

# Training Services



**For more information:**  
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Once you decide to begin using web conferencing as a way to be more productive and save time and money, you need to know how to get started. InterCall offers more training options so you can quickly and easily begin hosting your online meetings and events. From flexible, online seminars to customized, on-site sessions, our knowledgeable staff teaches you how to use our services and make the most of your investment.

## More Training Options

InterCall offers several options to help you maximize the features and tools available with our web conferencing services. Our experienced trainers will help you understand everything from the service basics to the most advanced tips and tricks.

We offer an extensive range of free training courses that are open to the public and conducted at regular intervals so you can join a session at your convenience.

- + User classes – get everything you need to quickly begin hosting online meetings using any of InterCall's web conferencing services. This public forum will teach you how to invite participants, share presentations and applications and use our integrated audio conferencing services. You can choose from a list of pre-scheduled training sessions that cover a range of topics from basic to advanced user training.
- + Administration classes – learn about the extra tools available to you as an administrator of your company's customized web conferencing site. In this private forum, we'll teach you all the administrative functions of your InterCall site, including setting up users, monitoring usage and pulling reports. This training session is available if you sign a seat site or named user contract.

Looking for something more tailored to your training needs? Select one of our customized training course and we'll design sessions that show you how to use web conferencing based on your specific use or application.

- + One-on-One – get advanced training or prepare for your special presentations with an expert trainer. This is a private session that trains you on a web conferencing service with more personal attention. Your instructor will take you through our user training and give you time to ask questions about areas that apply to your specific needs.
- + Private Group – train your team together, allowing our experts to focus on your specific applications. Group training is a private session for your company or team and covers any of our web conferencing tools. For an optimal learning environment, we recommend having seven to 15 people attend each session.
- + Enterprise-wide – bring your entire user group up to speed on InterCall's services with our specialized curriculum and course schedules for larger companies. Enterprise-wide training—for your company alone—consists of a series of ten sessions, which are posted on a registration page for easy viewing and

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registration. During the courses, our trainers will guide you through the functionality of account management and in-meeting features. We recommend class sizes of seven to 15 people, which ensures each student gets personal attention.

When you chose this training package, you can:

- Select from any of the courses/content that InterCall offers publicly.
  - Offer a variety courses to all employees at convenient times (up to five sessions for each course).
  - Participate in administrative training (if applicable).
- + Train-the-Trainer – learn everything you need to get your team up and running with InterCall's services. The Train-the-Trainer program offers private sessions for you and any other trainers in your company. InterCall will train you and your team on our web conferencing tools and test everyone to ensure complete retention. This session is broken down into five parts to efficiently cover all aspects of the web conferencing service:
- Account management
  - Leader training
  - Advanced features
  - Train-back
  - Evaluation
- + Customized Training Content – work with our training staff to design a curriculum based your needs and user groups. Our team consists of experts whose primary focus is instructional design. They'll work with you to create and develop courseware to meet your specific requirements.

## **Become an Expert in No Time**

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For any of your training needs, InterCall offers more flexible options so you can quickly and easily get started with any of our web conferencing services. No matter which type of training you choose, you can count on our professional and knowledgeable staff to prepare you for hosting your own online meetings and events. Our comprehensive training sessions arm you with the information you need to manage and conduct your meetings—from start to finish. With the help of our instructors, you'll be an expert in no time.