TrainingCenter On-Demand User's Guide

InterCall, a subsidiary of West Corporation, in partnership with WebEx Communications, Inc provides TrainingCenter and TrainingCenter On-Demand web conferencing services. Because TrainingCenter and TrainingCenter On-Demand are powered by WebEx™, this guide makes several references to the company name, platforms and features.

For more information:
800.374.2441
www.intercall.com

Creating On-Demand Presentations from a WebEx Recording File (.wrf)

INTRODUCTION

Live training sessions can be re-purposed as self-paced training with little additional development time using the TrainingCenter On-Demand add-on. The process starts by recording your training sessions then uploading the WebEx Recording Files to your Training Recordings page.

Once published, you can add tests for assessment, attach course materials for download, and insert web links for additional resources. The result is an on-demand training solution for all your attendees.

ADDING A PRESENTATION

To upload a WebEx Recording File:

1. Log into your TrainingCenter website.
2. Under "Host a Session" click on Add/Edit recording
3. Click Add a Recording.
4. Complete the Basic Information fields at the top of the page.
5. Under Recording file, select Create a Presentation Using Presentation Studio as a recording creation method.
6. Click Browse and select a WebEx Recording File (.wrf) to upload then click Open. The maximum file size is 50 MB.
7. Under File Access Settings, set a password (optional).
8. If you wish to require registration, check the Registration box. You may also customize the registration form.
9. Click Add. The Recording created page appears.
10. Click OK.

Note: *Your file has been uploaded and is being processed. When the upload is complete and your file has been converted into a TrainingCenter On-Demand presentation, you will receive an email confirmation.*

EDITING A PRESENTATION

Once your presentation has been successfully uploaded and converted, it is available for viewing by your audience. However, you may wish to enhance your presentation by adding tests, downloadable files, or links to various websites.

Most of the changes you make to a presentation are initiated by clicking the Edit link next to your presentation title on the Training Recordings page. There are four main sections in the Edit feature:

To attach course materials:

1. Click on Edit Properties then scroll to the File Attachments section.
2. Click in one of the Upload new file attachment fields and click Browse.
3. Select the file and click Open. Overall size for attached files cannot exceed 10 MB.
4. Click Submit Changes now to update your presentation or later if you need to make more edits.

To add a custom logo:

1. Click on Customize Presentation then click in the Select a logo image for this presentation.
2. Click Browse and navigate to the file on your system. Select it and click Open.
3. Click Submit Changes Now to update your presentation or later if you need to make more edits.

To insert a test:

1. Click on Edit Slides at the top of your screen.
2. Select a slide from the Current Presentation list on the right side of the screen.
3. Choose insert before or insert after from the Select what kind of slide to drop-down list.

4. Click Test. The Add a Test page opens in a new window.

Note: Before you add a test to a recording, the test must already exist in the test library. Tests cannot be created or edited in the TrainingCenter On-Demand editor.

5. Select a test and click Next.
6. In the Test Delivery Options page that appears, determine if you want to set a time limit and if so, for how long.
7. Check Email attendees if you wish to send them a notification that tests have been scored and graded, then click Save.
8. Click Close to return to the Edit Slides page.
9. Click Submit Changes now to update your presentation or later if you need to make more edits.

To insert a web link:

1. Click on Edit Slides at the top of your screen.
2. Select a slide from the Current Presentation list on the right side of the screen.
3. Choose insert before or insert after from the Select what kind of slide to drop-down list.
4. Click URL and enter a title for the new slide that will contain the URL.

5. Enter the complete URL (including http://) and click Submit then Close.
6. Click Submit Changes now to update your presentation or later if you need to make more edits.

To adjust time codes:

1. Click on Slide Details at the top of your screen.
2. Click in the Start Time field for the slide you wish to edit.
3. Enter a figure in the format 0:1:5:228 (hours: minutes:seconds:tenths of seconds)
4. Click Submit Changes now to update your presentations or later if you need to make more edits.

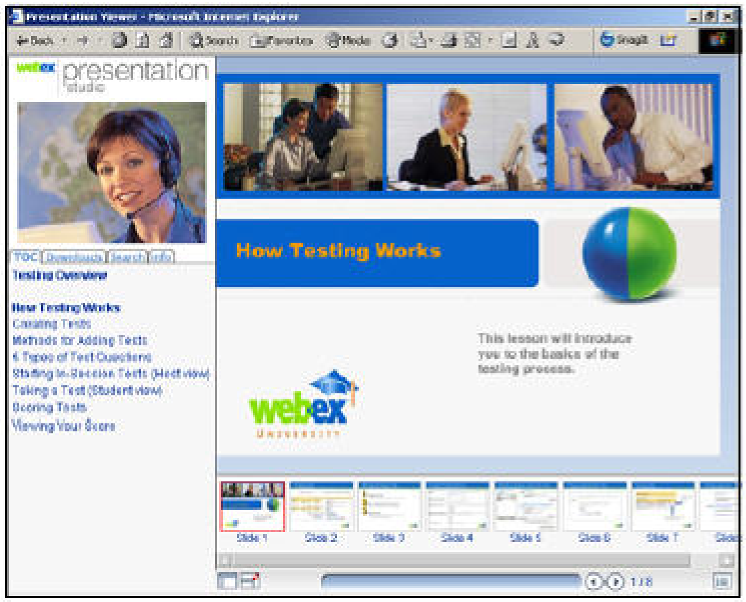
Note: If you insert a test at the end of your presentation and you do not want any audio associated with it, set the start time for one one-thousandth of a second less than the total duration of the presentation. For example if the total duration is 11:24, set the final start time for 11:23:999.

VIEWING A PRESENTATION

To view a presentation:

1. Navigate to your TrainingCenter site.
2. Click the Recorded Sessions link under Attend a Session in the left navigation bar.
3. Select the appropriate Recording Topic by clicking the radio button to its left.
4. Click the View button.
5. If a recording password is required, enter the password your host gave you, then click OK.

6 If Require Registration was enabled for the presentation, you will need to fill in your name and email address.
7 Your presentation will open in the Presentation Viewer window.



Creating On-Demand Presentations from a PowerPoint file (.ppt)

INTRODUCTION

On-Demand training can be created easily with TrainingCenter On-Demand. The process starts by creating a PowerPoint presentation and then uploading the file to your Training Recordings page. Once published, you can add tests for assessment, attach course materials for download, and insert web links for additional resources. The result is an on-demand training solution for all your attendees.

ADDING A PRESENTATION

To upload a WebEx Recording File:

1 Log into your TrainingCenter website.
2 Click Add/Edit recording
3 Click Add a Recording.
4 Complete the Basic Information fields at the top of the page.
5 Under Recording file, select Create a Presentation Using Presentation Studio as a recording creation method.
6 Click Browse and select a PowerPoint file (.ppt) to upload then click Open. The maximum file size is 50MB.
7 Under File Access Settings, set a password (optional).
8 If you wish to require registration, check the Registration box. You may also customize the registration form.
9 Click Add. The Recording Created page appears.
10 Click OK.

Note: Your file has been uploaded and is being processed. When the upload is complete and your file has been converted into an On-Demand presentation, you will receive an email confirmation.

NARRATING A PRESENTATION

You now need to add audio via the telephone. The email notification you will receive when you presentation has been published will reference a phone number and a recording code. In preparation for adding your voice narration, it is a good idea to write out your script for all of your slides ahead of time. Once you dial the referenced phone number, you will be prompted to record narration for each slide in your presentation one at a time. If your slides have any builds, you will be prompted to record those separately.

To Narrate Your Presentation:

1. Dial the phone number referenced in your email confirmation.
2. Enter your recording code when prompted followed by the (#) sign. You will hear “You have X number of slides,” followed by a series of menu choices. Press 1 to record.
3. After recording narration for each slide, you will be prompted to press # to go to the next slide or * for more options.
4. After the end of your recording session, you will be prompted to approve your narration. Once approved, your narration will be uploaded and your presentation will be re-published. You will receive a confirmation email when it is ready.

Editing a Presentation

Once your presentation ahs been successfully uploaded and converted, it is available for viewing by your audience. However, you may wish to enhance your presentation by adding tests, downloadable files, or links to various websites.

Most of the changes you make to a presentation are imitated by clicking on the Edit link next to your presentation title on the Training Recordings page. There are four main sections to the Edit feature:

To attach course materials:

1. Click on Edit Properties then scroll to the file Attachments section.
2. Click in one of the Upload new file attachment fields and click Browse.
3. Select the file and click Open. Overall size for your attached files cannot exceed 10MB.
4. Click Submit Changes now to update your presentation or later if you need to make more edits.

To add a custom logo:

1. Click on the Customize Presentation then click in the Select a Logo or presenter image for this presentation.
2. Click Browse and navigate to the file on your system. Select it and click Open.
3. Click Submit Changes now to update your presentation or later if you need to make more edits.

To insert a test:

1. Click on Edit Slides at the top of your screen.
2. Select a slide from the Current Presentation list on the right side of the screen.
3. Choose insert before or insert after from the Select what kind of slide to drop-down list.
4. Click Test. The Add a Test page opens in a new window.

Note: Before you add a test to a recording, the test must already exist in the Test Library. Test cannot be created or edited in the Presentation Studio Integration editor.

5. Select a test and click Next.
6. In the Test Delivery Options page that appears, determine if you want to set a time limit and if so, for how long.
7. Check Email Attendees if you wish to send them a notification that test have been scored and graded then click Save.
8. Click Close to return to the Edit Slides page.
9. Click Submit Changes now to update your presentation or later if you need to make more edits.

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To insert a web link:

1. Click on Edit Slides at the top of your screen.
2. Select a slide from the Current Presentation list on the right side of the screen.
3. Choose insert before or insert after from the Select what kind of slide to drop-down list.
4. Click URL and enter a title for the new slide that will contain the URL:

5. Enter the complete URL (including http://) and click Submit then Close.
6. Click Submit Changes now to update your presentation or later if you need to make more edits.

VIEWING A PRESENTATION

To view a presentation:

1. Navigate to your TrainingCenter site.
2. Click the Recorded Sessions link under Attend a Session in the left navigation bar.
3. Select the appropriate Recording Topic by clicking the radio button to its left.
4. Click the View button.
5. If a recording password is required, enter the password your host gave you, then click OK.
6. If Require Registration was enabled for the presentation, you will need to fill in your name and email address.
7. Your presentation will open in the Presentation Viewer window.