

TrainingCentre

e-Commerce Attendee Guide



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InterCall, a subsidiary of West Corporation, in partnership with WebEx Communications, Inc provides TrainingCentre web conferencing. Because TrainingCentre is powered by WebEx™, this guide makes several references to the company name, platform and features.

To use e-commerce

- + Contact your InterCall sales representative or Account Manager to active e-Commerce on your TrainingCentre account.
- + Make sure your Site Administrator has configured your e-Commerce within Site Administration.

You need to have a TrainingCentre account to use the e-Commerce feature.

Live Sessions

The host will schedule the training or event as usual with attention to the following e-Commerce details:

- 1 Enter the price for the session.
- 2 Indicate whether students are allowed to use coupons to pay for this class.
- 3 If this course is not fee-based, leave the Session Fee field defaulted at zero.

The screenshot shows the 'Session and Access Information' section of the Training Centre interface. It includes fields for 'Topic', 'Set session password', and 'Confirm password'. Below these are radio buttons for 'Listed for all', 'Listed for authorized users only', and 'Unlisted'. There is a 'Session fee and payment' section with a 'Session Fee(USD\$)' field set to 0 and a checked box for 'Allow attendees to use coupons'. The 'Teleconference' section has radio buttons for 'None', 'Reservationless-Plus from InterCall', and 'Other teleconference conferencing'.

- 4 Attendee registration is required for fee-based sessions. The registration flag cannot be turned off if you have entered a price for the class.

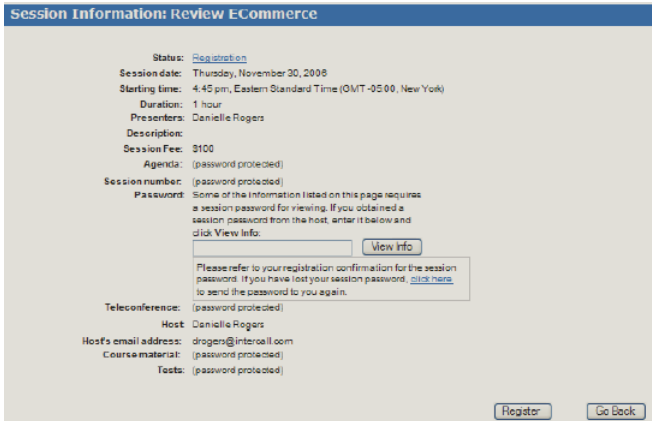
The screenshot shows the 'Registration' section of the Training Centre interface. It includes a checkbox for 'Require attendee registration' which is checked, and a checkbox for 'Automatically approve all registration requests' which is also checked. There are fields for 'Set registration password' and 'Confirm registration password'. A 'Maximum registrations allowed' field is set to 0. There is a checkbox for 'Set registration close date' which is unchecked, and a date selector showing 'December 11 2006'.

- 5 Complete the rest of the training or event scheduling as usual and confirm by selecting Schedule.
- 6 The session is now scheduled.

Attendee Registration and Payment

Registration can be accessed via an invitation link that is sent to the attendee or via the registration site. A description of the event including pertinent fees and the leader are available during the registration process.

- 1 To pay using a Credit Card
 - Enter Credit Card Information and click 'Submit Payment' if no coupon will be used.
 - If there is a problem with the credit card, the person registering will receive an error message.



Session Information: Review ECommerce

Status: [Registration](#)

Session date: Thursday, November 30, 2008

Starting time: 4:45 pm, Eastern Standard Time (GMT-05:00, New York)

Duration: 1 hour

Presenter: Danielle Rogers

Description:

Session Fee: \$100

Agenda: (password protected)

Session number: (password protected)

Password: Some of the information listed on this page requires a session password for viewing. If you obtained a session password from the host, enter it below and click View Info:

Please refer to your registration confirmation for the session password. If you have lost your session password, [click here](#) to send the password to you again.

Teleconference: (password protected)

Host: Danielle Rogers

Host's email address: drogers@intercall.com

Course material: (password protected)

Tests: (password protected)

- 2 To pay using a coupon
 - Enter Coupon Code and click Apply Coupon.
 - If the coupon covers the entire cost of the course then click 'Submit Payment.' If not, enter credit card information to cover the remainder of the course and then click 'Submit Payment.'
 - After registration the attendee will receive two confirmation emails
 - 1 The first will contain login details for the event.
 - 2 The second will contain confirmation of payment made for the event.

Coupons are created in the Site Admin and can be used for partial or full amounts of the sessions to offer discounts or free services to preferred attendees.

Recorded Sessions

To upload a fee-based recording you must have already recorded a session and have saved it to a central location. For more information on this feature please see the TrainingCentre Recorder & Player Guide User Guide posted to the Resource Centre page of www.trainingcentresite.net.

- 1 Once the recording is complete, log in to your TrainingCentre site, and navigate to the Add/Edit recording button. This button is found under your 'Host a Session' options.
- 2 Click on Add/Edit Recording, then Add recording and upload file.



Training Recordings

Attend a Session

Recorded Sessions

Unlisted Session

Host a Session

Schedule Training

Instant Session

Hands-On Lab

Test Library

No recorded training sessions

InterCall

- 3 Click Add Recording.
- 4 You will then be prompted to fill out the following information just as you would for charging for a live session.
 - Set your fee for access
 - Set the access period (in days)
 - Indicate whether coupons will be allowed as payment
 - Description. This information will be visible to registrants and will help you 'sell' your recording.

- 5 Complete the remaining fields on the Add a Recording page as you would for any other no charge recording (including setting a password if desired).

- 6 Click Save.
- 7 Your recording is now ready to be distributed and/or accessed from your site.

The first time a customer accesses this fee-based recording they will be required to register.