

e-Commerce Attendee Guide



For more information:
877.333.2666
www.intercall.ca

InterCall, a subsidiary of West Corporation, in partnership with WebEx Communications, Inc provides TrainingCenter web conferencing. Because TrainingCenter 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 TrainingCenter account.
- + Make sure your Site Administrator has configured your e-Commerce within Site Administration.

You need to have a TrainingCenter 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 'Training Center' tab in a web application. The 'Session and Access Information' section includes fields for 'Topic' (Required), 'Set session password' (Required), and 'Confirm password'. Below these are radio buttons for 'Listed for all' (selected), 'Listed for authorized users only', and 'Unlisted'. A 'Session fee and payment' section contains a text input for 'Session Fee(USD\$)' with the value '0' and a checked checkbox for 'Allow attendees to use coupons'. A 'Start Session' button is located at the bottom right of this section. Below the 'conference' section, there are radio buttons for 'Options': 'None' (selected), 'Reservationless-Plus from InterCall', and 'Other teleconference service'. The browser's address bar shows 'Internet'.

- 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.

Registration

 You can require attendees to register for a training session before they can join it. When their registration requests are approved, attendees will receive a unique registration ID in their email. Attendees must use this ID to join the session.

- You must enable registration if you want to charge attendees a fee or create a test for the session.

Attendee Registration: Require attendee registration [Customize form](#)

Automatically approve all registration requests
(If you select not to automatically approve registration requests, you must manually approve each attendee's registration request before they can join the session)

Set registration password: (Optional)

Confirm registration password:

Maximum registrations allowed: (leave blank for unlimited)

Set registration close date:

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.

Session Information: Review ECommerce

Status: [Registration](#)

Session date: Thursday, November 30, 2006

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

Duration: 1 hour

Presenters: 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)

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

Credit Card Information

Please enter the payment information below. If you have a coupon code, enter it and click **Apply Coupon** button to get the effective price you will be paying.

Select card:	Visa	Regular price:	100.0
Credit card number:	4121741275634074	Coupon code:	<input type="text"/>
Expiration Date:	May 2008	(optional)	
Card holder's name:	Paige P. Salazar	<input type="button" value="Apply Coupon"/>	
Billing Address:	13046 Bradford Lane	Total price	after 100.0
City:	Plainfield	coupon:	
Zip Code:	60585	<input type="button" value="Submit Payment"/>	

NOTE: Please type your name and details as they appear on your credit card. Inaccurate information may cause the authentication process to fail.

- 2 To pay using a coupon
 - a. Enter Coupon Code and click Apply Coupon.
 - b. 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."
 - c. 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 TrainingCenter Recorder & Player Guide User Guide posted to the Resource Center page of www.intercallcenters.ca/trainingcentersite.

- 1 Once the recording is complete, log in to your TrainingCenter 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
 - Add/Edit Recording

No recorded training sessions

[Add a Recording](#)

- 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.
 - a. Set your fee for access
 - b. Set the access period (in days)
 - c. Indicate whether coupons will be allowed as payment
 - d. Description. This information will be visible to registrants and will help you 'sell' your recording.

Add a Recording

- ▼ Attend a Session
 - Recorded Sessions
 - Unlisted Session
- ▼ Host a Session
 - Schedule Training
 - Instant Session
 - Hands-On Lab
 - Test Library
 - Add/Edit Recording
- ▼ Set Up
 - Training Manager
 - Preferences
- ▶ Assistance

Basic Information

Recording topic: (Required)

Type:

 Private

 Listed for all (public)

 Listed for authorized users only (internal)

Session fee and payment:

Enter the amount you want to charge attendees. Enter 0 if you do not want to charge.

You must enable [attendee registration](#) to use this feature.

Session fee(USD\$):

 Allow attendees to use coupons

Access period: One time only

 Limit to or registration is approved

Presenter: (Required)

Email Address: (Required)

Description:

- 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).

WebEx creation method: Upload file

Step 1: Specify file path
C:\Documents and Settings\ [Browse...]

Step 2: Click Upload file
[Upload file]

File name: No file uploaded

Specify URL: http://

Duration: 1 hour [v] m [0]

File size: 0 KB

Date: November [v] 28 [v] 2006 [v]

Destination address (URL) after session
http://

File Access Settings

- 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.