You are invited to take part in the Cisco WebEx Boot Camp training that will be held Wednesday, August 24th and/or Thursday, August 25th. We encourage all support staff to attend in person. Space is limited to 20 participants per session and staff should register by noon tomorrow.

**Location:** Health Care Family Services (HFS), 2200 Churchill Road, Springfield IL
Building B Training Room (middle building – west side)
Participants will be asked to sign in at the guards desk
Driving Directions

**Parking**: Training participants should call the HFS guard desk at 782-6849 on the morning of your training date and a parking place will be assigned.

**Time:** 9:00 a.m. to 4:00 p.m.

# WebEx Services Training Agenda

## State of Illinois – DoIT

Audience: DoIT Support Staff
Skill Level: Beginner, Intermediate

**Meeting Center**

- Overview of WebEx Preferences (My WebEx)
- Hardware and Software Requirements
- Schedule a Meeting Overview
- Navigate in the WebEx Meeting Center window
- Schedule a Meeting
    - WebEx portal
        - Quick Scheduler
        - Advanced Scheduler
        - Personal Room
    - WebEx Productivity Tools
        - Using MS Outlook
    - Jabber
        - Instant meeting with Meet Now feature
- Join a Meeting
    - Email invitation
    - Join from WebEx site with a host account
    - Join from WebEx site without a host account
    - Join from a Personal Room Meeting
- Host a Meeting: Survival Skills
    - Invite people to a meeting in progress
    - Record your meeting
    - Rename a call-in user

    - Make someone else the presenter
    - Make someone else the host
    - Reclaim the host role
    - Remove a participant from a meeting
    - Get information about a meeting in progress
    - Leave a meeting
    - End a meeting
- Manage Notes / Meeting Minutes
    - Overview of note taking settings
    - Designate a single note taker
    - Designate all participants to take notes
    - Saving Notes
    - Publishing notes
    - Sending a Meeting Transcript
- Use WebEx Audio
    - Overview
    - Review best practices
    - Connect to WebEx Audio
    - Audio Quick Reference tasks
        - Change audio connection
        - Callback to a different number
        - Headset and microphone settings/tuning
        - Ask to speak feature
        - Disconnect from Audio
- Manage Video
    - Overview
    - Review best practices
    - Start and top video
    - View participant's videos in full-screen view
    - Add profile picture in place of video
    - Set webcam options
    - Review webcam settings
- Share Content
    - Overview
    - Review best practices
    - Share content
        - Screen
        - File
        - Video
        - Application
        - Whiteboard
        - Web browser
        - My meeting window
- Reports
    - Meeting Recording Report

**Event Center**

- Overview of Event Center
- Hardware and Software Requirements
- Schedule an Event
- Start an Event
- Edit an Event
- Cancel an Event
- Review Security Features
- Post-event survey
- Manage Programs
    - Create a Program
    - Add an event to a program
    - Add a Recorded event to a program
    - Edit a program
    - Delete a program
- Manage the Invitation List
    - Create an invitation list
    - Edit an Invitation list
- Join a WebEx Event
    - Email invitation
    - Connect to Audio
- WebEx Audio in an Event
    - Overview
    - Connect to Audio
    - Audio Quick Reference tasks
- Send and Receive Video
    - Best practices for video conferencing
    - Manage video during Event
- Lock Focus on Participant or Event Speaker
- Share Content
    - Best practices for sharing content
        - Screen
        - File
        - Video
        - Application
        - Whiteboard
        - Web browser
    - Navigate shared content slides and pages
- Track Participant Attention
    - Overview
    - Review options for enabling and disabling feature
- Manage Recorded Events
    - View recorded events
    - Play or downloaded a Recorded event
    - Publish a recorded event
    - Delete a published recording

- Generate reports
    - Review Event Center report options

**Training Center**

- Overview of Training Center Program
- Hardware and Software requirements
- Best practices for setting up Training Center
- Joining a training session
    - Listed and Unlisted
- Scheduling a Training Session
    - Navigate the WebEx Training Center site
    - Schedule and edit training sessions
    - Invite participant to your sessions
    - Manage registration and reports
- Facilitate Online Training
    - Navigate in the WebEx Training Center window
    - Identify roles and assign privileges in ta training session
    - Set agenda
    - Add course material to session
    - Present a training session
    - Create and conduct polls
    - Modify a scheduled training session
    - Cancel a training session
- Manage Training Sessions
    - Best practices for hosting a training sessions
    - Review training session privileges
    - Use WebEx Audio
    - Review Share Content options
- Recording and Editing Training Sessions
    - Record, edit, replay, modify and publish a training session
    - Edit training sessions
        - WebEx player
        - WebEx recording editor tool
- Best Practices for Engaging Learners
    - Leverage best practices
    - Preparation steps before session
    - Steps to engage audience during session
- Manage Information (My WebEx)
- Generate reports
    - Review Training Center report options

**Support Center**

- Overview of Support Center features
- Hardware and software options
- Best practices for using WebEx Support Center service
- Manage a support session
- Use a Voice Call
- Manage a Customer's Computer

- Transfer files
- Share Desktops and Applications
- Use Video
- One-click Meetings
- Generating reports
- Known issues

**Cisco Spark**

- Overview of Spark features
- Best practices
- Hardware and Software requirements
- Create and manage teams (browser/desktop)
    - Review Spark Teams and Moderator roles
    - Review Spark team details
    - Create Spark Team
    - Create Spark Room
        - Invite contacts
    - Archiving a Team or Room
    - Calls and Meetings
    - Messaging
        - Screen capture
    - Content sharing
        - Post comments and share files
    - Rooms
    - Contacts and Teams
- Settings and customizations
- Known issues