panel

Using the Q&A Panel is a great way to organize Attendee questions inside a meeting.

# Attendee Q&A Panel

## Open

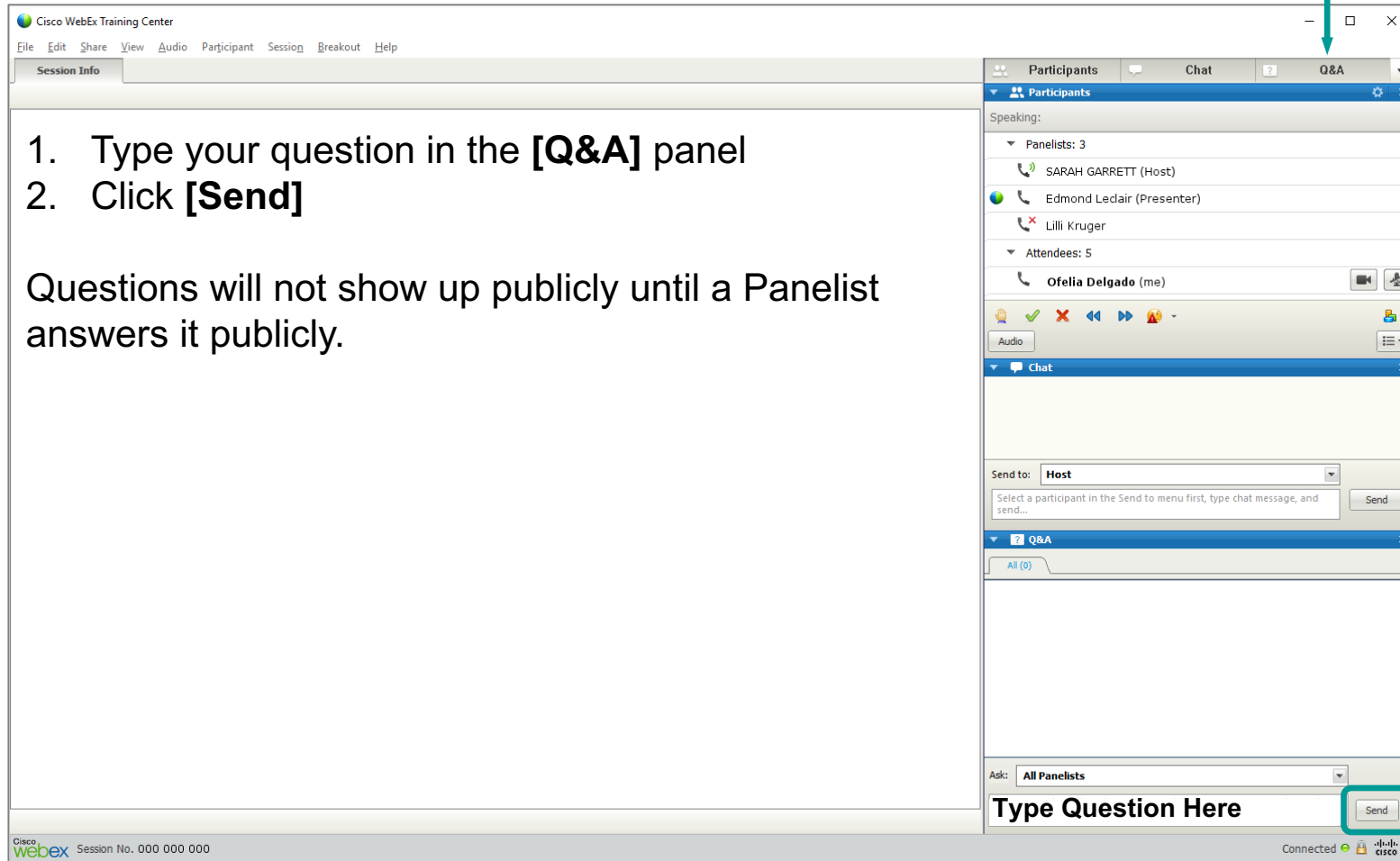
The screenshot shows the Cisco WebEx Training Center interface. The top right corner has buttons for 'Participants', 'Chat', and 'Q&A'. The 'Q&A' button is highlighted with a red arrow. Below these buttons are three panels: 'Participants', 'Chat', and 'Q&A'. The 'Participants' panel shows a list of panelists and attendees. The 'Chat' panel is empty. The 'Q&A' panel has a dropdown menu labeled 'Ask:' with options: 'All Panelists', 'Host', 'Presenter', and 'Host & Presenter'. A red arrow points to this dropdown menu. Below the dropdown is a text input field and a 'Send' button. The bottom of the interface shows the Cisco WebEx logo and session number.

1. If not open already, click the **[Q&A]** panel button in the top right of your session window.
2. (Optional) Attendees can also select which Panelist they wish to ask their question to, including:
  - Host
  - Presenter
  - Host & Presenter
  - All Panelists
  - Or Individual Panelists

Smartphone users do not have access to the Feedback tools

# Attendee Q&A Panel – Send Question

## Send Question



1. Type your question in the **[Q&A]** panel

2. Click **[Send]**


Questions will not show up publicly until a Panelist answers it publicly.

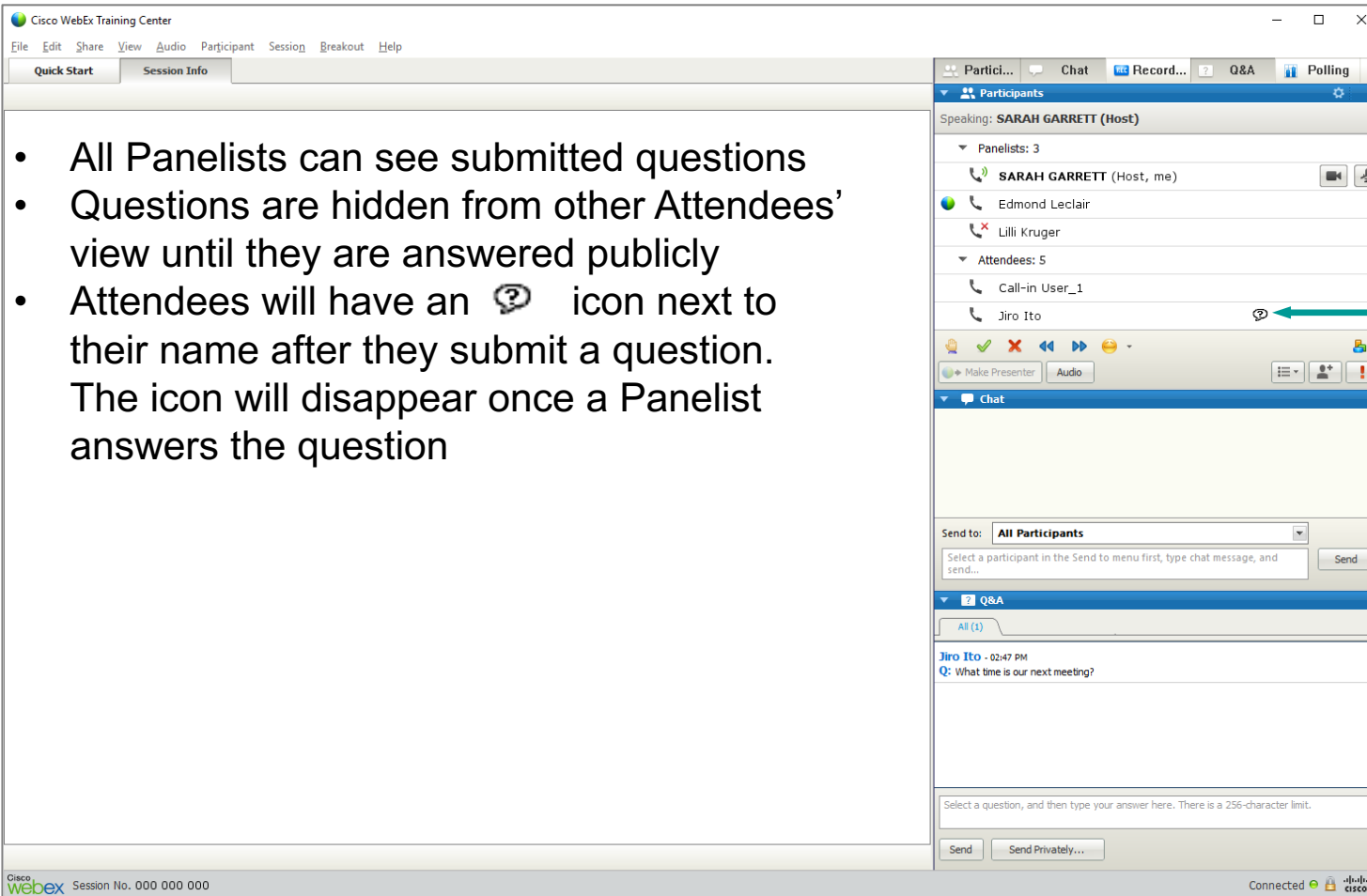
Attendees are the only ones who can ask questions

# Panelist Q&A Panel

# Panelist Q&A Panel

## Receiving a Question

- All Panelists can see submitted questions
- Questions are hidden from other Attendees' view until they are answered publicly
- Attendees will have an  icon next to their name after they submit a question. The icon will disappear once a Panelist answers the question



Cisco WebEx Training Center

File Edit Share View Audio Participant Session Breakout Help

Quick Start Session Info

Participants

Speaking: SARAH GARRETT (Host)

Panelists: 3

- SARAH GARRETT (Host, me)
- Edmond Leclair
- Lilli Kruger

Attendees: 5

- Call-in User\_1
- Jiro Ito

Chat

Send to: All Participants

Select a participant in the Send to menu first, type chat message, and send...

Q&A

All (1)

Jiro Ito - 02:47 PM

Q: What time is our next meeting?

Select a question, and then type your answer here. There is a 256-character limit.

Send Send Privately...

Cisco Webex Session No. 000 000 000 Connected



# Panelist Q&A Panel

## Assigning Questions

A Panelist may be a knowledge expert in the question asked. To assign questions:

1. Right click the question
2. Click **[Assign to →]**
3. Select a Panelist's name

The screenshot shows the Cisco WebEx Training Center interface. The main content area on the left contains the text from the previous block. On the right, the interface is divided into several panels: Participants, Chat, and Q&A. The Participants panel shows a list of panelists: SARAH GARRETT (Host, me), Edmond Leclair, and Lilli Kruger. The Q&A panel shows a question from Jiro Ito: "Q: What time is our next...". A context menu is open over this question, with the "Assign to" option selected. This option has opened a sub-menu showing the names of the panelists: Myself, Edmond Leclair, Lilli Kruger, and SARAH GARRETT. The "Send" button is visible at the bottom of the Q&A panel.

# Panelist Q&A Panel

## Assigned Questions

The screenshot displays the Cisco WebEx Training Center interface. The main content area on the left contains the text: "[My Q&A] panel will open for assigned questions." The right-hand sidebar contains several panels: "Participants" (showing Sarah Garrett as the host and other attendees), "Chat", and "Q&A". The "Q&A" panel is active and shows a list of questions. One question is highlighted with a red box: "Jiro Ito - 02:47 PM Q: (assigned) What time is our next meeting?". Below the question list is a text input field for the answer and "Send" and "Send Privately..." buttons.

Questions you answer will also appear in the [My Q&A] panel

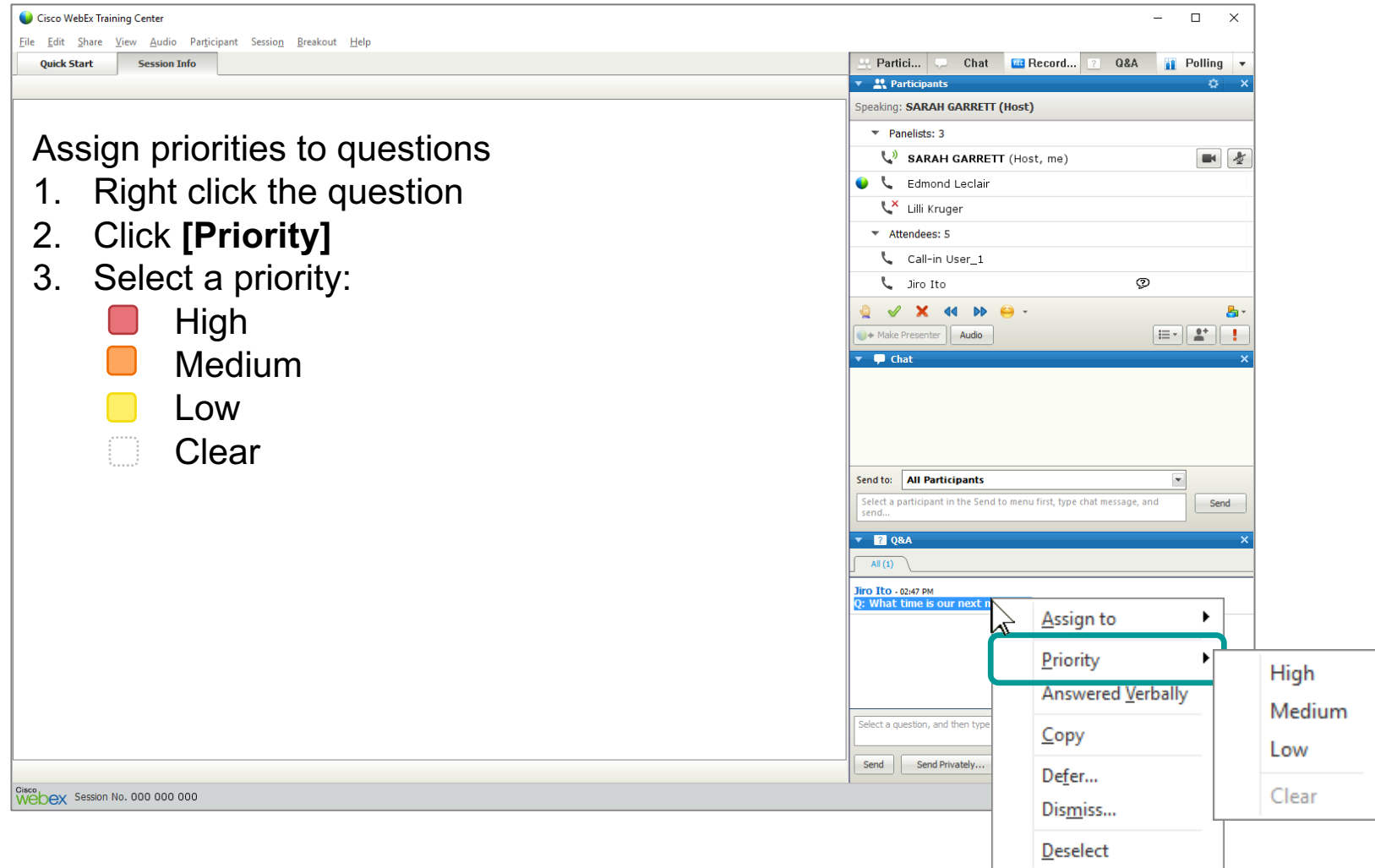
# Panelist Q&A Panel

## Priority Assignments

Assign priorities to questions

1. Right click the question
2. Click **[Priority]**
3. Select a priority:

-  High
-  Medium
-  Low
-  Clear



The screenshot shows the Cisco WebEx Training Center interface. The main window displays a Q&A session. A question from Jiro Ito is visible: "Q: What time is our next...". A context menu is open over this question, with the "Priority" option selected. A sub-menu is open, showing the priority options: High, Medium, Low, and Clear. The interface also shows a list of participants and attendees on the right side.

# Panelist Q&A Panel

## Priority Assignments

Cisco WebEx Training Center

File Edit Share View Audio Participant Session Breakout Help

Quick Start Session Info

Assigned questions will be color coded

- High
- Medium
- Low
- Clear

Participants

Speaking: SARAH GARRETT (Host)

Panelists: 3

- SARAH GARRETT (Host, me)
- Edmond Leclair
- Lilli Kruger

Attendees: 5

- Call-in User\_1
- Jiro Ito

Chat

Send to: All Participants

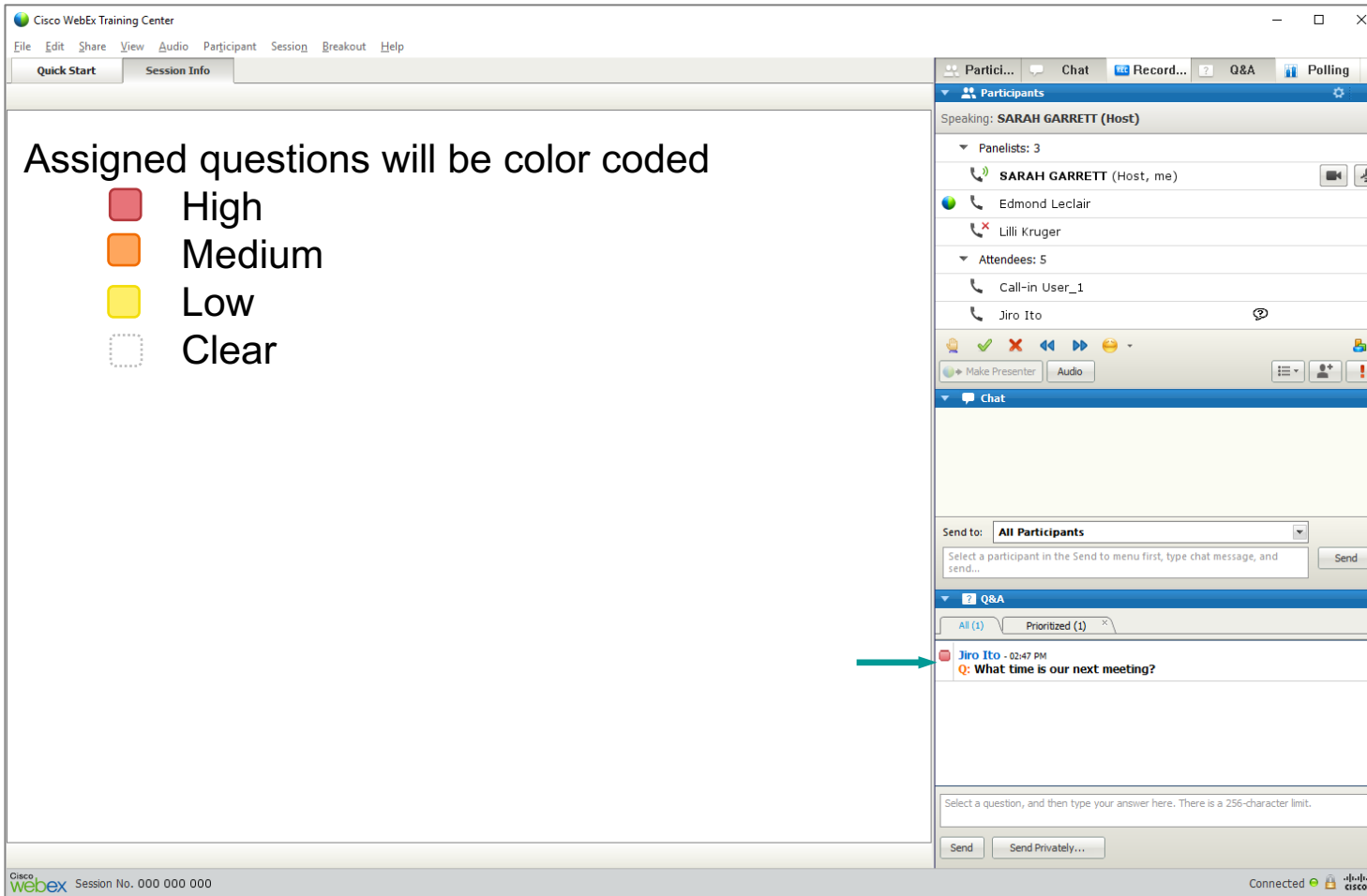
Q&A

All (1) Prioritized (1)

Jiro Ito - 02:47 PM  
Q: What time is our next meeting?

Send Send Privately...

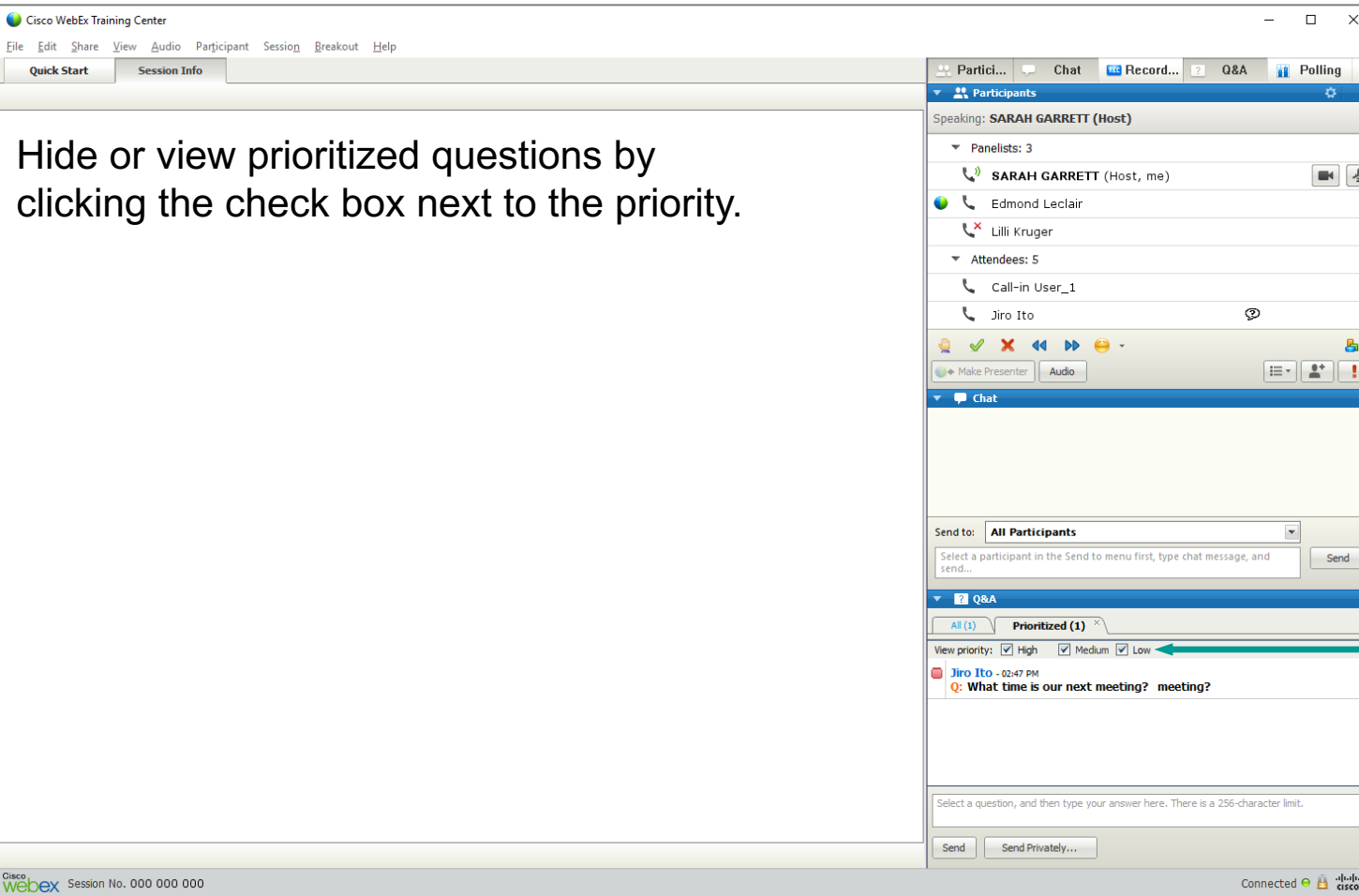
Cisco WebEx Session No. 000 000 000 Connected

The screenshot shows the Cisco WebEx interface during a Q&A session. On the left, a text box explains that assigned questions are color-coded by priority: High (red), Medium (orange), Low (yellow), and Clear (dashed). On the right, the Q&A panel is visible, showing a list of questions. One question from 'Jiro Ito' is highlighted with a red background and a red question mark icon, indicating it is a high-priority question. A green arrow points to this question. The interface also shows a list of participants, including panelists and attendees, and a chat window.

# Panelist Q&A Panel

## Sorting Prioritized Questions

Hide or view prioritized questions by clicking the check box next to the priority.



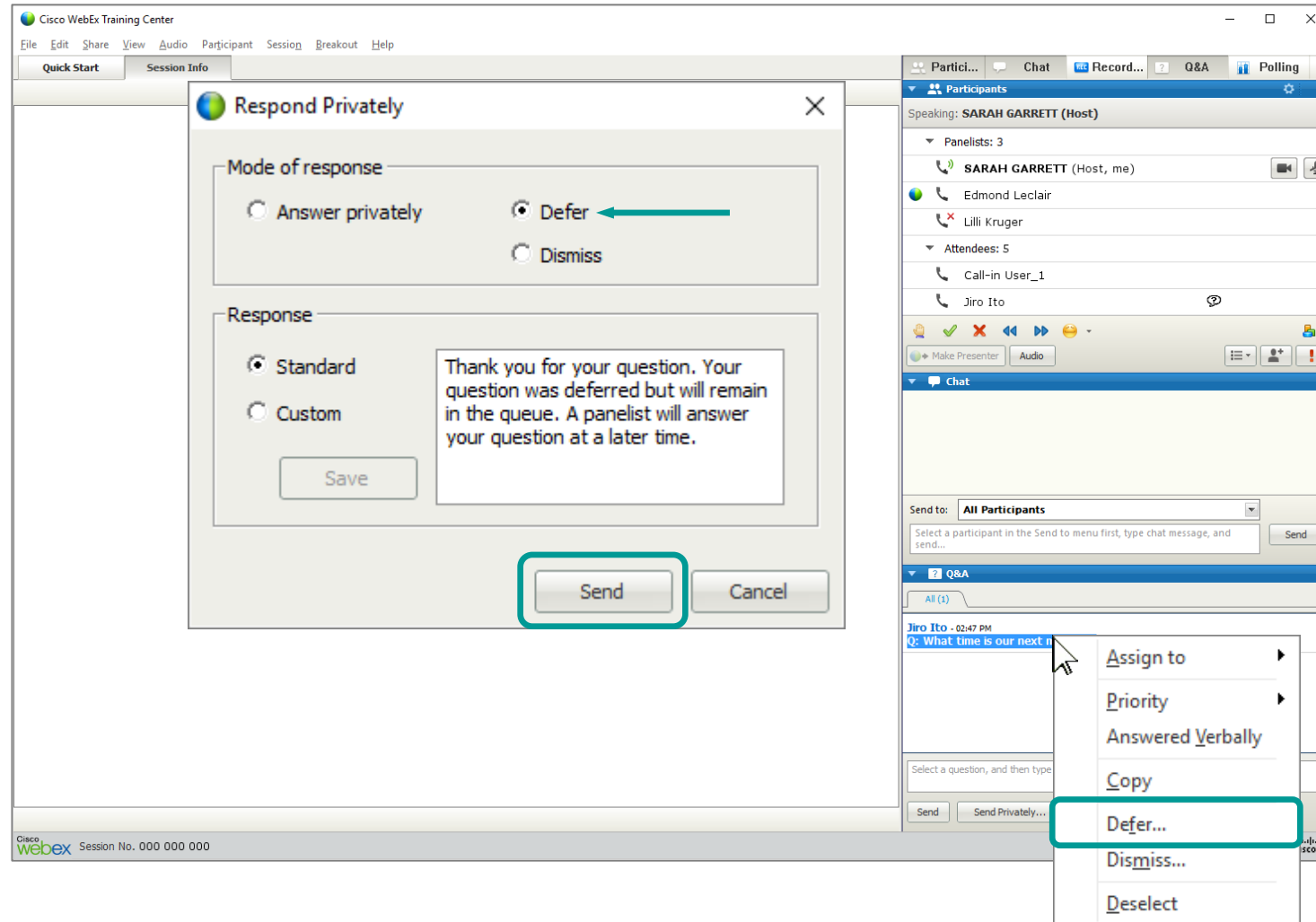
The screenshot shows the Cisco WebEx Training Center interface. The main content area on the left contains the text: "Hide or view prioritized questions by clicking the check box next to the priority." The right-hand side of the interface features a sidebar with several panels. The "Participants" panel shows a list of participants, including Sarah Garrett (Host), Edmond Leclair, Lilli Kruger, Call-in User\_1, and Jiro Ito. Below this is the "Chat" panel, which is currently empty. The "Q&A" panel is active and shows a list of questions. The "Prioritized (1)" tab is selected, and the "View priority" section has checkboxes for "High", "Medium", and "Low". The "Low" checkbox is checked, and a red arrow points to it. Below the checkboxes, a question from Jiro Ito is visible: "Q: What time is our next meeting? meeting?". At the bottom of the Q&A panel, there is a text input field for answers and "Send" and "Send Privately..." buttons.

# Panelist Q&A Panel

## Defer Questions

Defer questions with a standard response or custom response.

1. Right click question
2. Select **[Defer...]**
3. Choose a 'Response', either:
  - Standard
  - Custom
4. Click **[Send]**

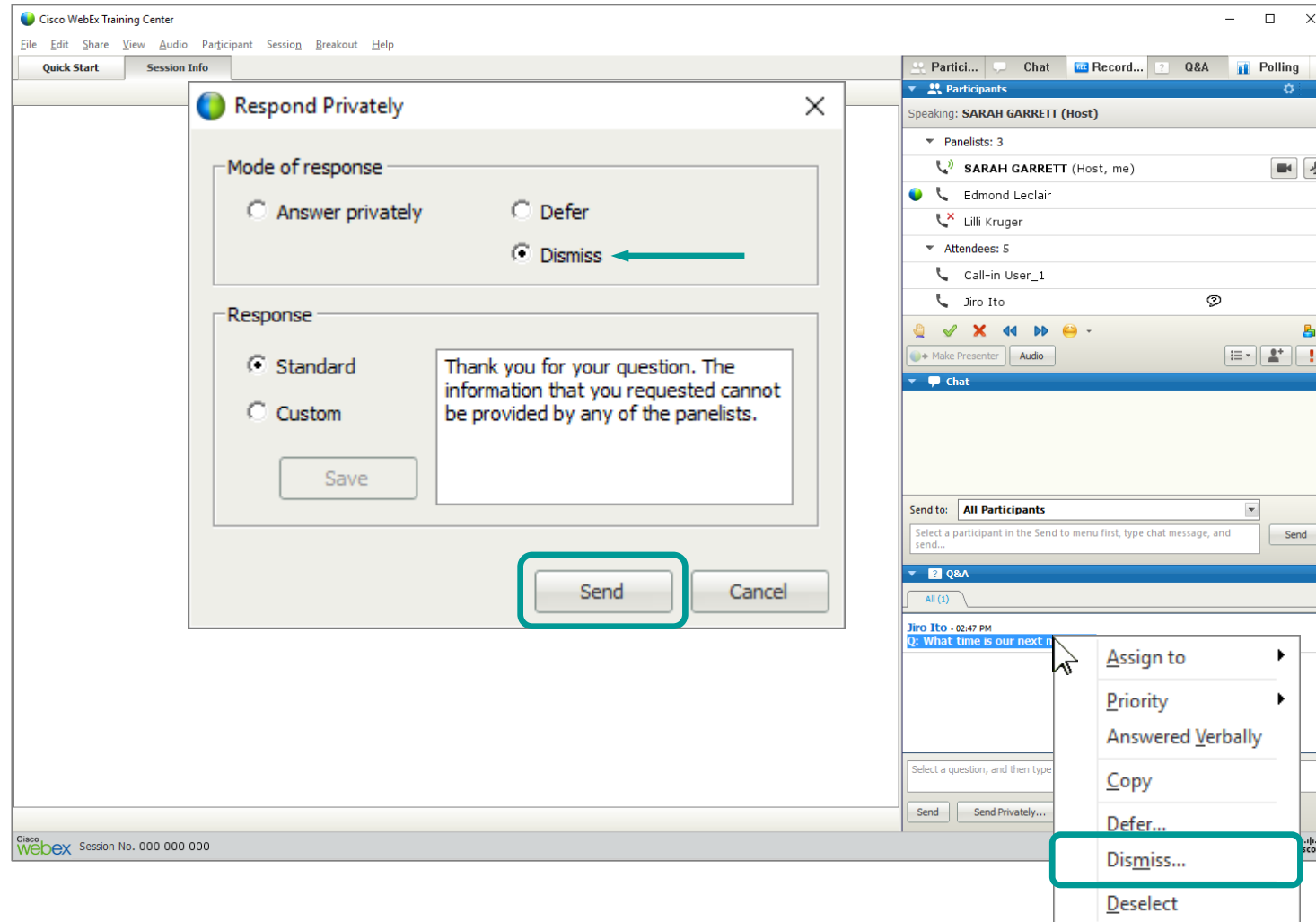


# Panelist Q&A Panel

## Dismiss Questions

Dismiss questions with a standard response or custom response.

1. Right click question
2. Select **[Dismiss...]**
3. Choose a 'Response', either:
  - Standard
  - Custom
4. Click **[Send]**

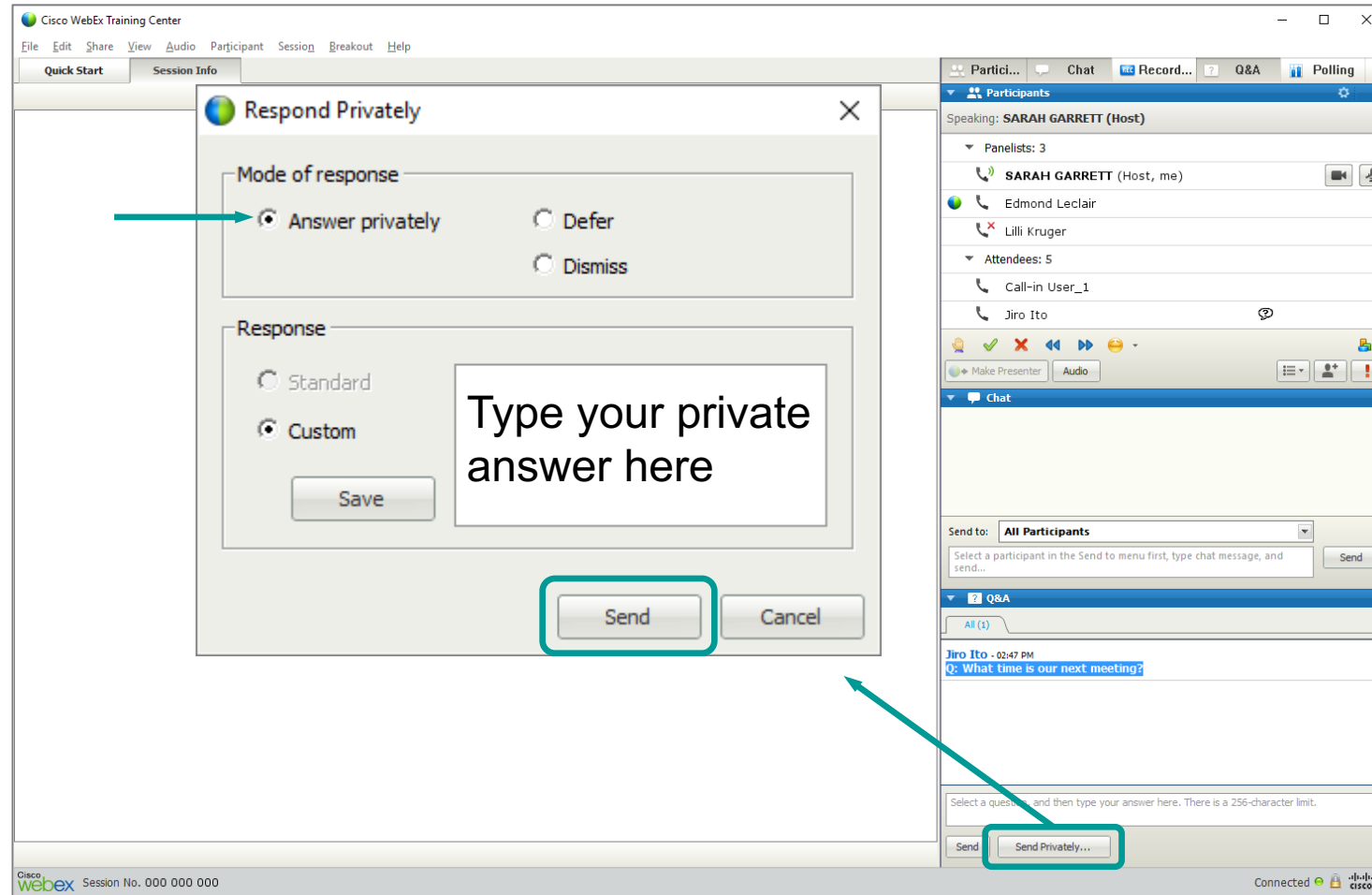


# Panelist Q&A Panel

## Send Answers Privately

Send question responses privately to the Attendee who originally asked the question

1. Left click question
2. Select **[Send Privately...]**
3. Write a 'Custom' response
4. Click **[Send]**





# Panelist Q&A Panel

## How to Answer Questions Publicly

1. Select Question
2. Type Answer in dialog box
3. Select **[Send]**
  - Question and answers will appear for all Attendees to view
  - Questions can be answered multiple times by following the above directions

The screenshot displays the Cisco WebEx Training Center interface. On the left, a list of instructions is provided. On the right, the interface shows the 'Participants' panel with a list of attendees including SARAH GARRETT (Host), Edmond Leclair, Lilli Kruger, Call-in User\_1, and Jiro Ito. Below this is the 'Chat' panel, which is currently empty. The 'Q&A' panel is active, showing a question from Jiro Ito: 'Q: What time is our next meeting?'. A text input field labeled 'Type Answer Here' is visible at the bottom of the Q&A panel, with 'Send' and 'Send Privately...' buttons below it. The bottom status bar indicates 'Connected' and 'Cisco'.

# Panelist Q&A Panel

## Answered Questions

Questions and answers are will appear together in the **[Q&A]** panel, along with:

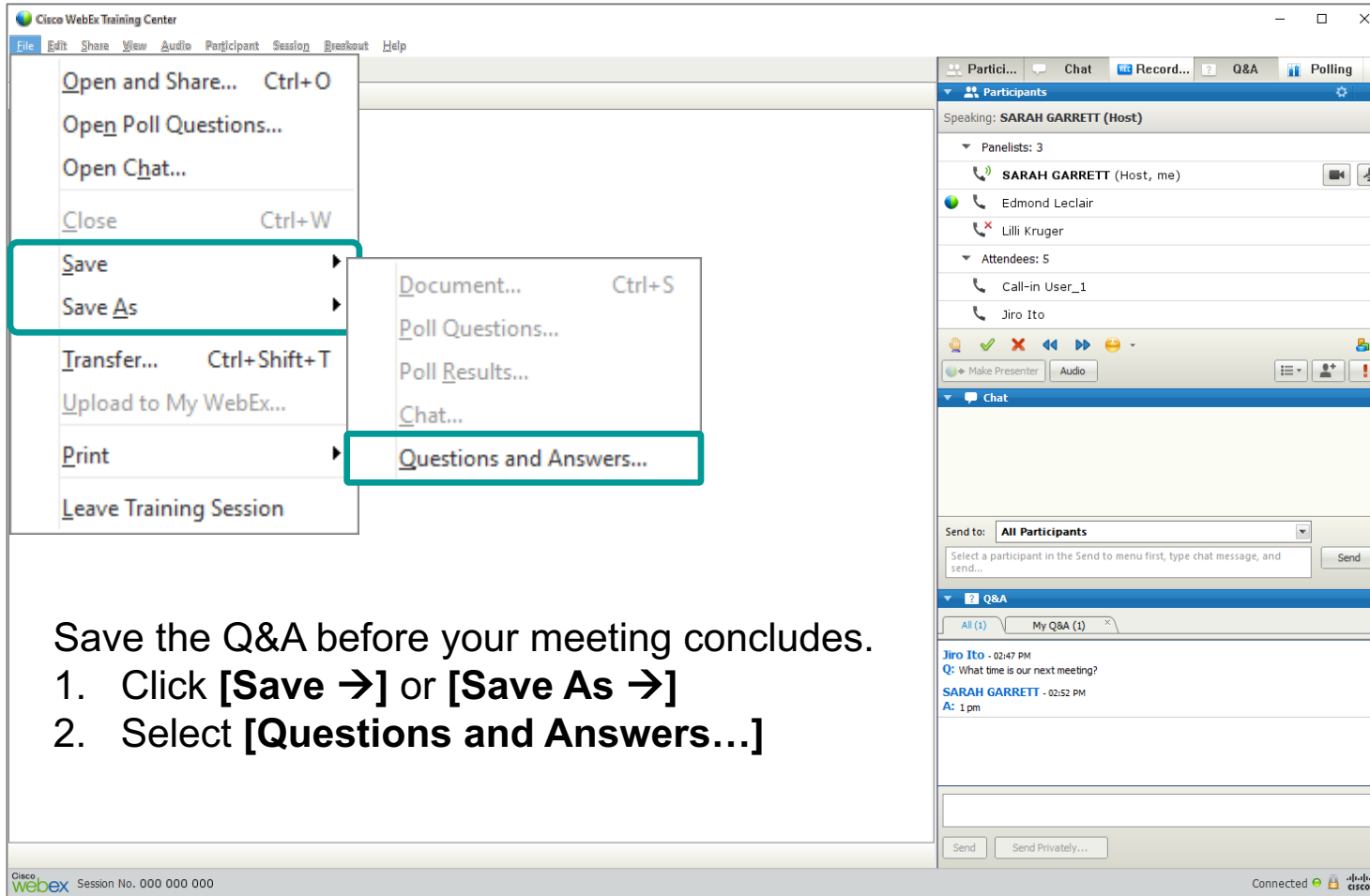
- Who answered the question
- Time stamps of the question and answer

The screenshot displays the Cisco WebEx Training Center interface. The main content area on the left contains the text from the slide. On the right, the interface is divided into several panels:

- Participants:** Shows the current speaker as SARAH GARRETT (Host). Below this, it lists Panelists (3) and Attendees (5). The panelist list includes SARAH GARRETT (Host, me), Edmond Leclair, and Lilli Kruger. The attendee list includes Call-in User\_1 and Jiro Ito.
- Chat:** A text input field for sending messages to participants.
- Q&A:** A panel showing a list of questions and answers. A red box highlights a question and its answer:
  - Jiro Ito - 02:47 PM**  
**Q:** What time is our next meeting?
  - SARAH GARRETT - 02:52 PM**  
**A:** 1 pm

# Panelist Q&A Panel

## Save Questions and Answers



The screenshot shows the Cisco WebEx Training Center interface. The 'File' menu is open, and the 'Save' and 'Save As' options are highlighted with a red box. A secondary menu is open for 'Save', with 'Questions and Answers...' highlighted with a red box. The interface also shows a 'Participants' panel with a list of panelists and attendees, a 'Chat' panel, and a 'Q&A' panel with a list of questions and answers.

Save the Q&A before your meeting concludes.

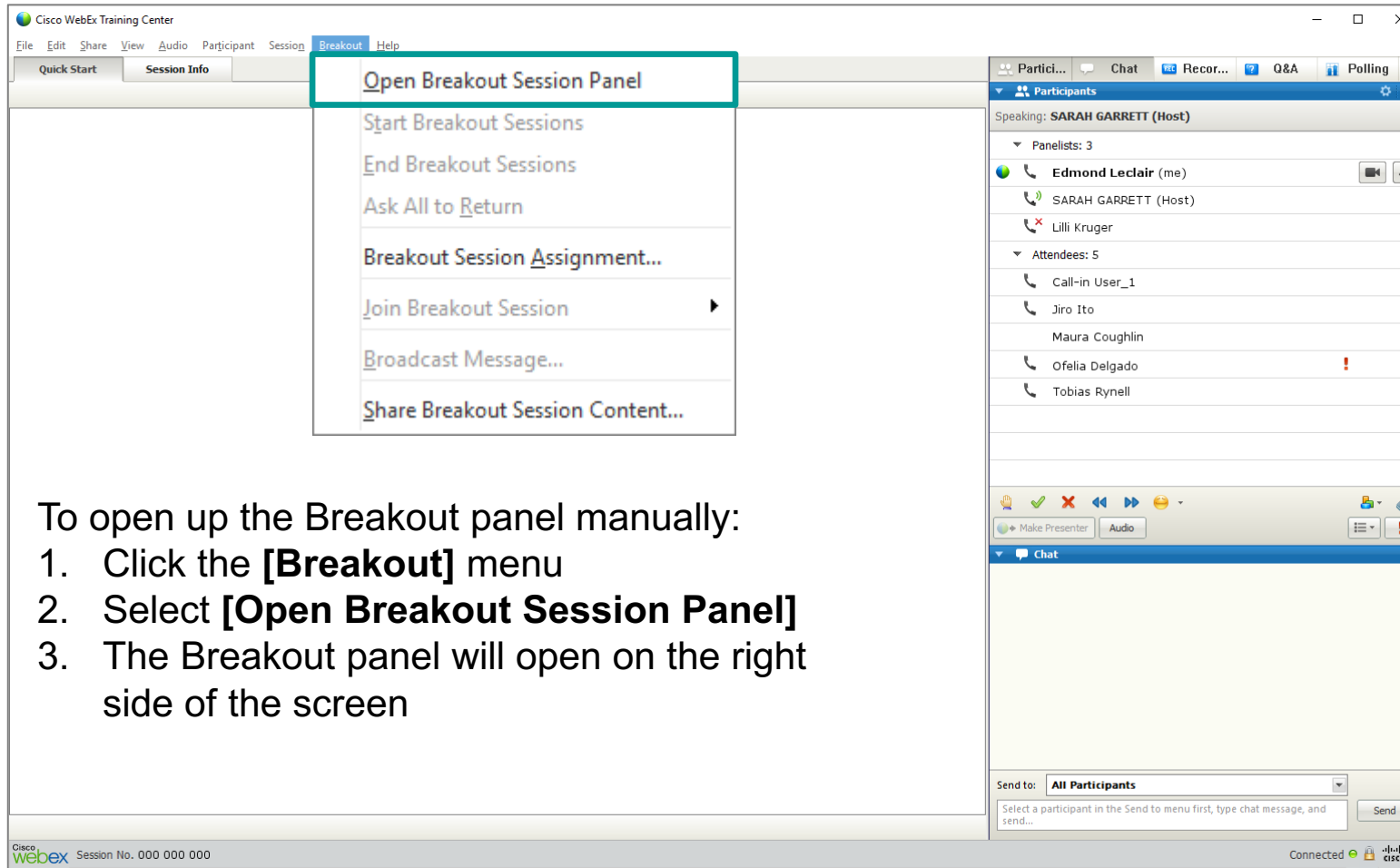
1. Click **[Save →]** or **[Save As →]**
2. Select **[Questions and Answers...]**

# Breakout Rooms

Assign your Attendees to individual virtual rooms. Attendees can now work on group projects or discuss topics.

# Breakout Rooms

## Opening the Breakout Room



The screenshot shows the Cisco WebEx Training Center interface. The 'Breakout' menu is open, and the 'Open Breakout Session Panel' option is highlighted with a red box. The right-hand side of the screen displays the 'Participants' panel, which lists the current session participants, including panelists and attendees. The chat window is also visible at the bottom right.

To open up the Breakout panel manually:

1. Click the **[Breakout]** menu
2. Select **[Open Breakout Session Panel]**
3. The Breakout panel will open on the right side of the screen

# Breakout Rooms

## Breakout Session Assignment

The screenshot shows the Cisco WebEx Training Center interface. The main window has a menu bar with 'File', 'Edit', 'Share', 'View', 'Audio', 'Participant', 'Session', 'Breakout', and 'Help'. Below the menu bar are tabs for 'Quick Start' and 'Session Info'. The main content area is mostly blank. On the right side, there are several panels: 'Participants' (showing 'Speaking: SARAH GARRETT (Host)', 'Panelists: 3' including Edmond Leclair, SARAH GARRETT, and Lilli Kruger, and 'Attendees: 5'), 'Chat', and 'Breakout Session' (with a 'Manual Assignment' button highlighted by a red box and a red arrow). At the bottom right, a 'Breakout Session Assignment' dialog box is open, showing options for 'Automatically' and 'Manually' assignment, and lists of 'Not Assigned' and 'Assigned' participants.

- To create new breakout assignments or edit the already created breakout assignments:
1. Click **[Breakout Assignments]**
  2. A dialog box will appear (see next page)

Smartphone users will not be able to participate in Breakout session

# Breakout Rooms

## Breakout Session Assignment (Continued)

### Automatically Assign

The screenshot shows the 'Breakout Session Assignment' dialog box. At the top, it says 'Create breakout sessions and assign attendees:'. Below this, there are two radio buttons: 'Automatically' (which is selected) and 'Manually'. Underneath, it says 'To create breakout sessions automatically, provide the following information:'. There are two options: 'Set the number of breakout sessions:' with a spinner box set to '4', and 'Set the number of attendees in each breakout session:' with a spinner box set to '20'. At the bottom right, there are 'OK' and 'Cancel' buttons.

### Manually Assign

The screenshot shows the 'Breakout Session Assignment' dialog box with 'Manually' selected. It says 'Create breakout sessions and assign attendees:'. Below the radio buttons, it says 'To create breakout sessions manually, manage your assignment below:'. There are two columns: 'Not Assigned' and 'Assigned'. The 'Not Assigned' column has a search bar and a list of attendees: Panelists (SARAH GARRETT (H), Edmon Leclair, Lilli Krüger) and Attendees (Jiro Ito, Ofelia Delgado, Tobias Rynell). There are '>>' and '<<' buttons between the columns. The 'Assigned' column has an 'Add Session' button and 'Delete Session' and 'Delete All Sessions' buttons. At the bottom, there are 'Options for:' checkboxes: 'Let others join breakout session without invitation.', 'Limit number of participants who can join each session:' (with a spinner box set to '20'), and 'Apply above options to all sessions'. There is also a checkbox for 'Allow attendees to create breakout sessions'. 'OK' and 'Cancel' buttons are at the bottom right.

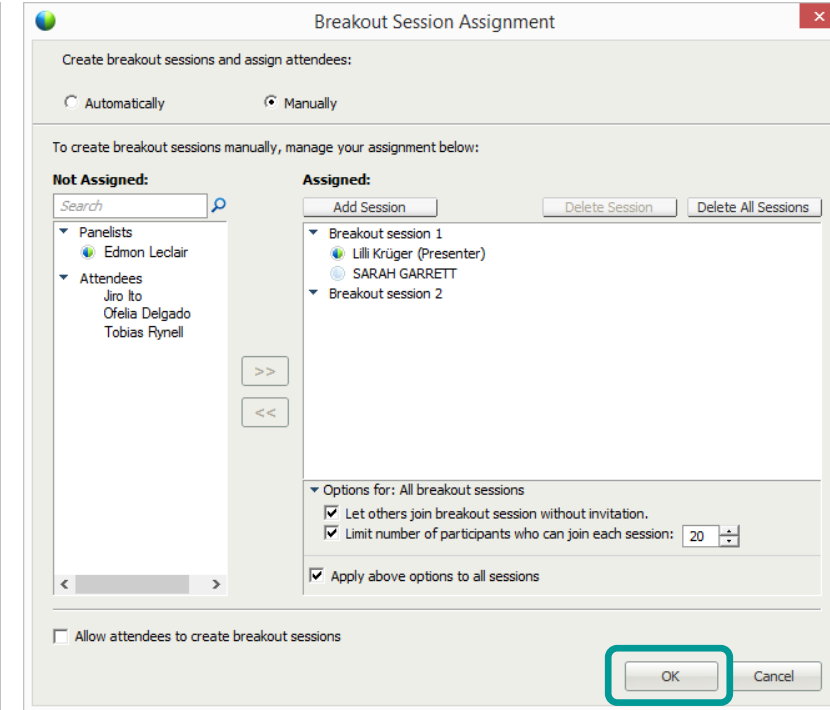
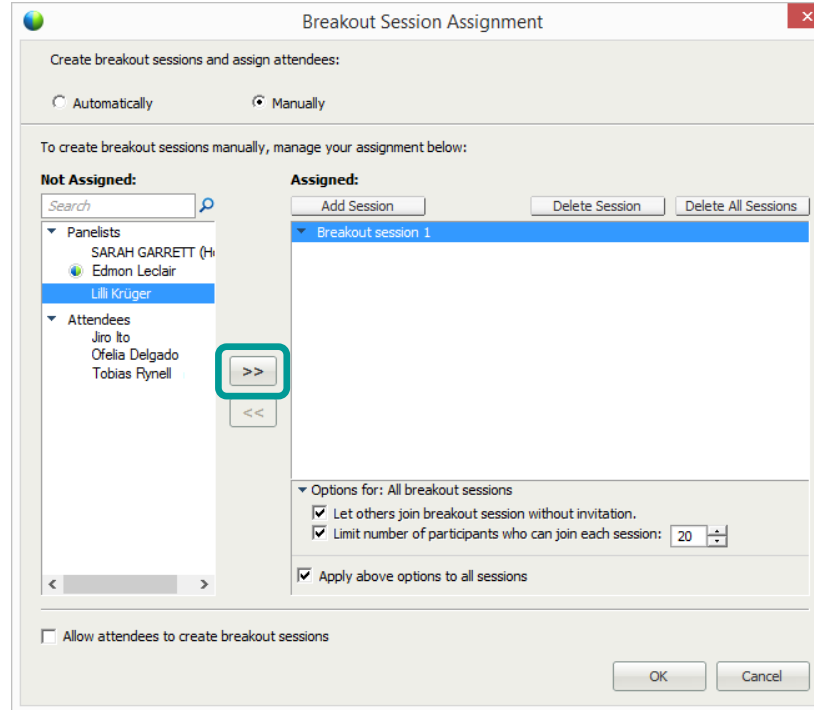
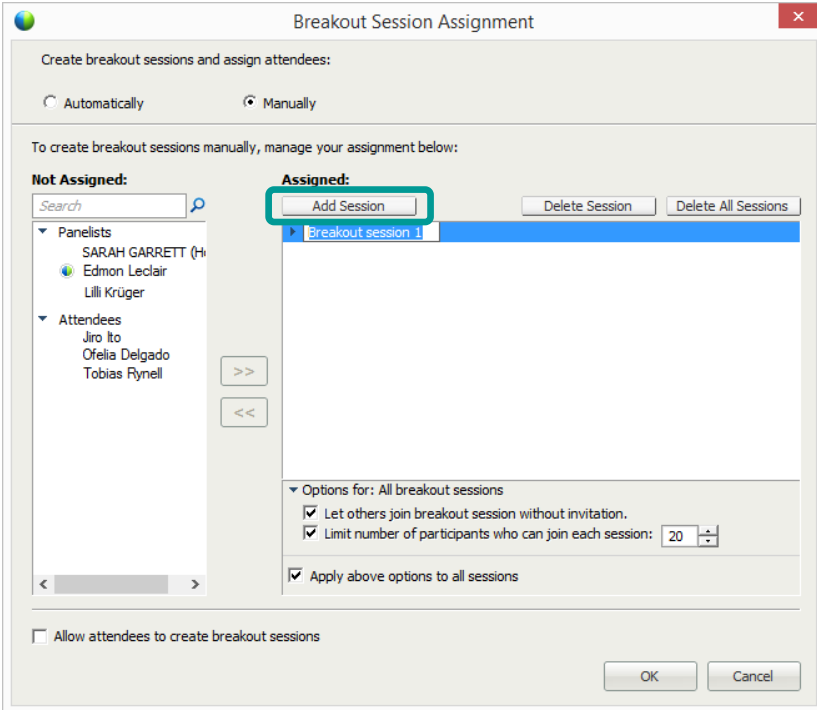
# Breakout Rooms

## Breakout Session Assignment (Manual Assignment)

1. Click **[Add Session]**

2. Click the Participant and the  
Breakout Session, select **[>>]**

3. Select **[OK]** once finished

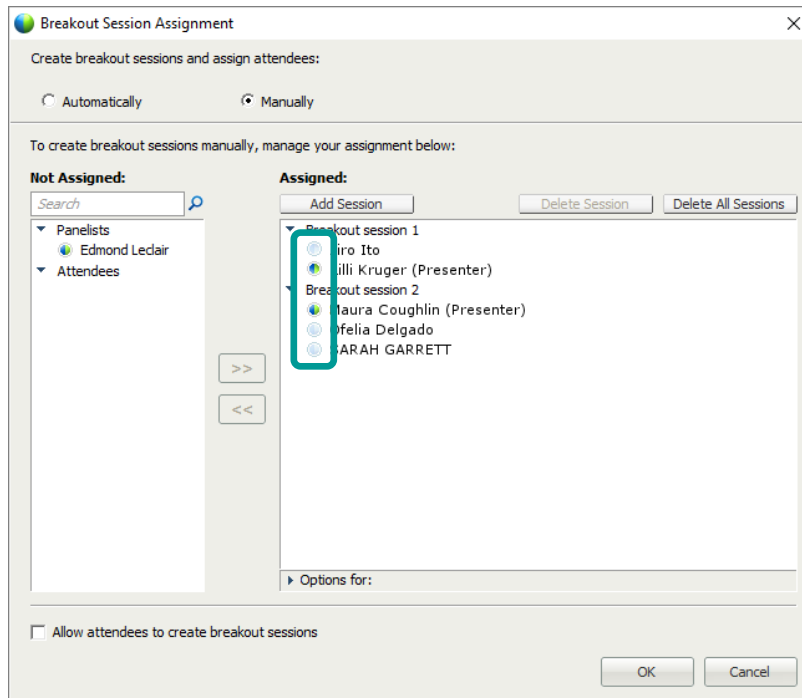




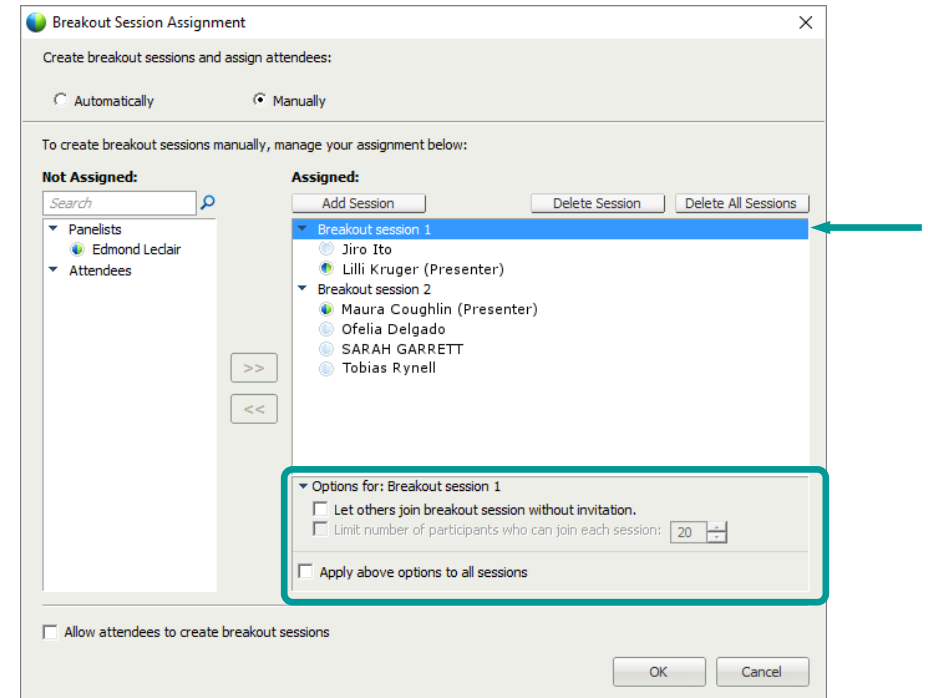
# Breakout Rooms

## Breakout Session Assignment (Breakout Options)

Select [**Presenter Ball**] next to the Attendee name to assign rights



Select the [**Breakout Session**] then click [**Options for: \_\_\_\_**] for more Breakout options



# Breakout Rooms

## Assigned Breakout Session

The Breakout panel will appear with assigned sessions

The screenshot displays the Cisco WebEx Training Center interface. The main content area contains the text "The Breakout panel will appear with assigned sessions". On the right side, there are several panels: "Participants" (showing 3 panelists and 5 attendees), "Chat", and "Breakout Session". The "Breakout Session" panel is highlighted with a red border and contains a "Breakout Assignment" section with a "Start" button. Below this, it lists two breakout sessions: "Breakout session 1: 2" with participants Jiro Ito and Lilli Kruger, and "Breakout session 2: 4" with participants Maura Coughlin, Ofelia Delgado, and SARAH GARRETT. The interface also shows a menu bar at the top, a toolbar with options like "Make Presenter" and "Audio", and a status bar at the bottom.

# Breakout Rooms

## Assign New Presenter

Before the Breakout session is started, you can change Presenters inside the Breakout panel:

1. Left click an Attendee's name
2. Select **[Make Presenter]**

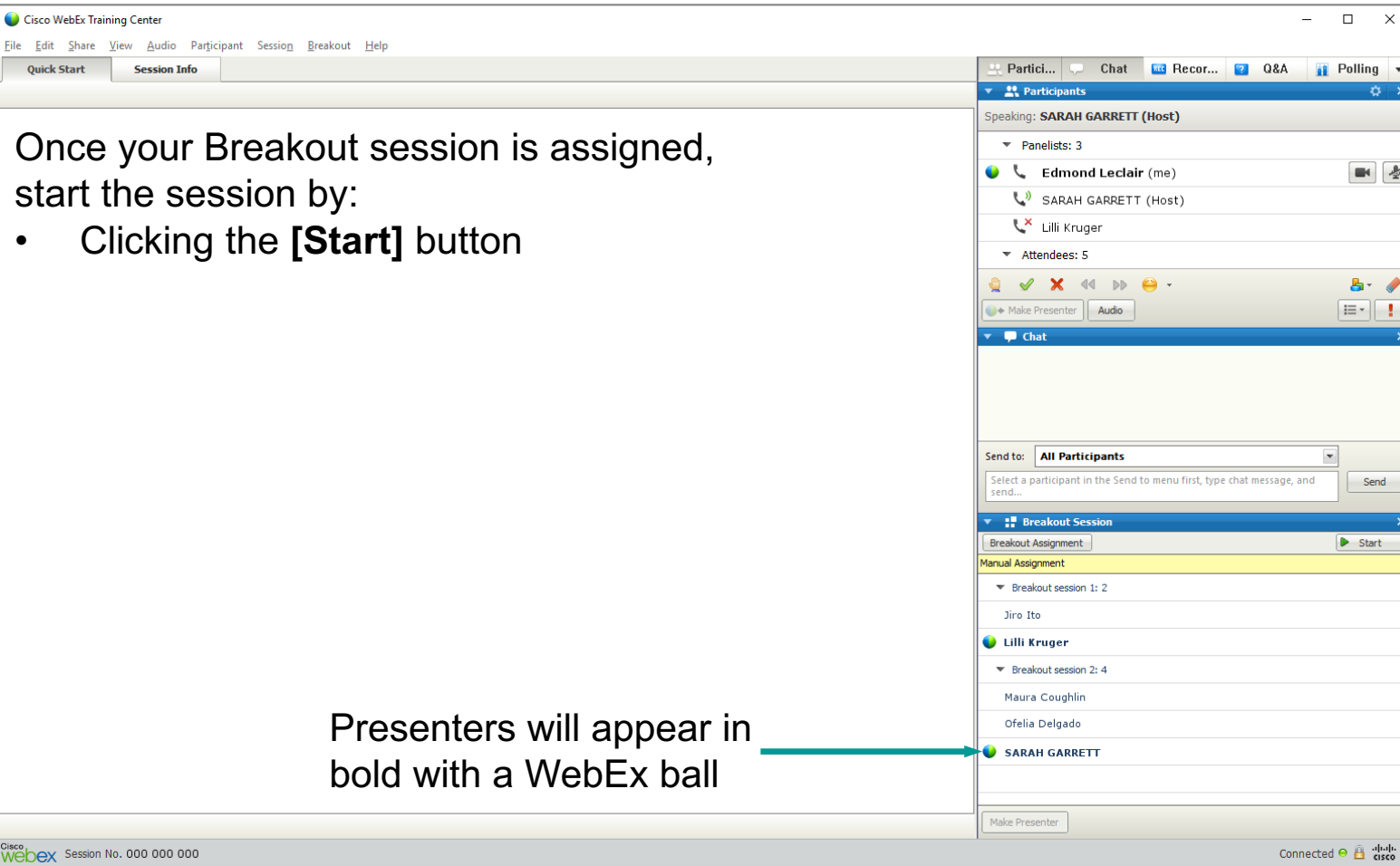
The screenshot displays the Cisco WebEx Training Center interface. The main window is titled "Cisco WebEx Training Center" and has a menu bar with "File", "Edit", "Share", "View", "Audio", "Participant", "Session", "Breakout", and "Help". Below the menu bar are two tabs: "Quick Start" and "Session Info". The main content area is mostly blank, with the text from the previous block overlaid. On the right side, there is a vertical sidebar with several panels. The top panel is "Participants", which shows a list of participants under "Speaking:" and "Attendees:". The "Attendees:" list includes "Edmond Leclair (me)", "SARAH GARRETT (Host)", and "Lilli Kruger". Below this is a "Chat" panel. The bottom panel is "Breakout Session", which has a "Breakout Assignment" tab and a "Start" button. Under "Manual Assignment", there are two breakout sessions: "Breakout session 1: 2" with participants "Jiro Ito" and "Lilli Kruger", and "Breakout session 2: 4" with participants "Maura Coughlin", "Ofelia Delgado", and "SARAH GARRETT". A red box highlights the "Make Presenter" button at the bottom of the Breakout Session panel, and a mouse cursor is pointing at it. The bottom status bar shows "Cisco WebEx Session No. 000 000 000" on the left and "Connected" with a Cisco logo on the right.

# Breakout Rooms

## Start Breakout Session

Once your Breakout session is assigned, start the session by:

- Clicking the **[Start]** button

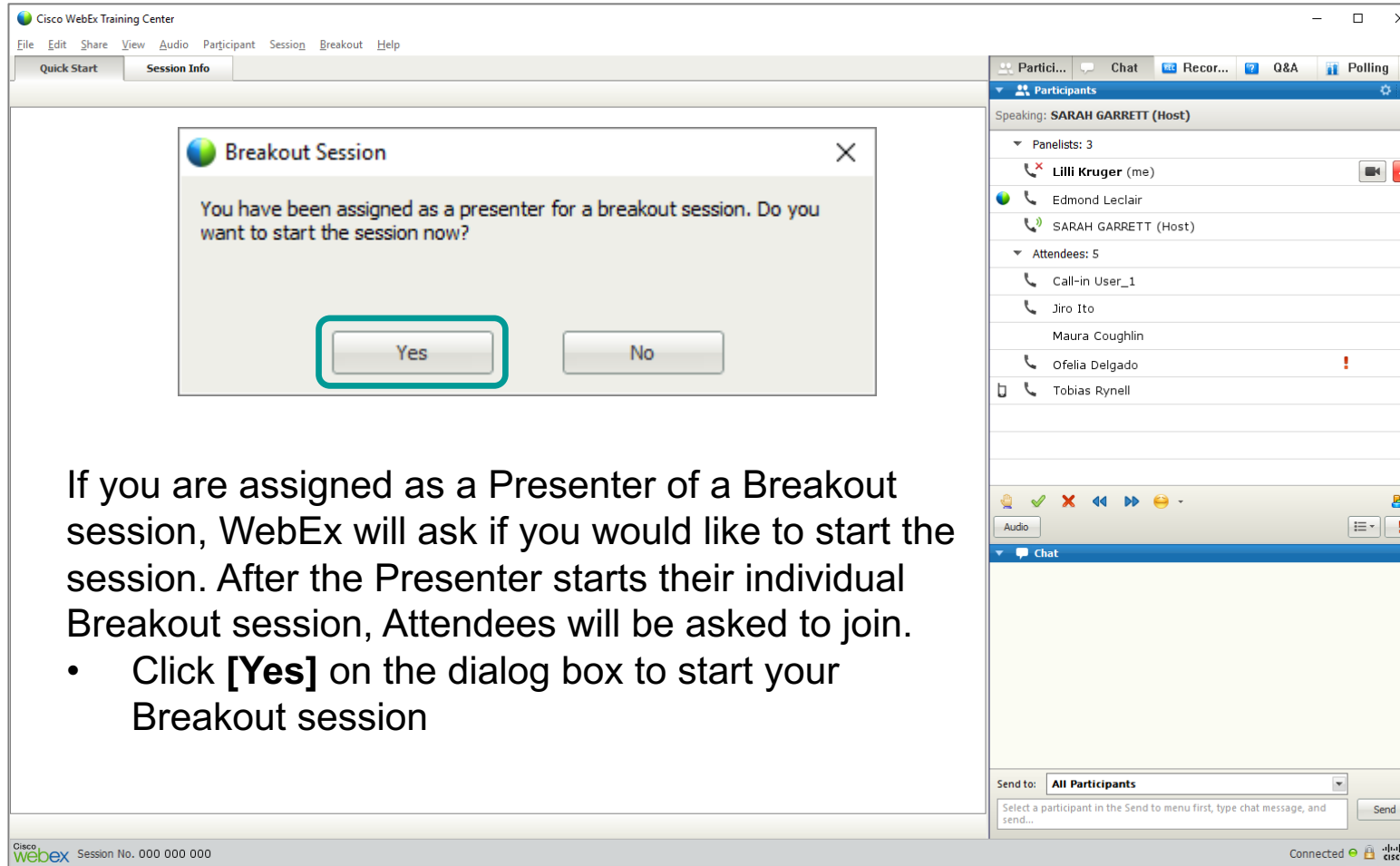


The screenshot shows the Cisco WebEx Training Center interface. The main window displays the 'Session Info' tab. On the right side, there are several panels: 'Participants', 'Chat', and 'Breakout Session'. The 'Breakout Session' panel shows a 'Start' button with a play icon, which is highlighted by a red arrow. Below this, there is a 'Manual Assignment' section with a table of breakout sessions. The first session, 'Breakout session 1: 2', lists participants 'Jiro Ito' and 'Lilli Kruger'. The second session, 'Breakout session 2: 4', lists participants 'Maura Coughlin', 'Ofelia Delgado', and 'SARAH GARRETT'. The name 'SARAH GARRETT' is bolded and has a WebEx ball icon next to it, which is also highlighted by a red arrow. The 'Make Presenter' button is visible at the bottom of the 'Breakout Session' panel.

Presenters will appear in bold with a WebEx ball

# Breakout Rooms

## Start Breakout Session as a Breakout Presenter



The screenshot shows the Cisco WebEx Training Center interface. A dialog box titled "Breakout Session" is displayed in the center, asking "You have been assigned as a presenter for a breakout session. Do you want to start the session now?". The "Yes" button is highlighted with a red box. To the right, the "Participants" panel is visible, showing a list of participants: Panelists (3) and Attendees (5). The "Speaking" field indicates "SARAH GARRETT (Host)". The "Attendees" list includes Lilli Kruger (me), Edmond Leclair, SARAH GARRETT (Host), Call-in User\_1, Jiro Ito, Maura Coughlin, Ofelia Delgado, and Tobias Rynell. The "Send to" dropdown is set to "All Participants".

If you are assigned as a Presenter of a Breakout session, WebEx will ask if you would like to start the session. After the Presenter starts their individual Breakout session, Attendees will be asked to join.

- Click **[Yes]** on the dialog box to start your Breakout session

# Breakout Rooms

## Inside the Session (Breakout Presenter View)

The screenshot shows the Cisco Webex Breakout Presenter View interface. The main window is titled "Breakout Session: Breakout session 1" and has tabs for "Quick Start" and "Session Info". The "Session Info" tab is active, showing "Breakout Session: Breakout session 1". Below this, there are icons for "Audio Conference" and "New Whiteboard". A "Share File" button is also visible. On the right side, there are panels for "Breakout Session", "Participants", and "Chat". The "Breakout Session" panel shows "You are currently connected to the breakout session 'Breakout session 1'." and "Elapsed time: 17:26". The "Participants" panel lists "Jiro Ito" and "Lilli Kruger". The "Chat" panel has a "Type chat messages here..." input field and a "Send" button. A "Make Presenter" button and an "Audio" button are also visible. A "Send to: All Breakout Participants" dropdown is at the bottom right. A "Cisco Webex" logo and "Session No. 000 000 000" are in the bottom left corner. A "Connected" status and "Cisco" logo are in the bottom right corner.

**End the Breakout session for all in the current session**

**Ask the Presenter in the main session for assistance**

**Chat with Participants inside the session**

**Communicate with Participants inside the Breakout session**

**Share documents inside the meeting**

**If your audio does not connect into the Breakout Session, input your [Attendee ID] from the 'Session Info' tab into your phone keypad**

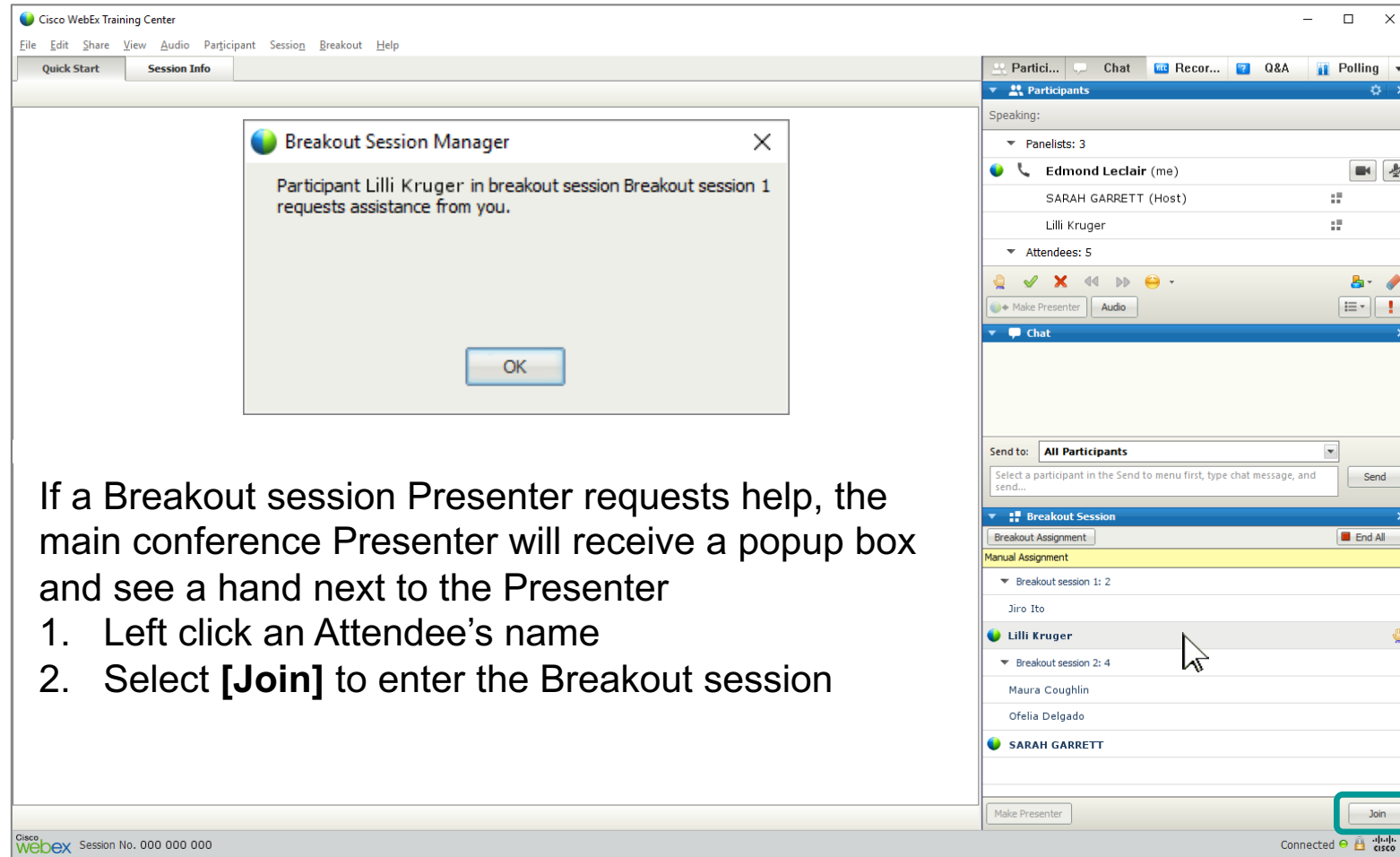
# Breakout Rooms

## Inside the Session (Breakout Attendee View)

The screenshot shows the Webex Breakout Session interface. On the left, the 'Session Info' tab displays details for 'Breakout session 1', including the audio conference dial-in number (1-800-555-0000), attendee access code (999 888 7), attendee ID (#9 4061 #), and session number (000 000 000). A callout box labeled 'Audio instructions' points to the 'Audio Conference' section. Another callout box explains that if audio does not connect, the attendee ID should be entered into a phone keypad. On the right, the 'Breakout Session' panel shows a 'Leave Breakout Session' button, with a callout box instructing to leave the current session. Below this is the 'Participants' list, showing 'Jiro Ito' and 'Lilli Kruger', with a callout box indicating that participants can be communicated with. At the bottom right, the 'Chat' panel is visible, with a callout box stating to chat with participants inside the session. The interface also shows an 'Elapsed time' of 10:55 and a 'Send' button for chat messages.

# Breakout Rooms

## Main Conference Room – Breakout Asks for Help (Main Presenter View)



The screenshot displays the Cisco WebEx Training Center interface. A central popup window titled "Breakout Session Manager" contains the text: "Participant Lilli Kruger in breakout session Breakout session 1 requests assistance from you." with an "OK" button. On the right side, the "Participants" panel shows a list of attendees: Edmond Leclair (me), SARAH GARRETT (Host), and Lilli Kruger. Below this, the "Breakout Session" panel shows a list of breakout sessions: Breakout session 1: 2 (with Jiro Ito) and Breakout session 2: 4 (with Maura Coughlin, Ofelia Delgado, and SARAH GARRETT). A hand icon is visible next to Lilli Kruger's name in the breakout session list. At the bottom right of the interface, a "Join" button is highlighted with a red box.

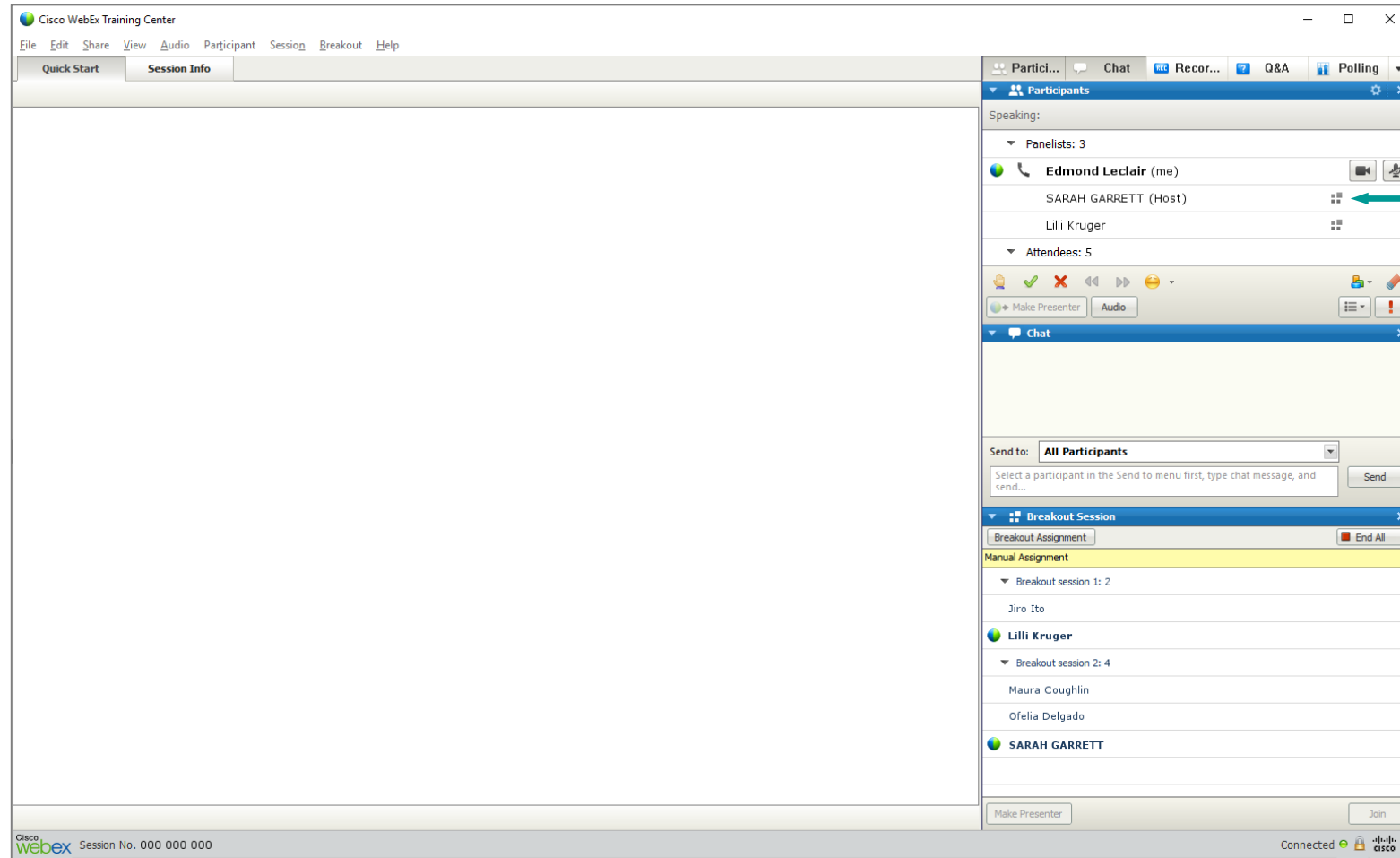
If a Breakout session Presenter requests help, the main conference Presenter will receive a popup box and see a hand next to the Presenter

1. Left click an Attendee's name
2. Select **[Join]** to enter the Breakout session



# Breakout Rooms

## Main Conference (Presenter View)

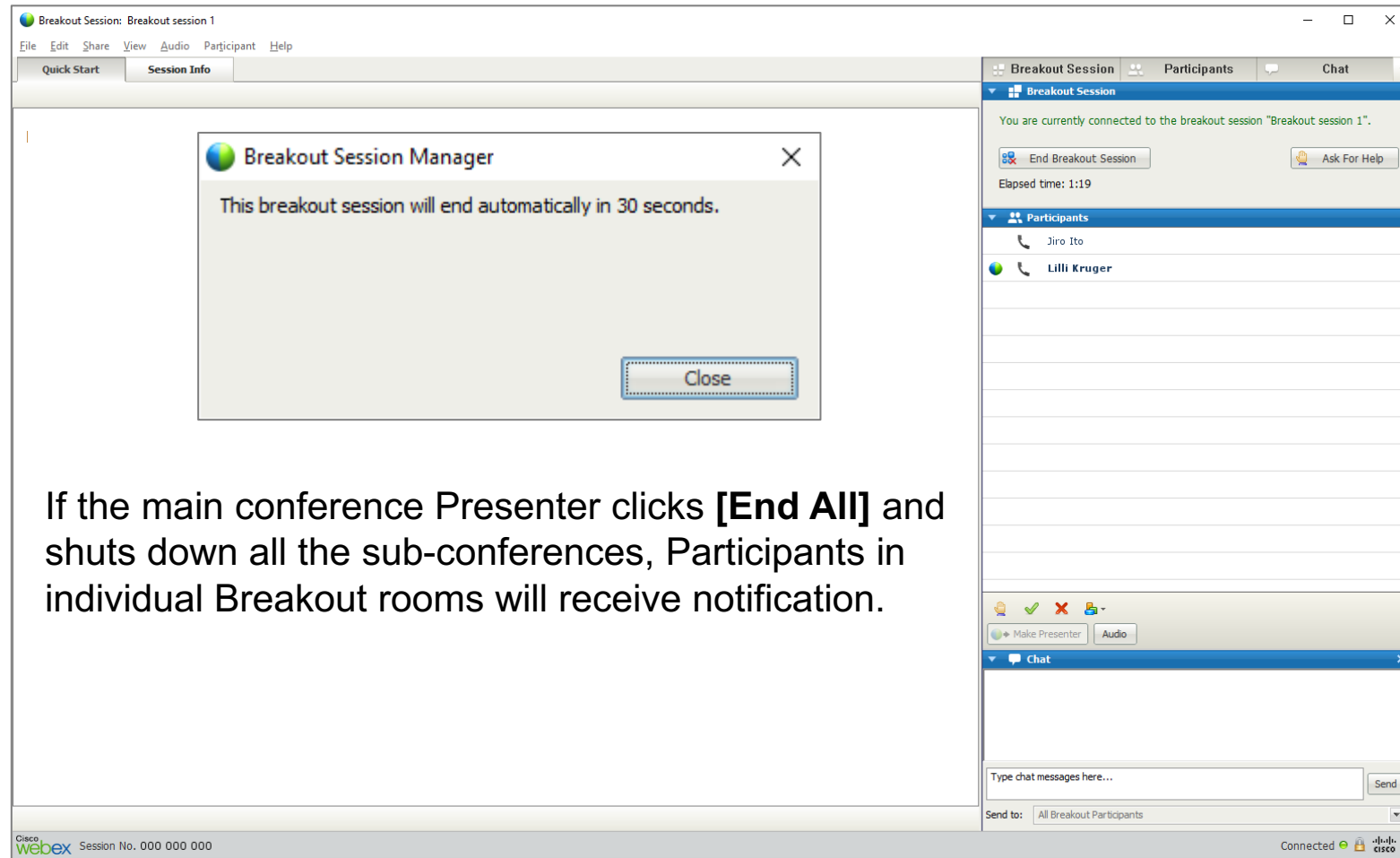


Participant is in  
Breakout session

End Breakout  
sessions for all

# Breakout Rooms

## Ending a Breakout Session



The screenshot displays the Cisco Webex Breakout Session interface. A central dialog box titled "Breakout Session Manager" is open, displaying the message: "This breakout session will end automatically in 30 seconds." with a "Close" button. The background interface includes a menu bar (File, Edit, Share, View, Audio, Participant, Help), tabs for "Quick Start" and "Session Info", and a right-hand sidebar with sections for "Breakout Session" (containing "End Breakout Session" and "Ask For Help" buttons, and "Elapsed time: 1:19"), "Participants" (listing "Jiro Ito" and "Lilli Kruger"), and "Chat" (with a "Send" button and "Send to: All Breakout Participants" dropdown). The bottom status bar shows "Cisco Webex Session No. 000 000 000" and "Connected" status.

If the main conference Presenter clicks **[End All]** and shuts down all the sub-conferences, Participants in individual Breakout rooms will receive notification.

# Breakout Rooms

## Share Breakout Session Content

The screenshot shows the Cisco WebEx Training Center interface. The 'Breakout' menu is open, and the 'Share Breakout Session Content...' option is highlighted with a red box. An arrow points from this option to a dialog box titled 'Share Breakout Session Content'. The dialog box contains the following text: 'To request the last presenter for a breakout session to share content in the main training session, select the session in the list, and then click OK. The last presenter then receives instructions for sharing content from the breakout session.' Below this text is a table with the following data:

Last Presenter	Breakout Session
SARAH GARRETT	Breakout session 2
Lilli Kruger	Breakout session 1

At the bottom of the dialog box are 'OK' and 'Cancel' buttons. Below the dialog box is a 'Breakout Session' window showing a list of breakout sessions and their participants. The participants listed are Jiro Ito, Lilli Kruger, Maura Coughlin, Ofelia Delgado, and SARAH GARRETT. There is a 'Make Presenter' button at the bottom of this window.

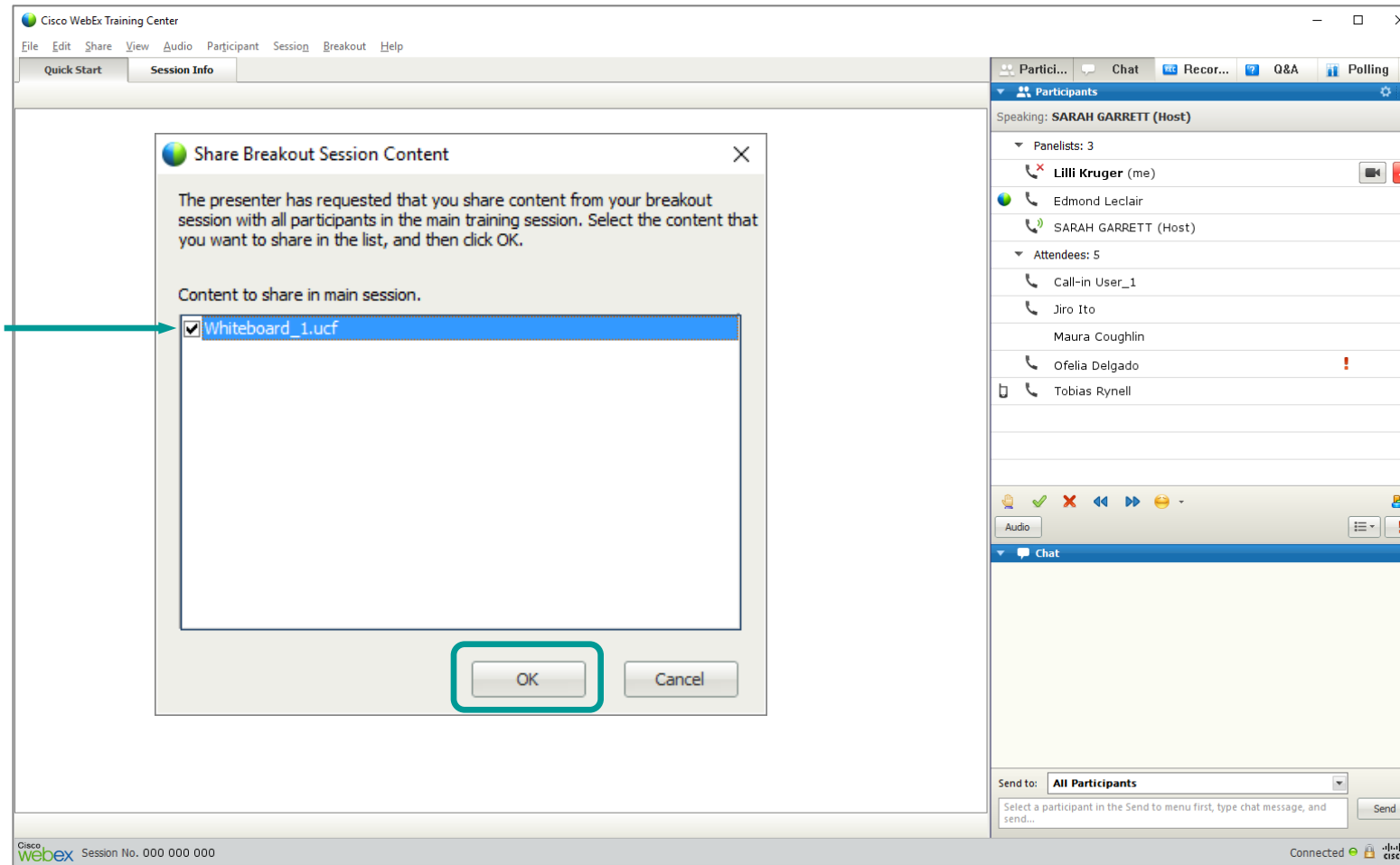
After the Breakout sessions are ended, the main conference Presenter can share content from the Breakout session.

1. Click the **[Breakout]** menu
2. Select **[Share Breakout Session Content...]**
3. Choose the name of the last Presenter
4. Click **[OK]**

# Breakout Rooms

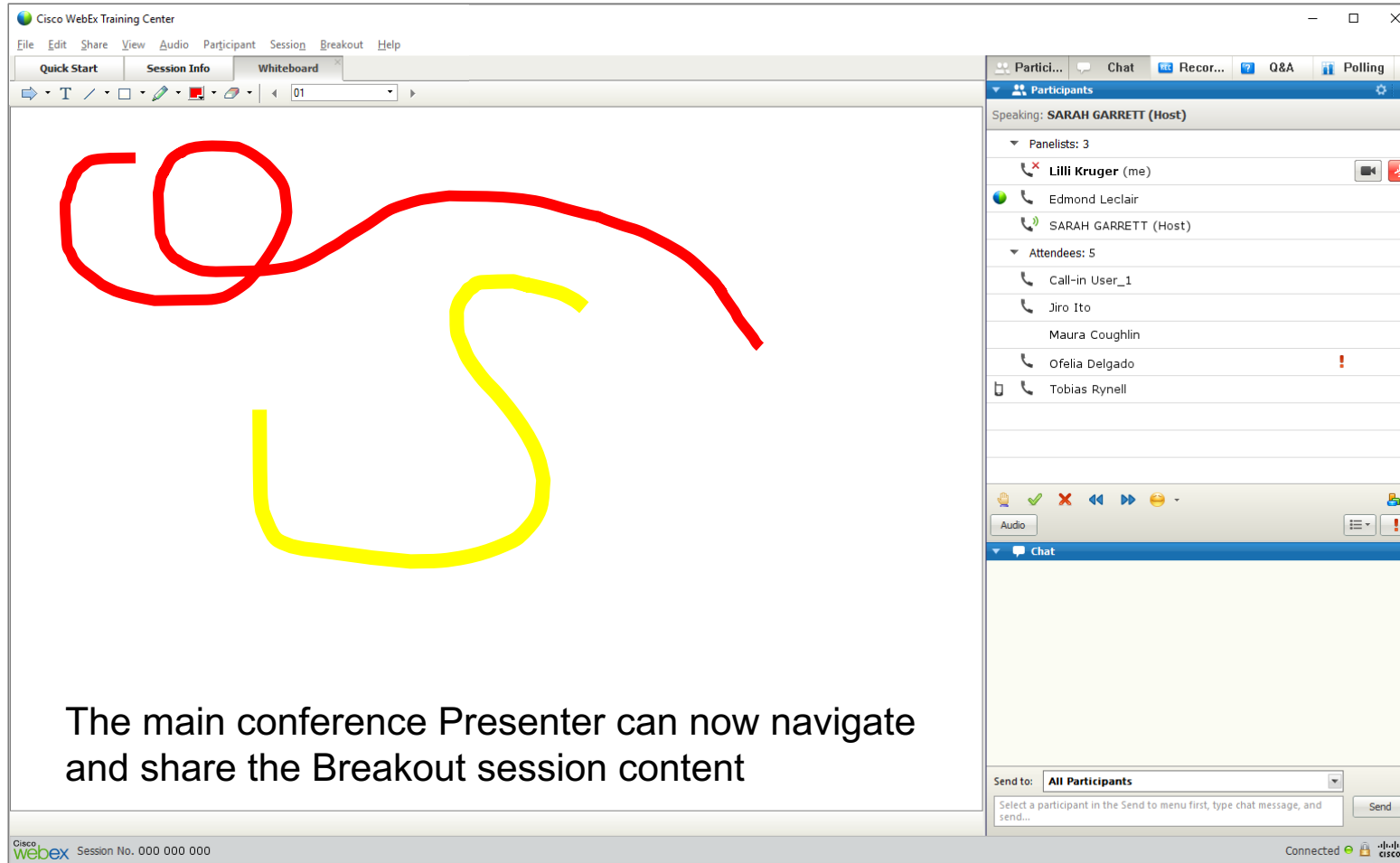
## Share Breakout Session Content (Attendee View)

1. Select desired content to share with the main conference
2. Click **[OK]**



# Breakout Rooms

## Shared Breakout Session Content (Shared Content)



The screenshot displays the Cisco WebEx Training Center interface. The main window is titled "Cisco WebEx Training Center" and shows a "Whiteboard" tab. The whiteboard contains two large, hand-drawn scribbles: a red one at the top and a yellow one at the bottom. Below the whiteboard, there is a text box that reads: "The main conference Presenter can now navigate and share the Breakout session content". The right-hand side of the interface shows a "Participants" list with the following details:

- Speaking: SARAH GARRETT (Host)
- Panelists: 3
  - Lilli Kruger (me)
  - Edmond Leclair
  - SARAH GARRETT (Host)
- Attendees: 5
  - Call-in User\_1
  - Jiro Ito
  - Maura Coughlin
  - Ofelia Delgado
  - Tobias Rynell

At the bottom of the interface, there is an "Audio" section and a "Chat" window. The "Send to:" dropdown menu is set to "All Participants".

In the example, the Breakout session created and shared a Whiteboard

# Training Reports

Access the report page from your WebEx Microsite

# Training Reports

## Main Report Page

The screenshot shows the Cisco WebEx user interface. At the top, a blue navigation bar contains the 'Cisco WebEx' logo and the 'My WebEx' menu item, which is highlighted with a red box. Below this, a secondary navigation bar includes links for Home, Meeting Center, Event Center, Support Center, Training Center, and My WebEx. The left sidebar contains a list of menu items: My Meetings, My Personal Room, My Files, My Contacts, My Profile, Preferences, My Reports (highlighted with a red arrow), Training, Support, and Level 3 Home. The main content area is divided into sections: 'Support Center' and 'Training Center'. Under 'Support Center', there are links for Session Query Tool, CSR Activity, and Unlisted Program Links Report. Under 'Training Center', there are links for Live Training Usage Report, Recorded Training Access Report, and Registration Report. The footer contains copyright information for Level 3 Communications, LLC.

1. Click **[My WebEx]** on the top bar
2. Select **[My Reports]** on the left menu
3. Scroll down until you see the **[Training Center]** section

# Live Training Usage Report

View attendance, invitation, and registration information from your Training session.



# Live Training Usage Report

## Opening the Report Page

Click [**Live Training Usage Report**]

The screenshot shows the Cisco WebEx user interface. The top navigation bar includes 'Home', 'Meeting Center', 'Event Center', 'Support Center', 'Training Center', and 'My WebEx'. The 'My WebEx' section is active, displaying a list of reports:

- [Attendance Report](#)  
View attendance information for any event. You can send follow-up emails after the event.
- [In-Event Activity Report](#)  
View attendee activity information for an event.  
Note that the in-event activity report is only available for events recorded on the server.
- [Attendee History Report](#)  
View a list of events for an attendee.
- [Event Recording Report](#)  
View a list of attendees who have downloaded or viewed an event recording.
- [Unlisted Program Links Report](#)  
View old and updated program links for your unlisted programs.

Support Center:

- [Session Query Tool](#)  
Report on session information for selected Queue(s) or CSR(s).
- [CSR Activity](#)  
Report on session information for selected CSR(s).

Training Center:

- [Live Training Usage Report](#)  
View attendance, invitation, and registration information for your training sessions.
- [Recorded Training Access Report](#)  
View access and registration information for your recorded training sessions.
- [Registration Report](#)  
View registration information for any of your live sessions.

The 'Live Training Usage Report' link is highlighted with a red rectangular box. The footer of the page contains the text: © 2016 Cisco and/or its affiliates. All rights reserved. Privacy | Terms of Service

# Live Training Usage Report

## Search Criteria

1. Fill out your search criteria
2. Click **[Display Report]**

Cisco WebEx

Home Meeting Center Event Center Support Center Training Center My WebEx webex\_1895431 Log Out

My Meetings  
My Personal Room  
My Files  
My Contacts  
My Profile  
Preferences  
My Reports  
Training  
Support  
Level 3 Home

### Live Training Usage Report

View attendance, invitation, and registration information for your training sessions.  
**Note:** You can run reports for any three-month period within the last 12 months.

From: March 6 2020  
To: April 15 2020  
Topic: (optional)  
Sort results by: Date

**Display Report**

© 2016 Cisco and/or its affiliates. All rights reserved. [Privacy](#) | [Terms of Service](#)

# Live Training Usage Report

## Report Summary Page

- Click **[Export Report]** to download summary list in a .csv file
- Or
- Click the **[Topic]** of a meeting to view detailed information

Final report →

Cisco WebEx

Home Meeting Center Event Center Support Center Training Center My WebEx webex\_1895431 Log Out

### Live Training Usage Summary Report

Search results from 3/6/20 to 4/15/20, all sessions in Eastern Standard Time (New York, GMT-05:00):  
[<<Search again](#)

Preliminary Live Training Usage Summary Report

Caution: This is a preliminary report. It provides immediate access to session data before the final report becomes available. When the final report is available, session data appears only in the final report, not in the preliminary report.

Printer-friendly format Export Report

Topic	Department	Billing Code	Date	Invited	Registered	Attended	Absent
<a href="#">Shareholder Review</a>			4/15/20	1	N/A	5	1

Final Live Training Usage Summary Report

You can sort results by clicking on the column headers.

Printer-friendly format **Export Report**

Topic	Department	Billing Code	Date	Start time	Duration	Invited	Registered	Attended	Absent
<a href="#">HR Open Enrollment for Q3</a>			4/15/20	8:01 am	80 mins	6	2	4	2

© 2016 Cisco and/or its affiliates. All rights reserved. [Privacy](#) | [Terms of Service](#)

→ Preliminary report, not all information will be available until the final report is processed

# Live Training Usage Report

## Detailed Report

- Click the **[View]** dropdown to sort the report list
- Or
- Click **[Export Report]** to download the Training Usage report into a .csv file

The screenshot shows the Cisco WebEx interface with a 'Live Training Usage Detail Report' for a session titled "HR Open Enrollment for Q3". The report is displayed in a table format with columns for Name, Email, Registration date, Date, Start time, End time, Duration, Attention to Duration Ratio, and Attention to Attendance ratio. The report lists three participants: Sarah Garrett, Jiro Ito, and Ruth Gleeson. Sarah Garrett is listed as a participant who attended the session, while Ruth Gleeson is listed as an absentee. The 'View' dropdown menu is open, showing options for 'Participants and absentees', 'Participants only', and 'Absentees only'. The 'Export Report' button is highlighted with a red box.

Name	Email	Registration date	Date	Start time	End time	Duration	Attention to Duration Ratio	Attention to Attendance ratio
SARAH GARRETT	sarah_g@level3.com	N/A	4/15/20	8:01 am	9:01 am	90 mins	100%	100%
Jiro Ito	jiro_j@level3.com	3/8/20	4/15/20	8:12 am	8:42 am	30 mins	4%	50%
Ruth Gleeson	ruth_g@level3.com	N/A	N/A	N/A	N/A	N/A	N/A	N/A

After clicking the **[Topic]** of your desired meeting you can view:

- Names
- Email
- Registration date (Optional)
- Participants who joined the session or were absent
- Registration information

# Recorded Training Access Report

View access and registration information for your recorded training session.

# Recorded Training Access Report

## Opening the Report Page

Click [**Recorded Training Access Report**]

The screenshot shows the Cisco WebEx user interface. The top navigation bar includes 'Home', 'Meeting Center', 'Event Center', 'Support Center', 'Training Center', and 'My WebEx'. The 'My WebEx' section is expanded, showing a list of reports: Attendance Report, In-Event Activity Report, Attendee History Report, Event Recording Report, and Unlisted Program Links Report. Below these are sections for 'Support Center' (Session Query Tool, CSR Activity) and 'Training Center' (Live Training Usage Report, Recorded Training Access Report, Registration Report). The 'Recorded Training Access Report' link is highlighted with a red rectangular box. The footer contains copyright information for Level 3 Communications, LLC.

# Recorded Training Access Report

## Search Criteria

1. Fill out your search criteria
2. Click **[Display Report]**

The screenshot shows the Cisco WebEx interface for the 'Recorded Training Access Report'. The page title is 'Recorded Training Access Report' and it includes a note: 'View Access and Registration information for your Recorded Training sessions. Note: You can run reports for any three-month period within the last 12 months.' The search criteria are as follows:

- From: March 6 2020
- To: April 15 2020
- Topic: (optional)
- Sort results by: Topic

The 'Display Report' button is highlighted with a red box, and a red arrow points to it from the left. The page footer includes the copyright notice: '© 2016 Cisco and/or its affiliates. All rights reserved. Privacy | Terms of Service'.

# Recorded Training Access Report

## Report Summary Page

- Click **[Export Report]** to download summary list in a .csv file
- Or
- Click the **[Topic]** of a meeting to view detailed information

The screenshot shows the Cisco WebEx interface for a Recorded Training Access Summary Report. The page title is "Recorded Training Access Summary Report". Below the title, there is a search filter for "Search results from 3/6/20 to 4/15/20". A table lists the training sessions with the following data:

Topic	Upload date	Upload time	Registered	Download	Viewed
<a href="#">Shareholder Review</a>	3/6/20	5:11 pm	N/A	7	0
<a href="#">HR Open Enrollment for Q3</a>	4/15/20	9:01 am	11	1	10

The "Export Report" button is highlighted with a red box. A red arrow points to the "Training" link in the left navigation menu.



# Recorded Training Access Report

## Detailed Report

After clicking the **[Topic]** of your desired meeting you can view:

- Name
- Email
- Registered (yes/no)
- Registration date (Optional)
- Viewed streamed recording
- Downloaded recording
- Access Date and Time

The screenshot shows the Cisco WebEx interface for a Recorded Training Access Detail Report. The report is for the session 'HR Open Enrollment for Q3'. It lists 7 participants with the following details:

Participant	Name	Email	Registered	Registration date	Downloaded	Viewed	Access time
Participant 1	Ofeila Delgado	ofeila_d@level3.com	N/A	4/15/20	No	Yes	3:57 pm
Participant 2	Tobias Rynell	tobias_r@level3.com	N/A	4/15/20	Yes	Yes	4:50 pm
Participant 3	Sarah Garrett	sarah_g@level3.com	N/A	4/15/20	No	Yes	11:08 am
Participant 4	Jiro Ito	jiro_i@level3.com	N/A	4/21/20	No	Yes	11:30 am
Participant 5	Edmond Leclair	edmond_l@level3.com	N/A	5/13/20	Yes	No	6:57 pm
Participant 6	Maura Coughlin	maura_c@level3.com	N/A	5/20/20	Yes	Yes	3:18 pm
Participant 7	Ruth Gleason	ruth_g@level3.com	N/A	6/10/20	No	Yes	6:12 pm

# Registration Report

View registration information for any of your live sessions.

# Registration Report

## Opening the Report Page

Click **[Registration Report]**

The screenshot shows the Cisco WebEx user interface. At the top, there is a navigation bar with the Cisco logo and the text 'Cisco WebEx'. Below this is a menu with options: Home, Meeting Center, Event Center, Support Center, Training Center, and My WebEx. The 'My WebEx' option is selected, and the user's name 'webex\_1895431' and a 'Log Out' button are visible in the top right corner.

The main content area is divided into several sections:

- My Meetings**: View registration information, and send reminder emails before the event. After the event, you can also view whether a registrant attended or was absent.
- Attendance Report**: View attendance information for any event. You can send follow-up emails after the event.
- In-Event Activity Report**: View attendee activity information for an event. Note that the in-event activity report is only available for events recorded on the server.
- Attendee History Report**: View a list of events for an attendee.
- Event Recording Report**: View a list of attendees who have downloaded or viewed an event recording.
- Unlisted Program Links Report**: View old and updated program links for your unlisted programs.

Below these sections are three more categories:

- Support Center:**
  - Session Query Tool**: Report on session information for selected Queue(s) or CSR(s).
  - CSR Activity**: Report on session information for selected CSR(s).
- Training Center:**
  - Live Training Usage Report**: View attendance, invitation, and registration information for your training sessions.
  - Recorded Training Access Report**: View access and registration information for your recorded training sessions.
  - Registration Report**: View registration information for any of your live sessions. This link is highlighted with a red rectangular box.

At the bottom of the page, there is a copyright notice: © 2016 Cisco and/or its affiliates. All rights reserved. Privacy | Terms of Service.

# Registration Report

## Search Criteria

1. Fill out your search criteria
2. Click **[Generate Report]**

Cisco WebEx

Home Meeting Center Event Center Support Center Training Center My WebEx webex\_1895431 Log Out

My Meetings  
My Personal Room  
My Files  
My Contacts  
My Profile  
Preferences  
My Reports  
Training  
Support  
Level 3 Home

### Registration Report

View Attendance, Invitation, and Registration information for all of your live sessions.  
**Note:** You can run reports for any three-month period within the last 12 months or any time in the future.

Report Name:

From: March 6 2020

To: April 15 2020

Topic:  (optional)

Sort results by: Registration Date & Time

**Generate Report**

© 2016 Cisco and/or its affiliates. All rights reserved. [Privacy](#) | [Terms of Service](#)

# Registration Report

## Report Download

1. After the report generates, click **[Here]** to download the report into a .csv file
2. Click to **[Open]** the .csv file that downloads

The image shows two overlapping screenshots. The left screenshot is of the Cisco WebEx user interface. It features a blue header with the Cisco WebEx logo and navigation tabs for Home, Meeting Center, Event Center, Support Center, Training Center, and My WebEx. A left sidebar contains links for My Meetings, My Personal Room, My Files, My Contacts, My Profile, Preferences, My Reports, Training, Support, and Level 3 Home. The main content area displays a 'Registration Report' section with a green circular refresh icon and the text 'Your registration report has been generated'. A link labeled 'Click here to download' is highlighted with a green box and an arrow pointing to the right. The right screenshot is of an Internet Explorer 'View Downloads' window. It shows a table of downloads with the following data:

Name	Location	Actions
RegistrationRe....csv acwtraining1.webex.com	5.74 KB	Do you want to open or save this file? <b>Open</b> Save

The 'Open' button in the actions column is highlighted with a green box. At the bottom of the window, there are 'Options', 'Clear list', and 'Close' buttons.

# Registration Report

## RegistrationReport.csv Download

### Information Provided

- Session Name
- Session Date & Time
- First Name
- Last Name
- Email
- Registration ID *(Optional)*
- Registration Date & Time
- Status
- Cancellation
- Registration Questions

The screenshot shows an Excel spreadsheet titled "RegistrationReport.csv - Excel". The spreadsheet contains the following data:

First Name	Last Name	Email	Registration ID	Registration Date	Status	Cancellation	Job Title	Company	Address1	Address2	City	State	ZIP
Jiro	Ito	jiro_i@level3.com		04/15/2020 18:02	Pending		N/A	Level 3	N/A	N/A	N/A	N/A	N/A
Ofelia	Delgado	ofelia@le	545687	03/06/2020 16:02	Approved		N/A	Level 3	N/A	N/A	N/A	N/A	N/A

In Excel, CSV file extension stands for **Comma Separated Values**

# Overview

Summary and Customer Care

# Summary

## Scheduling a Training Session

Microsite	Instant Session	Scheduled Session	Starting a Session
-----------	-----------------	-------------------	--------------------

## Test Library

Creating Test Questions	Creating a Test
-------------------------	-----------------

## Emails

Host Invite	Participant Invite	Host Notifications	Test Notifications
-------------	--------------------	--------------------	--------------------

## Training Communications

Feedback	Q&A	Emoticons	Reports
----------	-----	-----------	---------

## Breakout Sessions

Manual Assignment	Start Session	Share Content	End Session
-------------------	---------------	---------------	-------------

## Training Reports

Access Reports	Live Training Usage	Recorded Training	Registration Report
----------------	---------------------	-------------------	---------------------



# Summary

## 24/7 Customer Care Support

United States	(888) 447 - 1119
North America Toll	+1 (303) 389 - 4018
Worldwide Customer Care	conf.cfer.com

**Thank You**