



Program Updates German Version

Cisco Networking Academy

September 2017

#NetAcadIPD



Agenda

- CCNA R&S 6.0 Updates
- Networking Essentials
- Packet Tracer 7.1
- Introduction to Packet Tracer
- Translations
- NetAcad Support
- New Marketing Materials
- Self-Enroll Page for Instructors
- New User Onboarding

Cisco Networking Academy Portfolio

Sample Job Titles

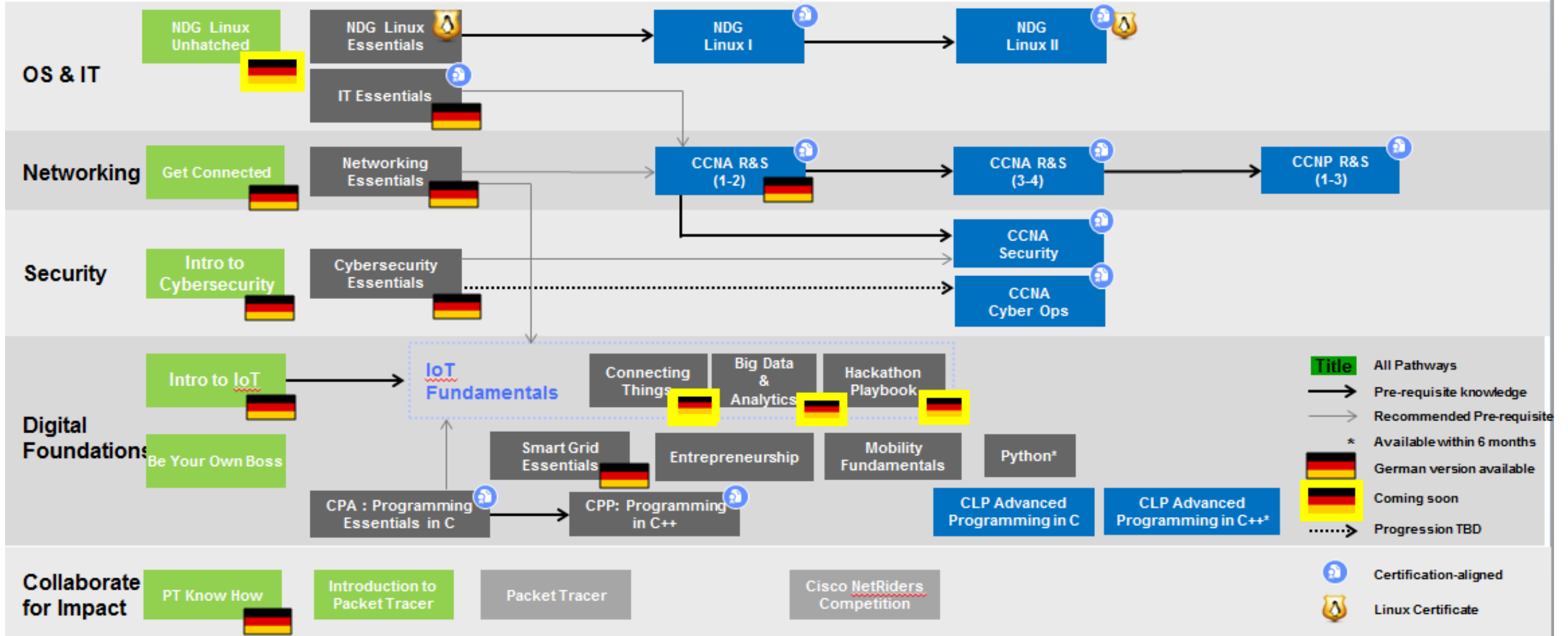
- Technical Support
- IT Field Service Technician
- Help Desk Technician

- Mobile Application Support
- Network Support Technician
- Network Analyst

- Network Technician
- Support Engineer
- Network Administrator

- Entry-Level Network Engineer
- Linux Administrator
- Cyber Ops Analyst

- Level II Network Engineer
- Network Designer
- Security, Voice or Wireless Engineer





CCNA R&S 6.0 Update

CCNA R&S 6.0 Course Release Timeline

Course	Language	Availability
ITN & RSE	English, German Arabic, Chinese, French, Portuguese, Spanish and Russian	Released
ScaN	English Chinese, French, Portuguese and Russian	Released
CN	English	Released

Übersetzung in Deutsch nicht geplant

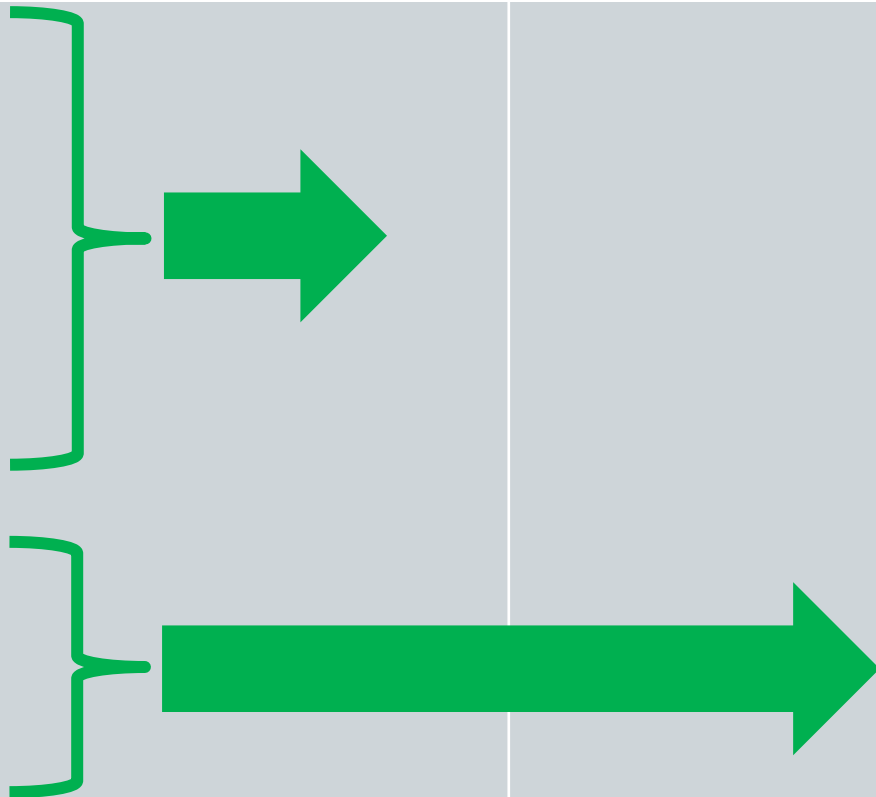
Magnitude of Changes New Content



Introduction to Networks	Routing & Switching Essentials	Scaling Networks	Connecting Networks
	Host Routes		WAN Topologies DMVPN
	Password Recovery		Common IPv6 ACL Errors
Extended Traceroute	NTP	Switch Stacking	LAN Security Best Practices
Debugging	Device Discovery	Implement HSRP	SNMPv3 Configuration
Network Troubleshooting		Troubleshoot Multi-area OSPF	Implement PPPoE & eBGP
		VTP, Extended VLANs, and DTP	SPAN
		Troubleshoot Multi-VLAN	Cloud and Virtualization
			Network Programming
			Quality of Service

Magnitude of Changes Moved Content



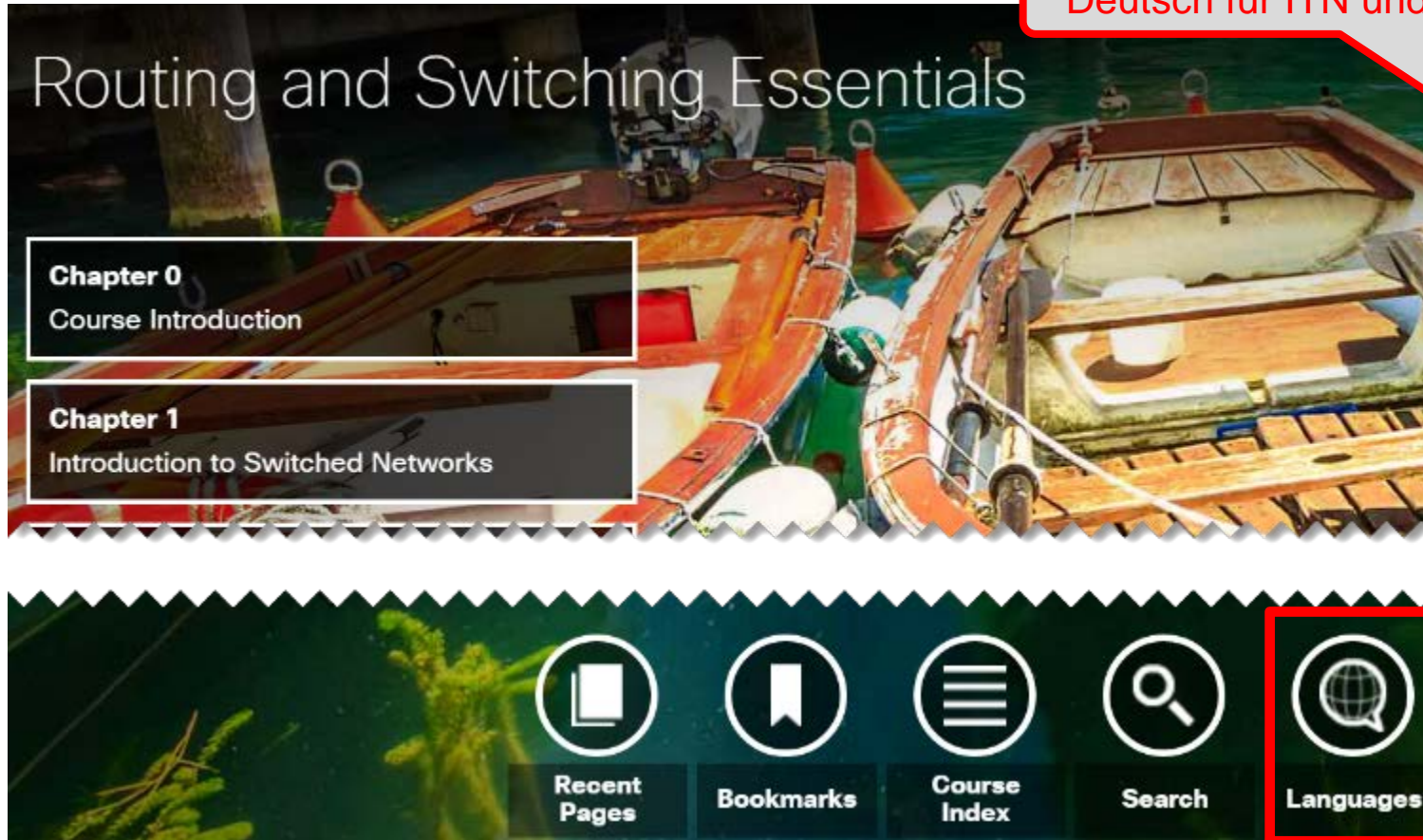
Introduction to Networks	Routing & Switching Essentials	Scaling Networks	Connecting Networks
None	Dynamic Routing (additional depth)		
	Single-Area OSPF		
	DTP		
	SVI Inter-VLAN Routing		
	Inter-VLAN Routing Troubleshoot		
	LAN Security		
	Extended IPv4 ACLs		
	All IPv6 ACLs		

Magnitude of Changes Removed Content



Introduction to Networks	Routing & Switching Essentials	Scaling Networks	Connecting Networks
<h1>None</h1>	CIDR and VLSM Review	EIGRP Summarization	Remote Access
	RIPng, Summary Routes	Secure EIGRP	IPsec
		OSPF Summarization	NetFlow
	Wireless LANs	Secure OSPF	Frame Relay
		Wireless LANs	

Viewing Curriculum in Multiple Languages



Deutsch für ITN und RSE

Select a language for the course:

العربية

Deutsch

English

Español

Français

Português

Русский

简体中文

2900 ISR Router Replaced by 4321 ISR

- The 2900 Series router End-of-Sale date is December 9, 2017 and we will continue to support products for five years after that.
- Replacement router is the Cisco ISR 4321 (2GE,2NIM,4G FLASH,4G DRAM,IPB). Updated Equipment List by curriculum by following this path – NetAcad.com -> Resources -> Marketing and Program Resources -> Equipment Information -> Equipment Lists by Curriculum.



Promotion für Option mit
4321 Routern jetzt
verfügbar

- **The Cisco 1941 is still the standard router for CCNA R&S**
- **The Cisco 1941 Sec/K9 is still the standard router for CCNA Security and for CCNP R&S**

Cisco Press Projected Availability (English Version)

CCNA Routing & Switching Curriculum



Companion Guide

Full-featured textbook for the course.



Labs & Study Guide

Complete collection of all the course lab exercises, packet tracer labs, and more.



Course Booklet

Offline reading resource; contains only the narrative from the online course. Includes an index!

Courses	1	Introduction to Networks v6	Book: 9781587133602 NEW eBook: 9780134655635 December 2016	Book: 9781587133619 NEW December 2016	Book: 9781587133596 NEW December 2016
	Print ValuePack - (Companion Guide + Labs & Study Guide) - 9781587135019				
	2	Routing and Switching Essentials v6	Book: 9781587134289 NEW eBook: 9780134669656 December 2016	Book: 9781587134265 NEW December 2016	Book: 9781587134272 NEW December 2016
	Print ValuePack - (Companion Guide + Labs & Study Guide) - 9781587135002				
3	Scaling Networks v6	Book: 9781587134340 NEW eBook: 9780134760896 July 2017	Book: 9781587134333 NEW July 2017	Book: 9781587134302 NEW July 2017	
Print ValuePack - (Companion Guide + Labs & Study Guide) - 9781587134357					
4	Connecting Networks v6	Book: 9781587134326 NEW eBook: 9780134760889 July 2017	Book: 9781587134296 NEW July 2017	Book: 9781587134319 NEW July 2017	
Print ValuePack - (Companion Guide + Labs & Study Guide) - 9781587134364					

Ciscopress.com: <http://www.ciscopress.com/academy>

Try to order free instructor copies!!



Vouchers

Exam	Course	Criteria	Student discount	Instructor discount
CompTIA A+	IT Essentials	75% or higher on first attempt of final exam AND "Complete" in the gradebook	No voucher	No voucher
ICND1	CCNA 2 (RSE)		61.5 %	No voucher
ICND2	CCNA 4 (CN)		61.5 %	No voucher
CCNA "Composite"	CCNA 4 (CN)		61.5 %	70 %
CCNA Security IINS	CCNA Security		58.3 %	70 %
CCNP	CCNP		No voucher	No voucher
LPI: Linux Essentials	Linux Essentials	"Complete" in the gradebook	20 %	No voucher
LPIC 101	Linux I		20 %	No voucher
LPIC 102	Linux II		20 %	No voucher
CPA: C++ Certified Associate Programmer	Programming Essentials in C++	Take all chapter assessments and the mock test AND 70% or higher on final test	51 %	100 %*
CLA: C Programming Language Certified Associate	Programming Essentials in C		51 %	100 %*

Networking Essentials

Networking Essentials

Course Overview

Networking Essentials teaches networking based on environments students may encounter in their daily lives including small office and home office (SOHO) networking. This course provides hands-on learning using real equipment and Packet Tracer simulation activities.

Benefits

This course teaches the skills needed to obtain entry-level SOHO network installer jobs. It also helps students develop some of the skills needed to become network technicians, cable installers, and help desk technicians.

Networking Essentials prepares students for continuing with the CCNA R&S curriculum. Students studying other non-IT fields would also find this course a useful introduction to IT and networking.

Learning Components

- 9 chapters
- 21 hands-on labs
- 17 Cisco Packet Tracer files
- 1 hands on skill assessment
- 9 chapter exams, 1 checkpoint exam, 1 practice final exam, 1 final exam



Features

Target Audience: Secondary and 2-year college vocational students, college and university students studying non-IT fields

Prerequisites: None

Instructor Training Required: Yes

Languages: English

Course Delivery: Instructor-led

Estimated Time to Complete: 70 hours

Recommended Next Course: CCNA R&S Introduction to Networks, Introduction to IoT

Instructor Training Requirements

- Grant access to all existing CCNA 1 instructors, i.e. existing CCNA instructors eligible to teach CCNA ITN do not need to take instructor training
- Other non-CCNA instructors need to join and pass instructor training conducted by ITC before teaching this course
- All CCNA instructor trainers in ITC will be allowed to teach this course
- Trainees can choose to take this course or take CCNA ITN course to get access for teaching this course.
- Remote instructor training need to be approved by the TFE team on case by case basis.
- Fast Track instructor training should be available for the trainees that meet **one** of following prerequisites:
 - Trainee has valid CCENT or higher certification (CCNA, CCNP, CCIE)
 - Formal evidence of one year of recent or current industry experience in networking design, network operating or system integration. (follow the similar requirement as ITE fast track) A letter, on company letterhead and signed by a company official, stating that the candidate has worked in this technical field for the required time.
 - Formal evidence of having taught at least two classes* in the subject area (follow the similar requirement as ITE fast track) A letter, on school letterhead and signed by a school official, stating that the candidate has taught the required number of classes.
- *Two classes are defined as the same class twice; or two similar classes taught once each

Equipment Requirements

Lab Hardware Requirements

- 2 PCs running Windows 10
- 1 Wireless NIC or USB dongle
- 1 CISCO1941/K9 Integrated Services Router Generation 2 (ISR-G2)
- 1 WS-C2960+24TC-L Cisco Catalyst switch
- 1 Wireless Router
- A smartphone or tablet as a host device
- Assorted Ethernet cables
- RJ-45 connectors
- RJ-45 crimping tool
- Wire cutter
- Wire stripper
- Ethernet cable tester (optional)
- DB-9 to RJ-45 console cable with DB-9 to USB adapter if necessary
- Mini-USB to USB-A cable

Lab Software Requirements

- Tera Term

The background is a solid teal color with several abstract, light green lines and shapes. These lines are of varying thickness and form loops, curves, and straight segments, creating a modern, geometric aesthetic. The lines are scattered across the page, with some forming larger, more complex shapes and others being simple, clean lines.

Packet Tracer 7.1

Packet Tracer 7.1 Overview

DESCRIPTION

- Provides a realistic simulation and visualization learning environment that supplements classroom equipment
- Allows students and teachers to design, build, configure, and troubleshoot complex networks using virtual equipment

FEATURES

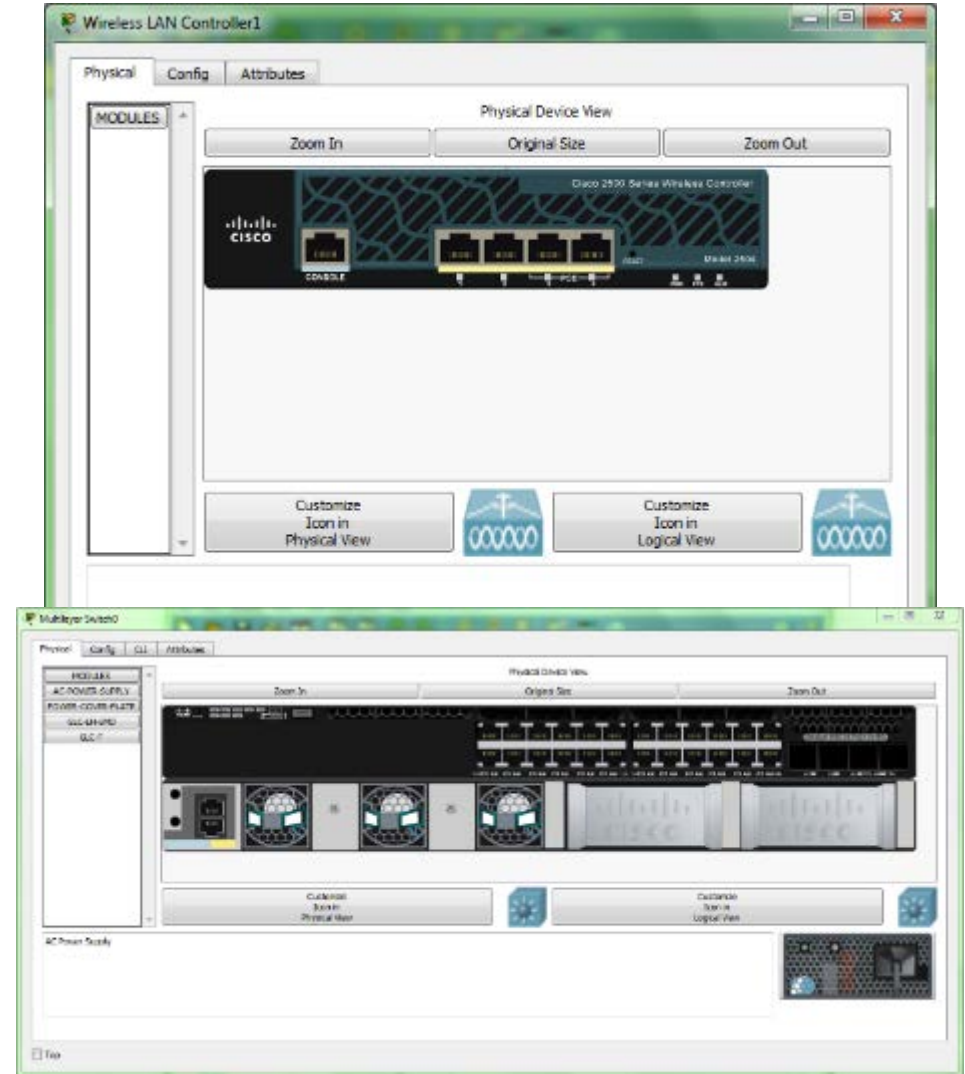
- Backward compatible with Packet Tracer 7.0
- Bug-fixes implementation
- Updated IOS version for existing devices
- Support new devices and protocols: CT2504 WLC, 3702 APs, MQTT protocol
- Enhanced authentications and metrics capture

TARGET AUDIENCE

- Students needing to use Packet Tracer in a NetAcad course
- External users looking for a tool to simulate complex networks

AVAILABILITY

- Language: English
- Available August 2017 – Available Now



Changes and New Items PT 7.1

New Hardware Devices:

- Wireless Lan Controller 2504
- 3702 Access Points
- 3650 Switch
- **4321 router**
- HWIC-1GE-SFP (high speed WIC)
- Patch and wall panels for copper and fiber cabling

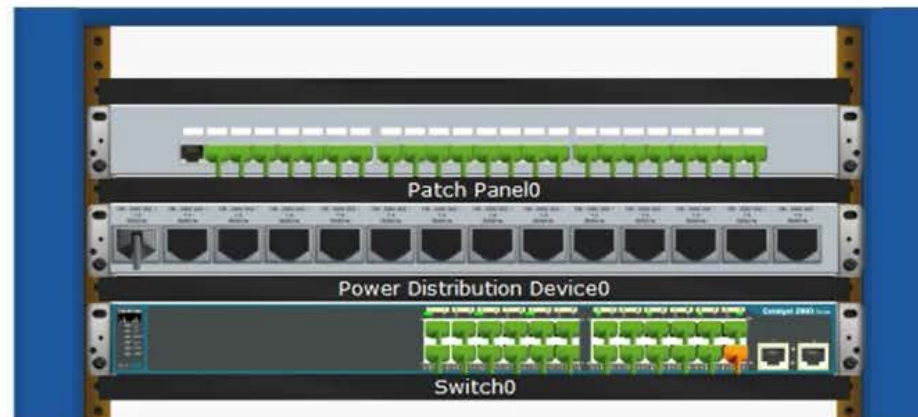
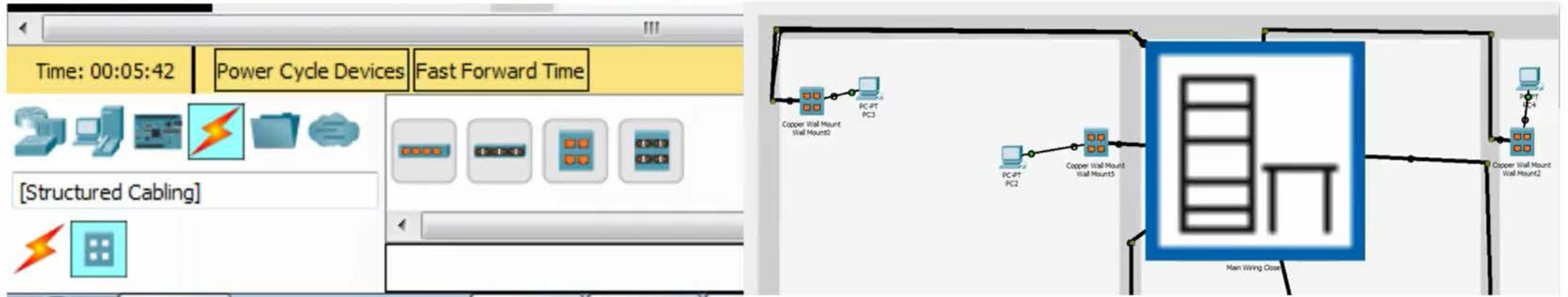
New Protocols:

- MQTT (**Message Queue Telemetry Transport**)
ist ein offenes Nachrichtenprotokoll für [Machine-to-Machine](#)-Kommunikation (M2M)
- SFP+ (Small Form-Factor Pluggable Plus)
- Limited Bluetooth

Enhancements:

- Security Plus License for ASA 5505
- Bluetooth enabled devices
- More Python Support in all IoT items
- IoT interface (Desktop added to Thing)
- Desktop Enhancements
(create own desktop application)
- IOS 15.3 upgrade
- Cellular CO external Access
- Activity Sequencer (Link multiple PKAs together using Packet Tracer)
- Auto Backup (free interval time)

Physical Mode – Wiring closet enhancements



Activity Wizard Connectivity

Assessment Tree Connectivity Test Code Testing Scoring Model Overall Feedback Settings

The connectivity tests are based on the first scenario of the answer network's User Created PDUs list. On the first column, select the test condition.

	Test Condition	Points	Last Status	Source	Destination	Type	Color	Time (sec)	Periodic	Num
1	Successful ▼	1	In Progress	PC2	PC3	ICMP		0.000	N	0
2	Successful ▼	1	In Progress	PC4	PC5	ICMP		0.000	N	1
3	Successful ▼	1	In Progress	PC4	PC5	ICMP		0.000	N	2
4	Successful ▼	1	In Progress	PC3	PC2	ICMP		0.000	N	3
5										
6										

Assessment Items	Points	Component(s)	Feedback When Incorrect
[-] Network			
[-] ConnectivityTests			
<input type="checkbox"/> 0: 1	1	Other	
<input type="checkbox"/> 1: 1	1	Other	
<input type="checkbox"/> 2: 1	1	Other	
<input type="checkbox"/> 3: 1	1	Other	

Code Testing Feature

Click New to
add a Test
Case

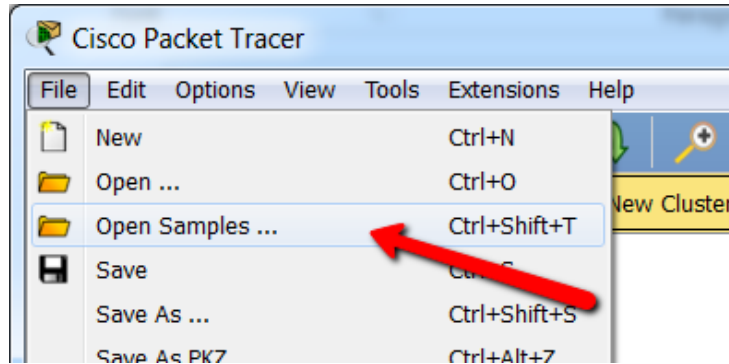
The screenshot shows a software interface with several tabs: Assessment Tree, Connectivity Test, Code Testing, Scoring Model, Overall Feedback, and Settings. The 'Code Testing' tab is active, displaying a table with the following columns: Name, Device, Application, Condition, and Triggers. The table contains one entry: '1 Test Case 0' on PC0, with an 'Edit' button and checkboxes for 'Check Results', 'Dynamic Ched', and 'Environment T', and a timer set to '00:00'. A modal dialog titled 'Code Testing Conditions' is open, showing 'Code Testing Mode' with 'Scripting' selected. The 'Scripting (Javascript):' section contains a text area with the following code:

```
Function:  
1 function _doCodeTest()  
2 {  
3     return true;  
4 }  
5
```

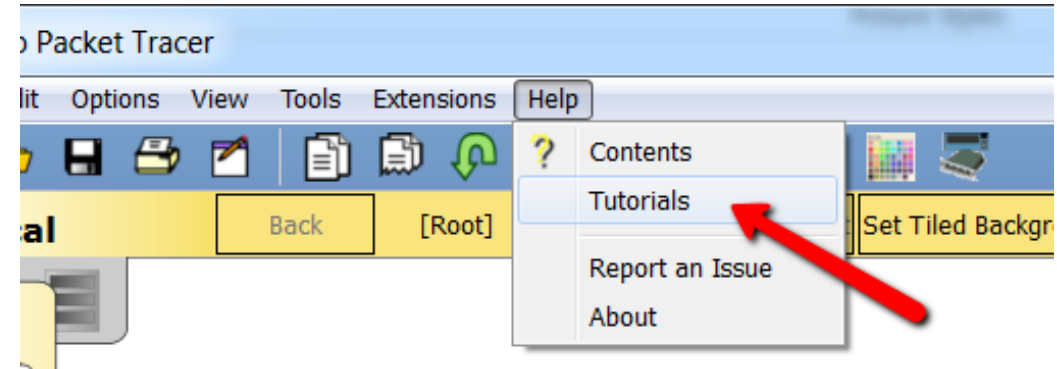
A red arrow points from the text 'Click New to add a Test Case' to the 'New' button at the bottom left of the interface.

How to master PT 7.1

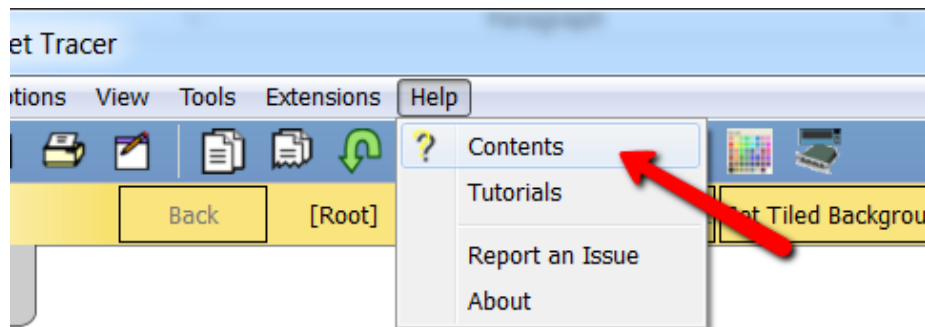
Samples



Tutorials



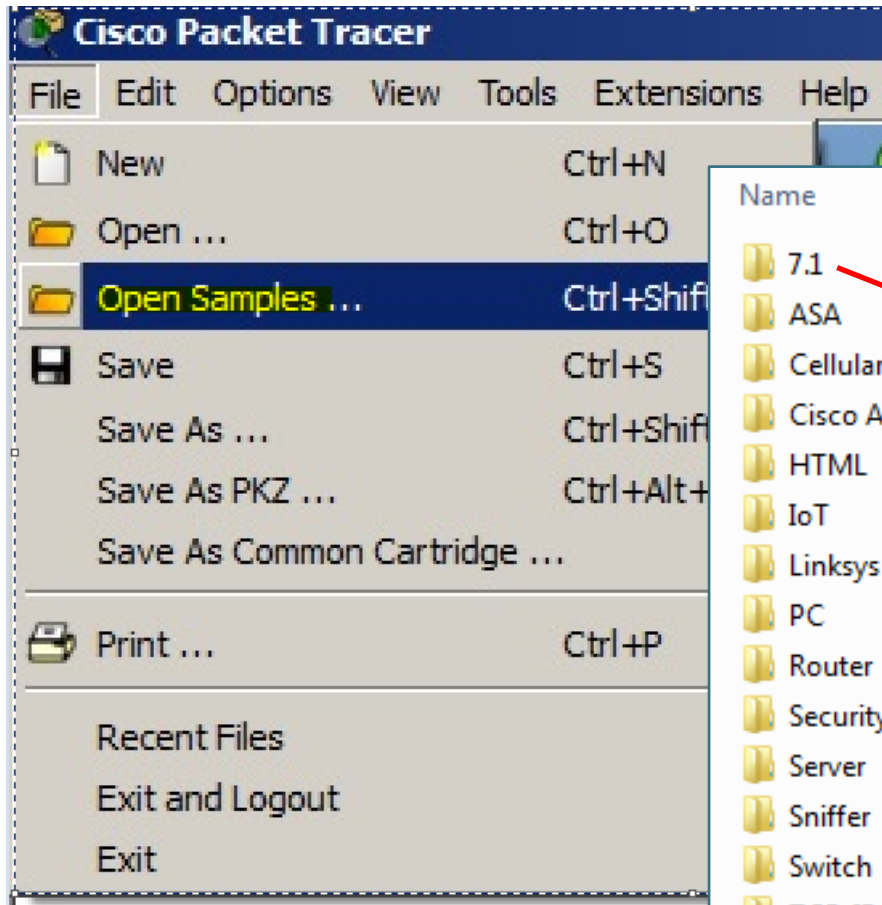
Help → Contents



Global IPD Week



Sample Files for all new features



Name	Date modified	Type
7.1	6/27/2017 8:48 AM	File folder
ASA	6/27/2017 8:48 AM	File folder
Cellular		
Cisco Application Management		
HTML		
IoT		
Linksys		
PC		
Router		
Security		
Server		
Sniffer		
Switch		
TCP_IP		
TV		
Voice_IPPhone		
Wireless		

3650	9/7/2017 8:33 AM	File folder
ASA	9/7/2017 8:33 AM	File folder
Bluetooth	9/7/2017 8:33 AM	File folder
IoT	9/7/2017 8:33 AM	File folder
MQTT	9/7/2017 8:33 AM	File folder
Programming	9/7/2017 8:33 AM	File folder
Upgrade	9/7/2017 8:33 AM	File folder
WLC	9/7/2017 8:33 AM	File folder
CentralOfficeExternalAccess	7/20/2017 9:54 PM	Cisco Packet Tracer
IPv6 Cellular	7/5/2017 4:54 PM	Cisco Packet Tracer

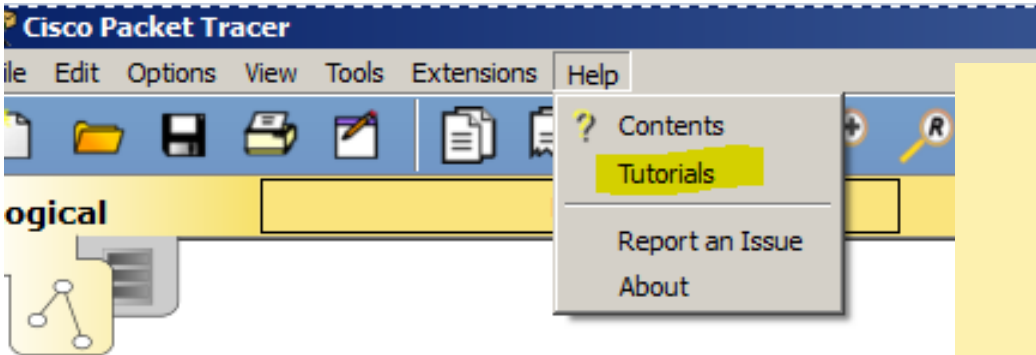
New Directory Structure for the Sample Files

- Easier to find samples
- Same file could be used in different folders for easier access
- New sample folder for 7.1
 - Example: Routing and routed protocols can be found inside the Router folder. Switching and switching protocols are found inside the switch folder. Security folder will also contain the ASA

Name	Date modified	Type
7.1	7/6/2017 10:04 AM	File folder
ASA	6/27/2017 8:48 AM	File folder
Cellular	6/27/2017 8:48 AM	File folder
Cisco Application Management	6/27/2017 8:48 AM	File folder
HTML	6/27/2017 8:48 AM	File folder
IoT	6/27/2017 8:48 AM	File folder
Linksys	6/27/2017 8:48 AM	File folder
PC	6/27/2017 8:48 AM	File folder
Router	6/27/2017 8:48 AM	File folder
Security	6/27/2017 8:48 AM	File folder
Server	6/27/2017 8:48 AM	File folder
Sniffer	6/27/2017 8:48 AM	File folder
Switch	6/27/2017 8:48 AM	File folder
TCP_IP	7/3/2017 8:34 AM	File folder
TV	6/27/2017 8:48 AM	File folder
Voice_IPPhone	7/3/2017 8:19 AM	File folder
Wireless	7/3/2017 7:59 AM	File folder

Tutorials

Packet Tracer includes a lot of tutorials to help the user to understand new features



14 New 7.0 Features

14-1 Whats New in Packet Tracer 7.0

- Introduce the latest capabilities of Packet Tracer 7.0.

14-2 Actuators, Sensors and Smart Devices

- Explore the new IoT devices.

14-3 Smart Home

- How to create a Smart Home with the new IoT features.

14-4 New Network Devices

- Explore the new devices and protocols in 7.0.

14-5 Home Gateway and Registration Server

15 Packet Tracer 7.1 – What's New

15-1 Whats New in Packet Tracer 7.1

- Introduce the latest capabilities of Packet Tracer 7.1.

15-2 Using the Activity Sequencer in Packet Tracer

- Link multiple PKAs together using Packet Tracer.

15-3 Enhanced Layer One Functions in Packet Tracer

- How to use the new Patch Panel and Wall Plate in Packet Tracer.

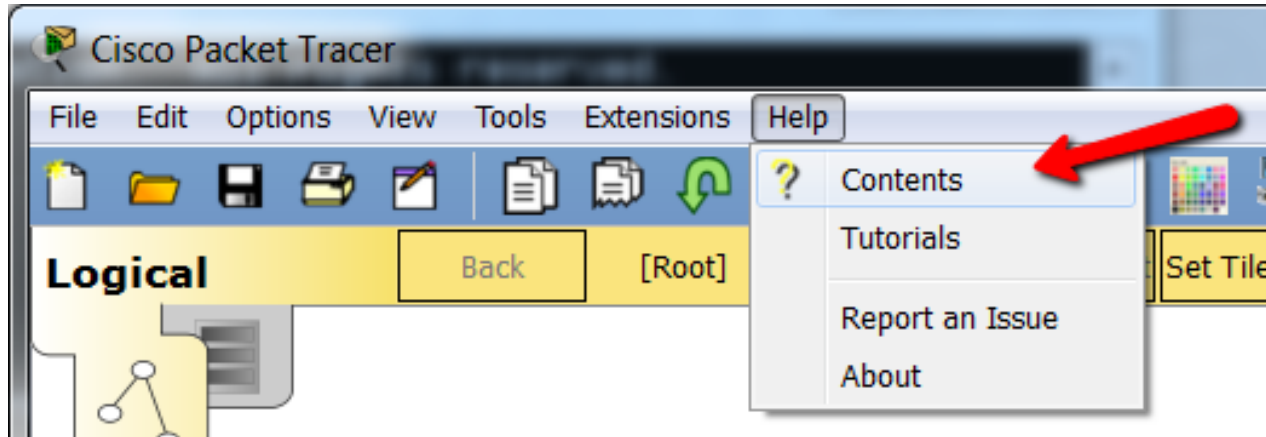
15-4 Checking Code on an IoT device in Packet Tracer

- How to use the code testing feature in the Activity Wizard in Packet Tracer.

14-1 Environment Key Frames

- Control the environment variables to create a dynamic world.

Help Contents



JavaScript API

Program Structure and Events

Function	Return Type	Description	Example
setup()	N/A	If defined, this function is called once when the program starts.	<pre>function setup() { pinMode(0, INPUT); }</pre>
loop()	N/A	If defined, this function is called continuously when the program is running. The frequency of the calls depends on the complexity of this function, the number of other devices running programs and their complexity, and the machine's processing power.	<pre>function loop() { Serial.println(digitalRead(0)); }</pre>
cleanup()	N/A	If defined, this function is called once just before the program stops.	<pre>function cleanup() { Serial.println("program is stopping."); }</pre>
mouseEvent(pressed, x, y)	N/A	If defined, this function is called when the user clicks and/or moves the mouse on the workspace icon of this device.	<pre>function mouseEvent(pressed, x, y, firstPress) { if (firstPress) doSomething(); }</pre>

Multuser

IPC

Internet of Things

- Using Things
- Creating Things
- JavaScript API
- Python API
- Visual API

Environment

Script Modules

- Scripting Interface
- Script Engine
- Web Views
- Data Store
- Data Store Editor
- Custom UDP Processes
- Tips

Sample Files & Design Patterns

- Concept Builders
- Skill Builders
- Design Challenges
- Troubleshooting

Using t

The help f
order (com



Instructor Professional Development

FY18 Global IPD Weeks <http://cs.co/GIPD18>



11 to 15
September
2017

27 November to
1 December
2017

26 February to
2 March
2018

7 to 11
May
2018

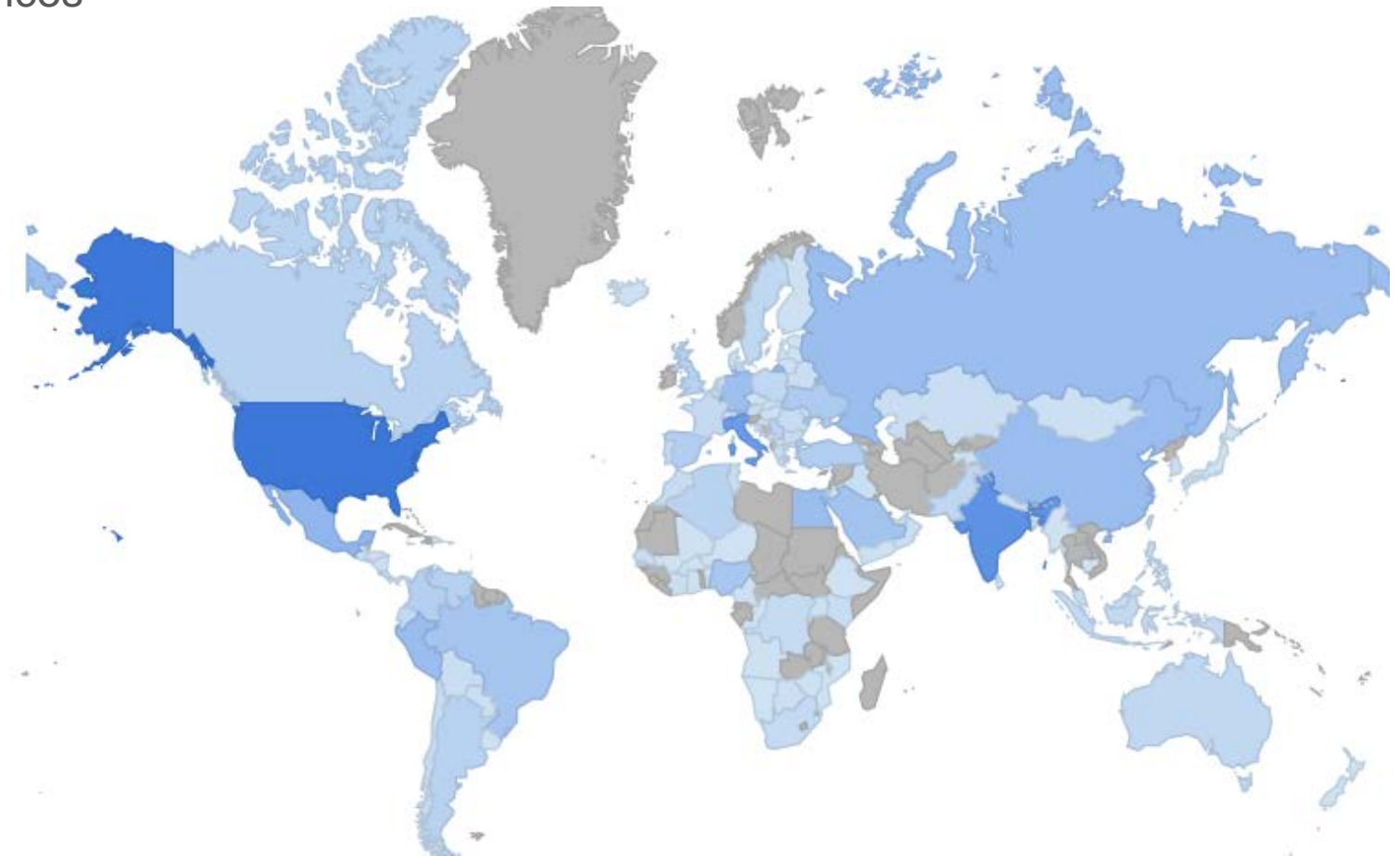
Global IPD Week Participation

May 2017 Global Live+Recordings:
1353 persons, 3851 session attendances

Sept 2017 Germany Live sessions:
28 persons, 53 session attendances



Certificate of Attendance



Global IPD Week September 11 – 15, 2017

• Program Updates

- Catch up on the latest strategies and products from Cisco Networking Academy!

• Technical Session Topics

- DevNet Sandbox: Learn & Test
- SDN Fundamentals Part 2
- An Introduction to IS-IS
- Zone Based Firewalls
- Packet Tracer Physical
- Editing and Creating Packet Tracer Activities
- Instructor's Guide to Teaching Introductory Python

• Instructor Forum

- Packet Tracer 7.1 – new devices and features

Global IPD Week

Join us for sessions on 11 - 15 September, 2017.

Click below to register for live sessions, review recordings and download resources. Click the **Archive** button below to see the sessions from previous GIPD Weeks.

English Sessions

Program Updates
Tues 12th Sept, 2017
[Check the Agenda]

Technical Sessions
11th - 14th Sept, 2017
[Check the Agenda]

Instructor Forums
Thurs 14th Sept, 2017
[Check the Agenda]

Localized Languages



CCNA R&S 6.0 Course Resources



2016/2017 Archives

Archive

Earn a Certificate of Attendance



Learn about the Sweepstakes

SWEEPSTAKES

CCNA Cyber Ops Prizes



German GIPD Sessions

Thema	Zeit und Datum	Registrieren
Programm Updates Informieren Sie sich über die neuesten Strategien und Produkte der Cisco Networking Academy Sprecher: Thomas Meuser	Datum: 15 September Zeit: 16:00 Berlin	 
Instructor Forum Networking Essentials Curriculum im Industrie 4.0 Umfeld Sprecher: Andreas Greck	Datum: 14 September Zeit: 16:00 Berlin	 
Technische Sitzung Packet Tracer 7.1 - Neue Funktionen Packet Tracer ist seit kurzem in der Version 7.1. verfügbar. Mit dieser Version werden die Möglichkeiten des Packet Tracer erheblich erweitert, insbesondere im Bereich Programmierbarkeit, strukturierte Verkabelung und Kommunikation mit externen APIs. Hierzu wollen wir in der Session eine kurze Einführung geben. Sprecher: Christian Schoendorfer	Datum: 15 September Zeit: 12:00 Berlin	 



Recordings and PPTs Available

<http://cs.co/GIPD18>



Introduction to Packet Tracer

Introduction to Packet Tracer Course Overview

DESCRIPTION

- Teach Packet Tracer features and functionalities
- Teach students how to add, connect, configure, and troubleshoot networks using virtual equipment
- Teach students how to add, connect, configure and monitor smart devices
- Teach students how to create, configure and modify a Thing with Packet Tracer

FEATURES

- Self-paced course; instructors may also be able to create and teach
- Instructional and tutorial videos
- Activities and labs
- Assessments
- Course duration: 10 hours

TARGET AUDIENCE

- Students with minimal knowledge of Packet Tracer
- Students with some knowledge of networking and IoT
- Students do not have access to NetAcad instructors

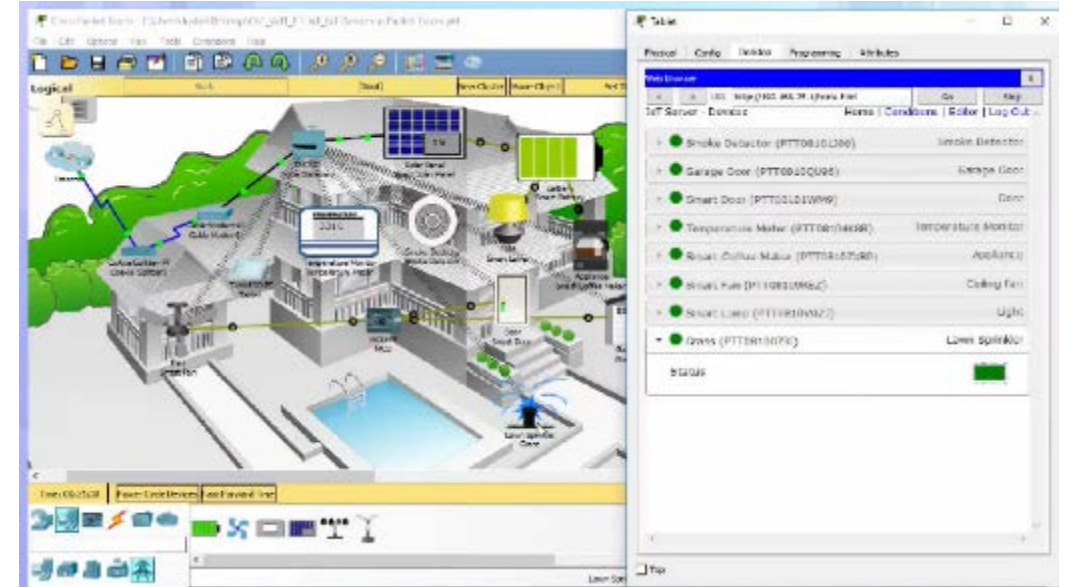
AVAILABILITY

- Language: English
- Available September 2017



Course Design

- Easy-to-navigate graphical user interface
- 8 chapters containing interactive media content and accessible text
- 15 instructional videos with closed caption
- 11 Cisco Packet Tracer activities
- 2 modifiable chapter quizzes
- Certificate of Completion
- Available in English



Course Outline

Chapter		Learning Objectives
1	Introduction to Packet Tracer	<ul style="list-style-type: none">• Build a network from scratch, use a pre-built sample network, or complete classroom lab assignments• Download and install Packet Tracer• Authenticate Packet Tracer with NetAcad.com logon ID
2	Packet Tracer User Interface	<ul style="list-style-type: none">• Add networking devices and connect them via cables and wireless• Configure the intermediate and end devices that make up the network
3	Packet Tracer Simulation Mode	<ul style="list-style-type: none">• Create a simple PDU to replicate the ICMP and ARP functionality of a ping in Simulation mode• View the contents of the PDUs to verify connectivity, verify functionality, and troubleshoot
4	Packet Tracer Physical View, and Files and Assessment Types	<ul style="list-style-type: none">• Make your network more realistic by adding backgrounds, buildings, and wiring closets• Learn the different Packet Tracer file types: .pkt, .pkz, and .pka• Learn the different assessment types using Packet Tracer: PTMO (Packet Tracer as a Media Object) and PTSA (Packet Tracer Skills Assessment)

Course Outline

Chapter		Learning Objectives
5	IoT Components in Packet Tracer	<ul style="list-style-type: none">• Locate the IoT devices for a Smart Home, Smart City, Industry and Smart Grid• Interact and connect the IoT devices in a Smart Home to a Home Gateway
6	Creating and Controlling a Smart Home Network	<ul style="list-style-type: none">• Locate, deploy, configure and register the smart devices with the Home Gateway• Register the smart devices with a dedicated Registration Server
7	Packet Tracer Environment Controls	<ul style="list-style-type: none">• Identify and configure the different environment elements that may affect the IoT devices• Modify the sunlight and wind speed environment elements and view their effect on the and , using sunlight as an example
8	Creating and Programming Objects in Packet Tracer	<ul style="list-style-type: none">• Learn how to create a Thing: Push Button and Toggle Push Button• Learn how to leverage an existing script to create a new Thing

The background is a solid teal color with several light green, stylized lines and loops scattered across it. These lines are of varying lengths and orientations, some forming simple curves and others more complex, overlapping shapes. The overall aesthetic is clean and modern.

Translations

Intro to Cybersecurity 2.0 Translations

Now Available!

- French
- German
- Hebrew
- Italian
- Japanese
- Chinese -Simplified
- Spanish



Cybersecurity Essentials Translations

Now Available!

• Chinese -Simplified



• French



• Spanish



• German





NetAcad Support

NetSpace - New Homepage

My NetAcad

[I'm Teaching](#)

[I'm Managing](#)

[I'm Learning](#)

[Contact Your ASC](#)

[Netacad Support](#)

[NetAcad FAQs](#)


[Community Forums](#)

[Lookup](#)

[Create Course](#)



Courses I'm Teaching 


  View: All

 DRAFT

wqe
wqeq
Introduction to the Internet of Everything



1 May - 31 May, 2017
Hochschule Niederrhein

 
Course Details Publish Course

 DRAFT

1
CCNA RSE 5.02
CCNA R&S: Routing and Switching Essentials

25 Nov, 2015 - 25 May, 2016
IT-Bildungsnetz e.V.

 
Course Details Publish Course

 DRAFT

2015_aaa
Test_Dillingen
ASC Academy Support Offering

25 Jul - 31 Dec, 2015
Hochschule Niederrhein

 
Course Details Publish Course

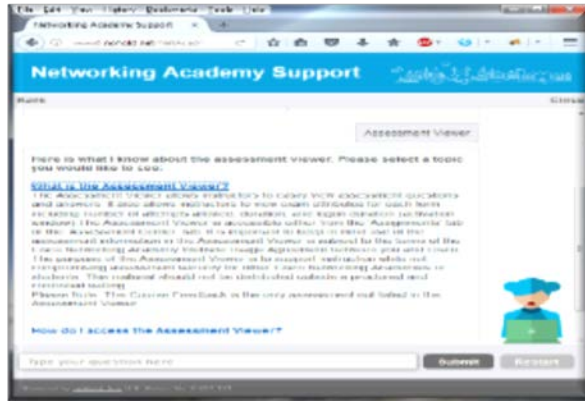
Goals

Automation, Increased Impact, & Simplification

- Automation
 - Support Virtual Agent to answer common questions
- Increased Impact
 - New Support Hours
 - New Language Support
- Simplification
 - New FAQs
 - New Support Menu

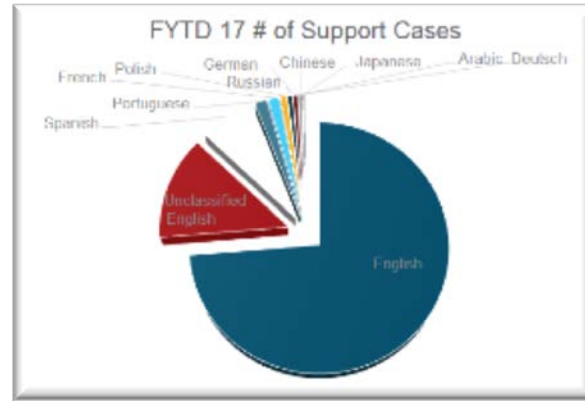


Next Generation Support Desk



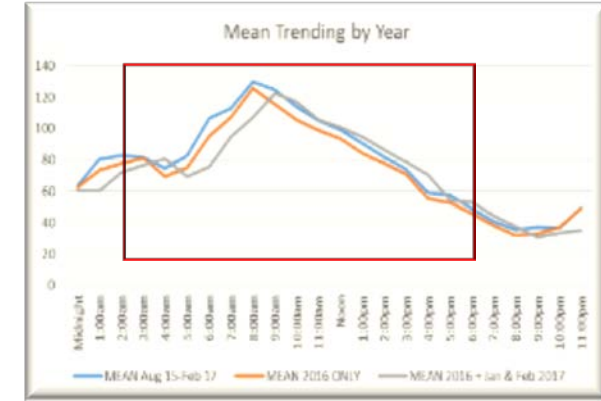
Virtual Chat BOT Agent

- Provide answers faster
- Improve self-service options
- Reduce number of questions to ASCs and Support Desk



Language Support

- 94% of FY17 support tickets in English, Spanish, & French
- Support Desk will focus on these languages in FY18

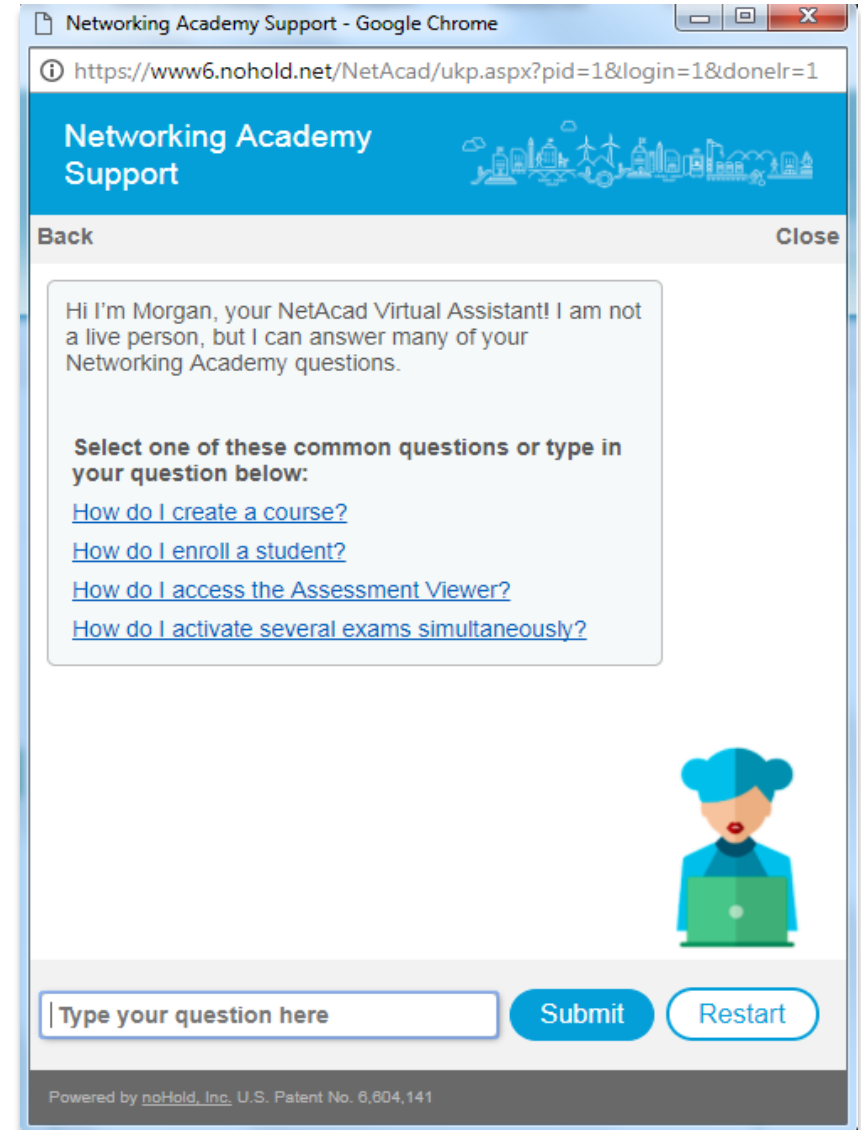
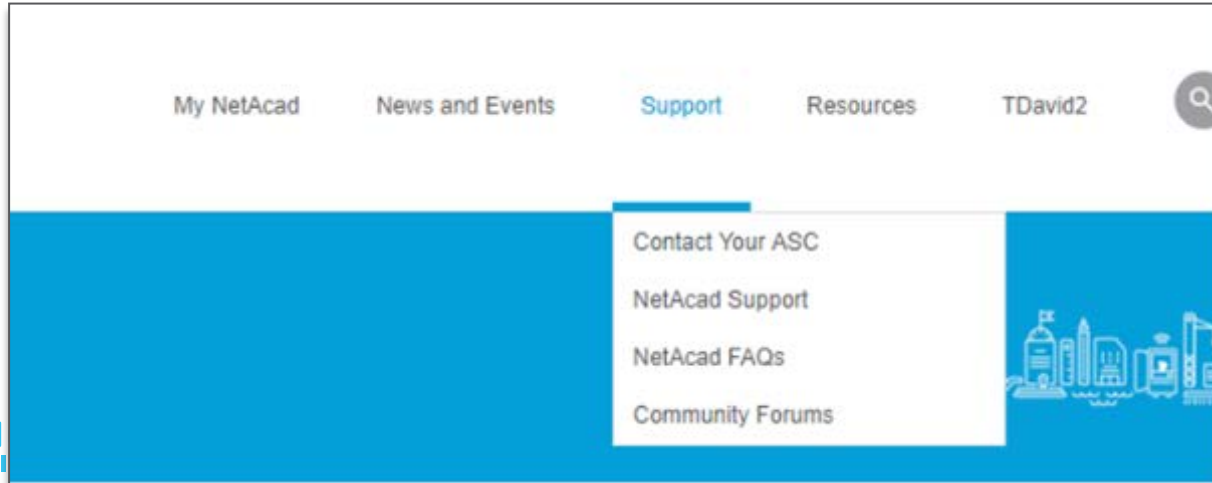


Support Hours

English	16x5	M-F 2am – 6pm PT
French	8x5	M-F 8am – 4pm PT
Spanish	10x5	M-F 6am – 4pm PT

Support Virtual Agent

- Goal:
 - Provide answers faster
 - Improve Support self-service options
 - Reduce the number of questions to ASCs and the Support Desk
- Solution:
 - Add Support Virtual Agent to answer NetAcad common questions
 - New Support Menu





My NetAcad

? Pending Academy Agreement for Global Notification Testing - Cisco Academy [Open](#)

I'm Teaching

I'm Managing

I'm Learning

Courses I'm Teaching

★ DRAFT

asd
asd
CCNA R&S: Routing and Switching Essentials

2 Feb - 29 Mar, 2017
Cisco Testing Academy

asdasdasd

★ DRAFT

222222
testing-import-for-500+
IT Essentials: PC Hardware and Software

31 Jan - 4 Mar, 2017
Cisco Testing Academy

★

4324
test5
IT Essential

19 Jan - 23
Cisco Testin

fsdfsdf

DEMO

Networking Academy Support



Back

Close

Hi I'm Morgan, your NetAcad Virtual Assistant! I am not a live person, but I can answer many of your Networking Academy questions.

Select one of these common questions or type in your question below:

[How do I create a course?](#)

[How do I enroll a student?](#)

[How do I access the Assessment Viewer?](#)

[How do I activate several exams simultaneously?](#)

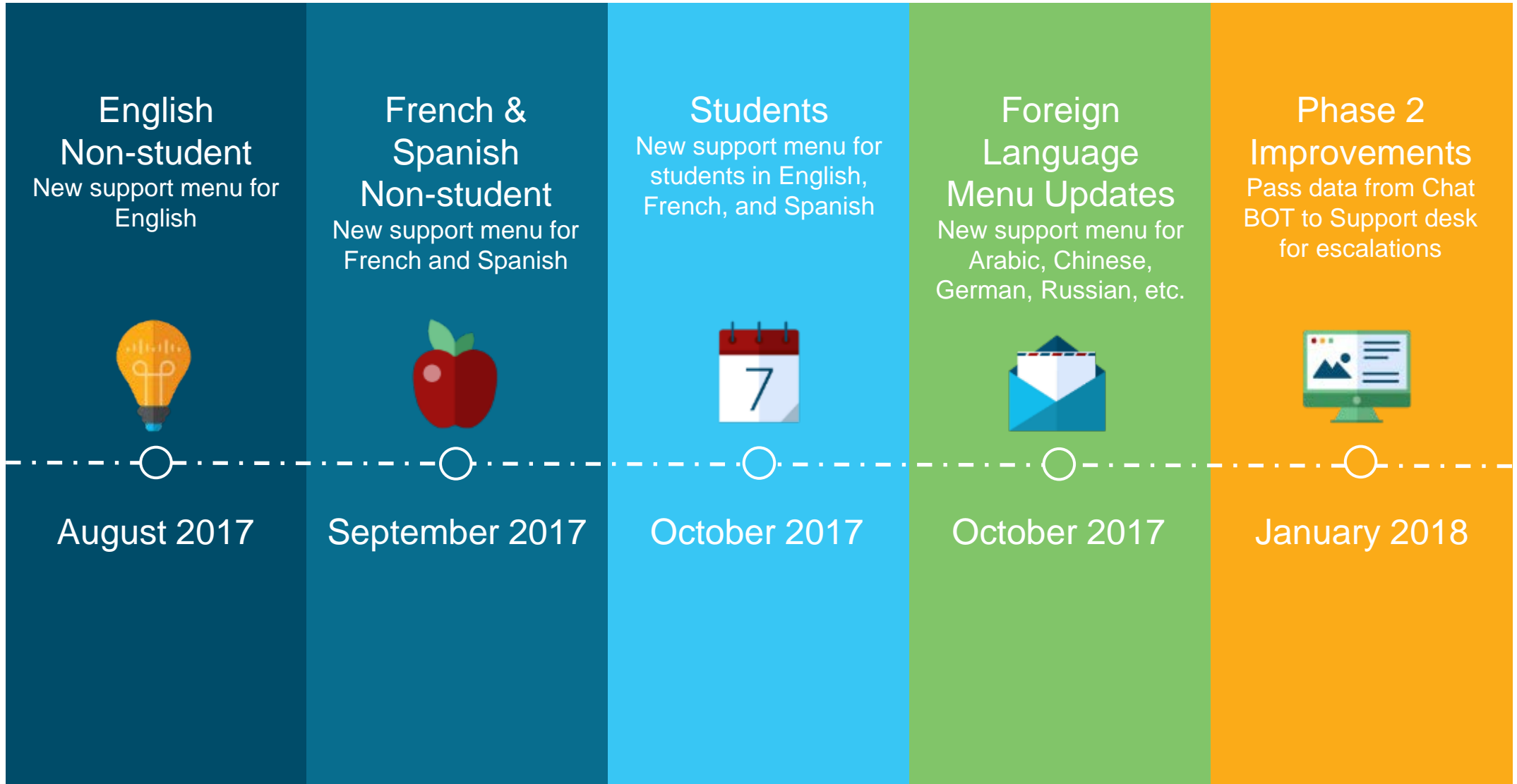


Type your question here

Submit

Restart

Chat BOT Rollout - Morgan



NetSpace Tutorials - <https://www.netacad.com/group/program/faqs-and-tutorials>

Insider
Tipp!

Program

- FAQs and Tutorials
- Arabic Tutorials
- Brazilian Portuguese
- English Tutorials
- European Portuguese
- French Tutorials
- German Tutorials
- Greek Tutorials
- Hungarian Tutorials
- Italian Tutorials
- Japanese Tutorials
- Korean Tutorials
- Polish Tutorials
- Romanian Tutorials
- Russian Tutorials
- Spanish Tutorials
- Simplified Chinese Tutorials
- Traditional Chinese Tutorials
- Turkish Tutorials

FAQs and Tutorials

Access Res
NetAcad FAC

Guides

- Instructor Quick Start Guide
- Instructor Guide
- Student Quick Start Guide
- NetSpace and AC Feature Comparison
- Quiz Update Guide
- Adding Students with a Self-Enroll Page

NetSpace Communities

- Access NetSpace Communities
- Community Blogs
- Community Forums
- Reply to Posts
- Flag Content
- Sharing Files

Tutorial Videos: Instructors

Navigation

- Navigating Cisco NetSpace
- Create a Course
- Enroll Students
- Re-Enroll Students
- Import a Course
- Export a Course
- Publish a Course
- Copy a Course
- Conclude a Course
- Adding an Instructor

Support

- Contact Your ASC
- Support Community
- NetAcad FAQs
- Community Forums
- Submit Global Support Desk Ticket
- Chat with Global Support Desk

Support Hours

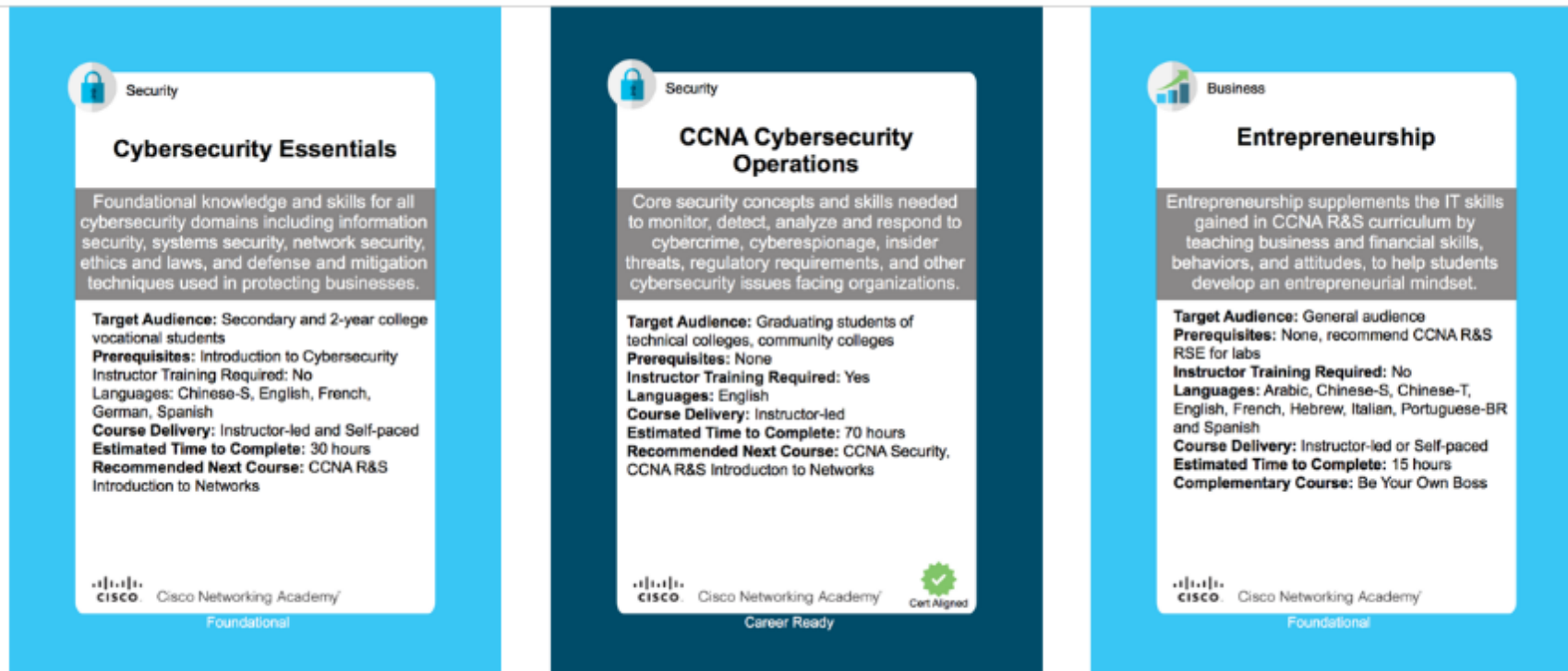
English	16x5	M-F 2am – 6pm PT
French	8x5	M-F 8am – 4pm PT
Spanish	10x5	M-F 6am – 4pm PT



NetAcad Marketing Material

Networking Academy Course Cards English

- One card for each NetAcad course
- Available in Marketing Toolkit on NetAcad.com
- Great for creating Learning Pathways using different NetAcad courses



Learning Portfolio Brochure

- Available Now
- Format 8.5 X 11 vertical ready for printing
- PDF Format
- Languages: English, Translation TBD
- Replace At-A-Glance over time
- Content:
 - Program Overview (5 pages)
 - Detail Page Per Course
 - Summary List of Courses & Languages
 - 40 pages
- Resources → Marketing and Program Resources → Marketing Toolkit → Tool Type/Brochures/Handouts → Learning Portfolio Catalog Brochure (Courses)



Self-enroll Page for Cisco Academies

The Self-Enroll Page

New Time-Saving Option for Enrolling Students in Self-Paced Courses

Instructors

Create a self-enroll page including custom image and description.

Students

Go directly to the self-enroll page to join the course.

The screenshot shows the self-enroll page for the course "Introduction to the Internet of Everything - English - 1.1 Self-Paced (English v1.10 Self-Paced)". The page features a custom image of a woman on a phone, a description, a course summary, and a sign-up form with a text verification step. A green callout bubble points to the custom image and description, and an orange callout bubble points to the sign-up form.

Course Details

io1101
Introduction to the Internet of Everything - English - 1.1 Self-Paced (English v1.10 Self-Paced)
Apr 3 - Jul 1, 2017
David Galvin
Introduction to IoT self-paced course

Sign Up Now

First Name
Last Name
Email
Text Verification *
Enroll Now

Custom Image & Description

Description
Introduction to IoT
Learn how the Internet of Things (IoT) and the digital transformation of business create new value and new job opportunities.

Course Summary

The Introduction to IoT course provides an overview of key concepts and challenges related to digital transformation. The course examines the evolution of the Internet and how the interconnection of people, processes, data, and things is transforming every industry. Note: Introduction to IoT replaces the introduction to the Internet of Everything (IoE) course.

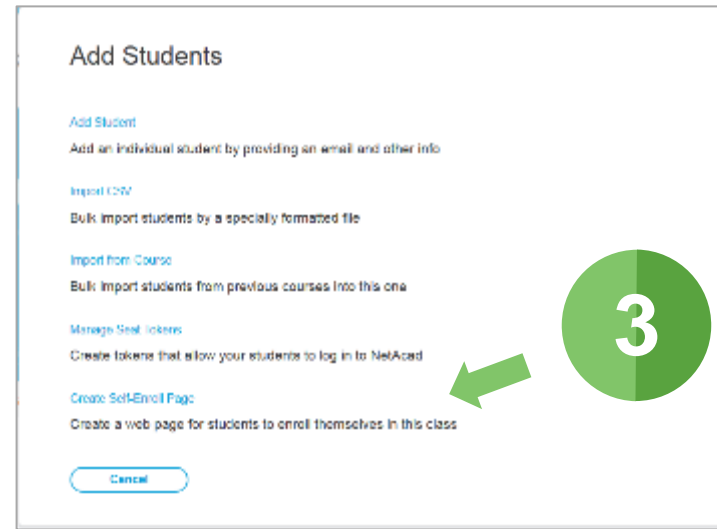
- Learn how digital transformation turns information into action, creating unprecedented economic opportunity
- Understand how the IoT brings together operational technology and information technology systems.
- Discover how business processes for evaluating and solving problems are being transformed
- Learn the security concerns that must be considered when implementing IoT solutions
- Practice what you learn using [Cisco Packet Tracer](#), a network configuration simulation tool.
- Connect to the global Cisco Networking Academy community

Simple Setup

1 Setup course and publish.

2 Select Add Students.

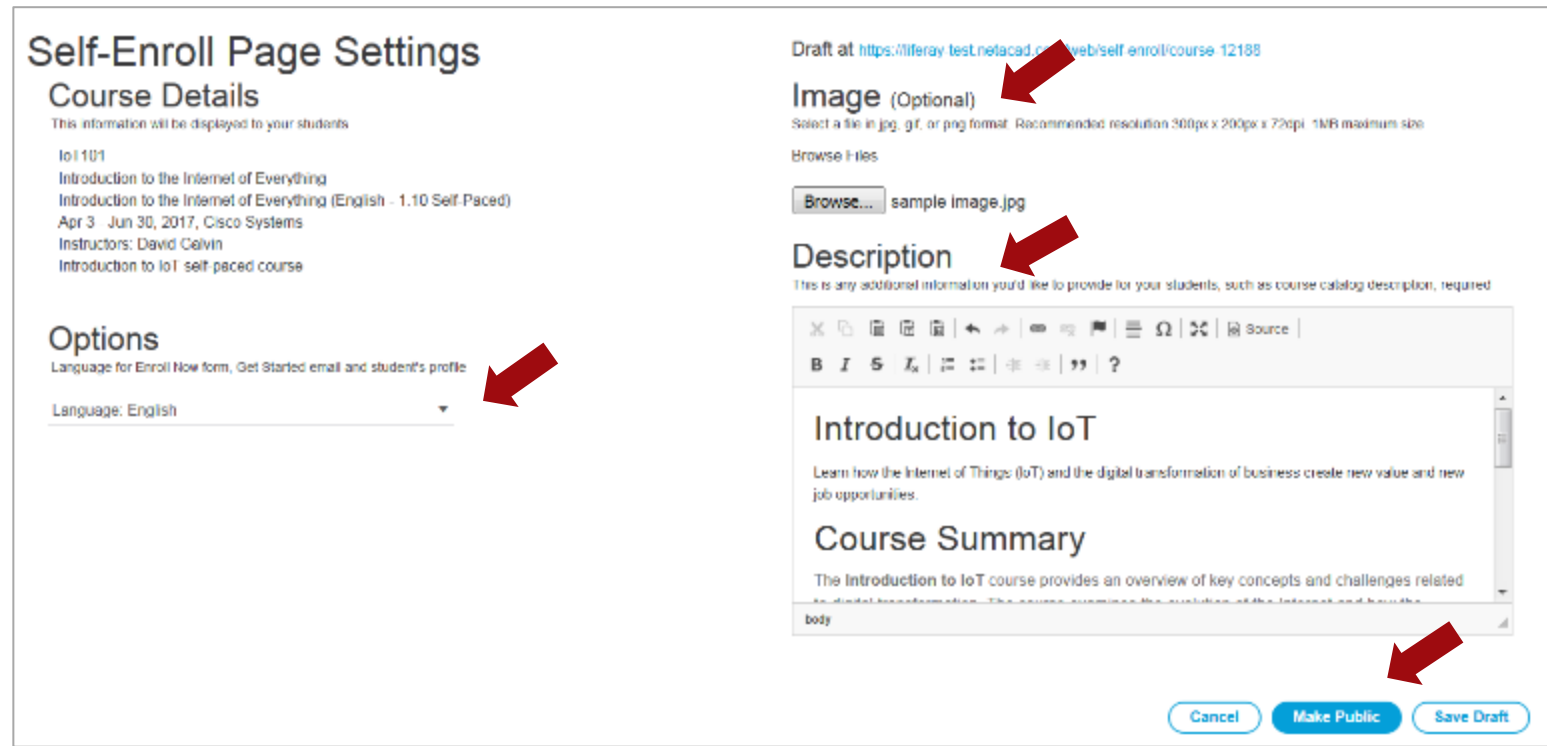
Add Students



3

Choose Create Self-Enroll Page.

4 Add description and image, choose language & make public.



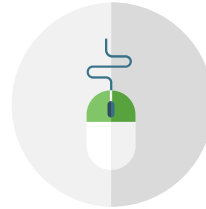
Courses in Self-Paced Format

Networking



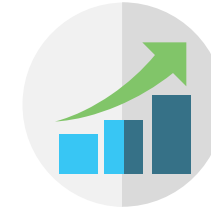
- Packet Tracer 101
- Packet Tracer 101 Mobile

Digital Literacy



- Get Connected

Business Literacy



- Entrepreneurship

IoT



- Introduction to IoT
- Introduction to the Internet of Everything

Security



- Introduction to Cybersecurity
- Cybersecurity Essentials

A Few Things to Keep in Mind

The Instructor is responsible for level 1 support (resend invitation email, reset password, etc).

Student Support

Communication of the URL to new and current students is up to you and your institution.

Promotion

Languages

7 supported languages:
Arabic, Chinese-Simplified, English, French, Portuguese, Russian, and Spanish.

Save Time!

Not only will you save time in the enrollment process, but assessment activation and certificates are also automated.

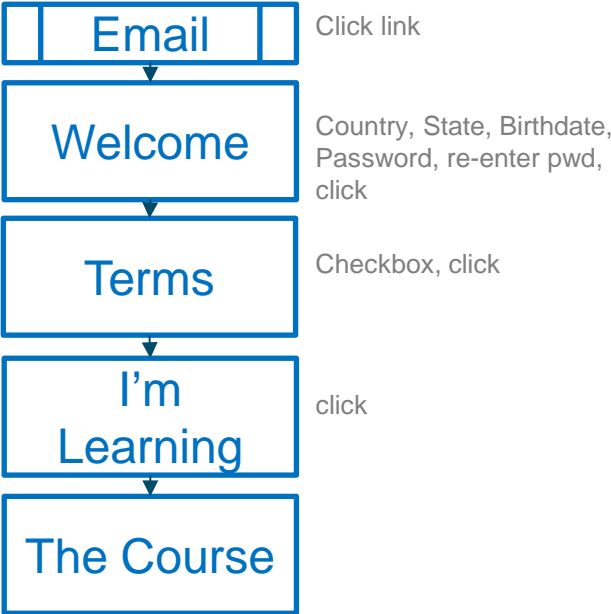


Streamline New User Onboarding

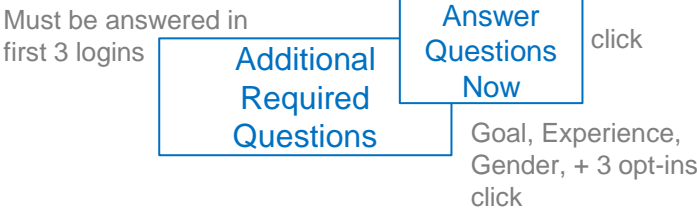
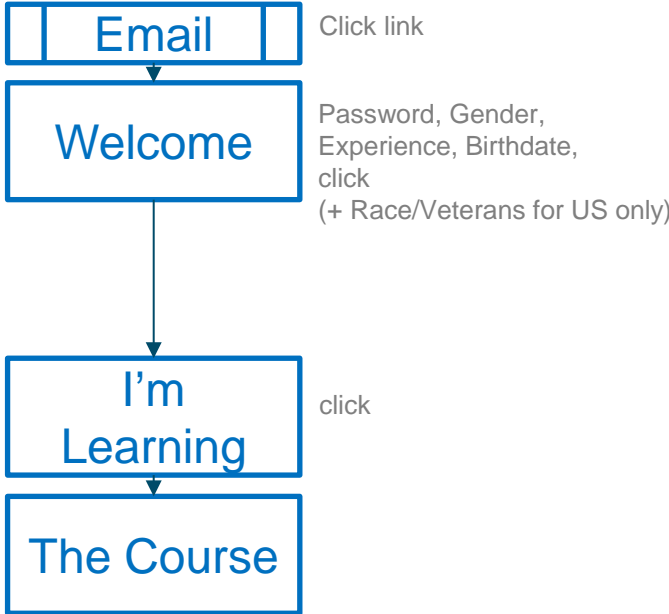
New Student added by Instructor

I'm Teaching, Course Details, Add Students First Name, Last Name, Email, Language


Before



After



One-Step Welcome

 Cisco Networking Academy

Welcome

We're excited to have you join us. Before you get started, we need to know a few things about you.

English

First Name : David Last Name : Galvin

Email Address : davgalvi-201705201130@cisco.com

Please send me important emails from Cisco Networking Academy

Create a Password:
Your password must contain at least 8 characters. It must also include at least 1 lowercase (abc), 1 uppercase (ABC), and 1 number (123).

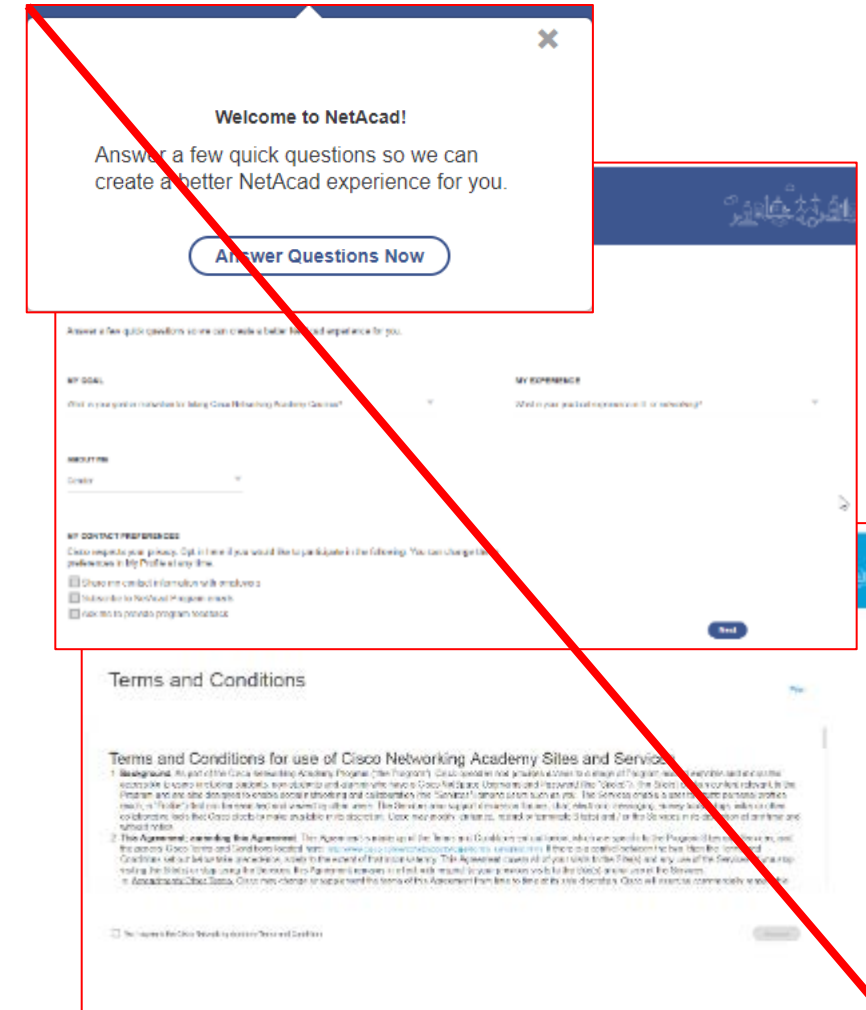
Gender: Select One What is your practical experience in IT or networking?

Birth Date: DDMM/YYYY Date of birth is used to confirm your identity and it helps us keep your account secure if you request support.

By clicking Create Account, you agree to our Terms and that you have read our Privacy Statement, including our Cookie Policy.

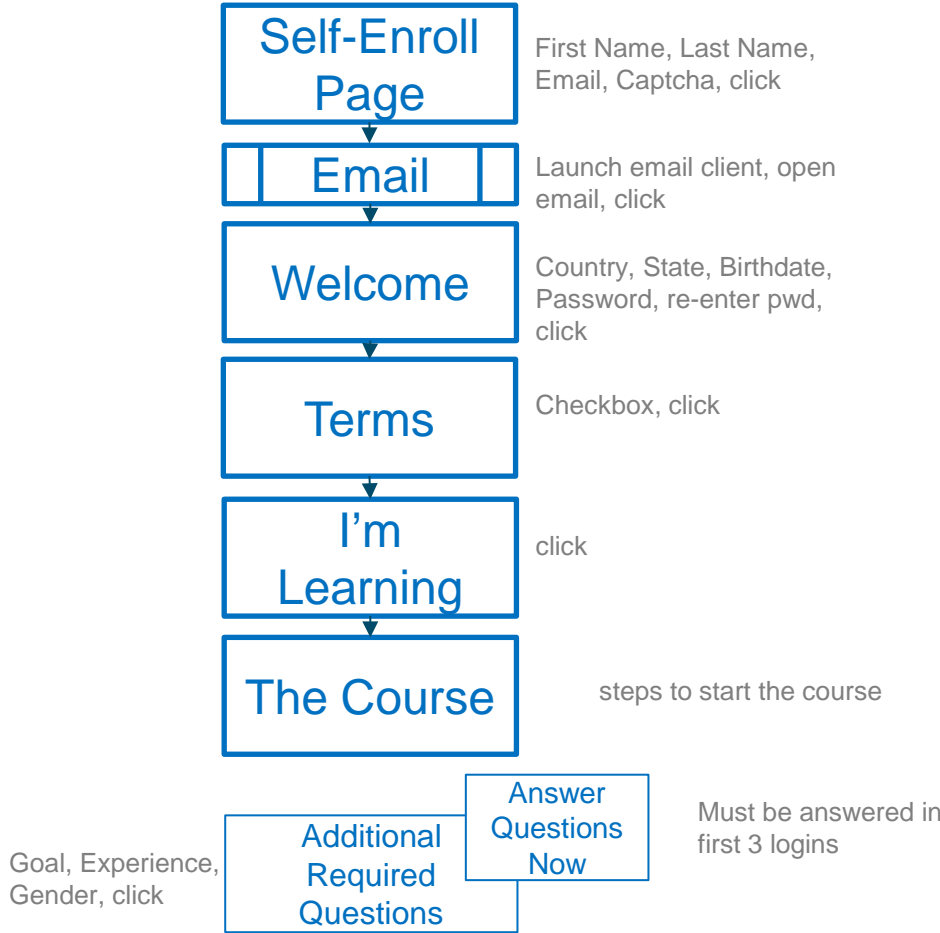
Create Account

Releasing Beginning September 2017

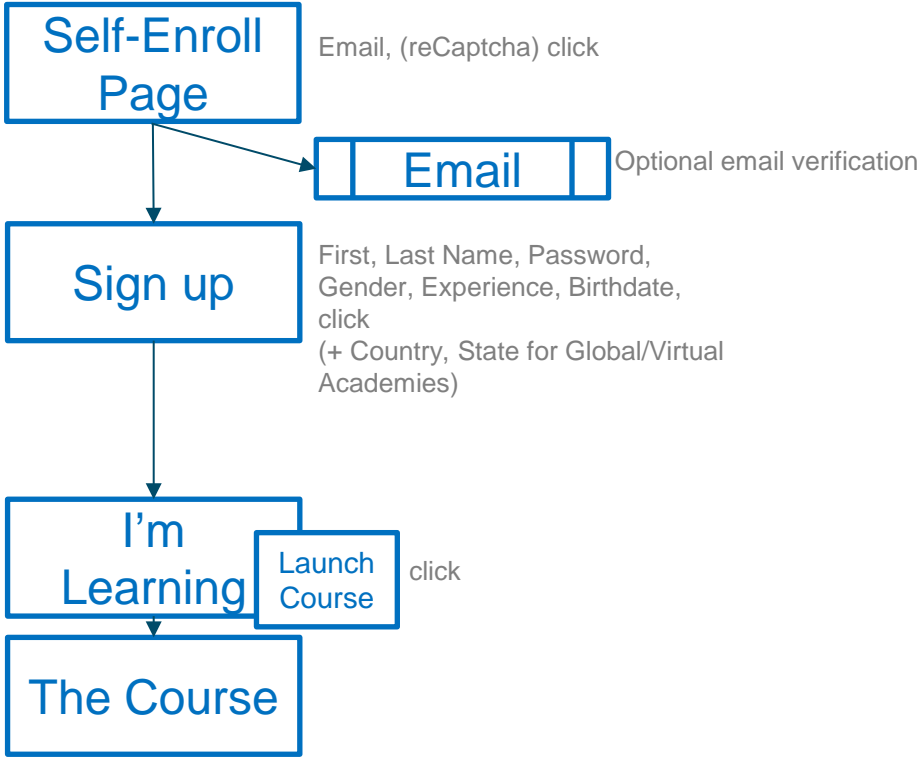


New Self-Enrolled Student

Before



After



Notification Alert displays if Get Started email bounces



My NetAcad News and Events Support

My NetAcad

EMAIL ERROR

Email could not be delivered to **xyz@email.com**.
Without a valid email address, you could lose access to your account.

Email: xyz@email.com|

[Cancel](#) [Save Change](#)

If you entered your email address correctly and don't see the Get Started email, please check your Junk/Spam folder for a message from Networking Academy Team.
[resend activation email](#)


Scheduled Maintenance June 24 Affecting All Exams [View Details](#)

Email could not be delivered to xyz@email.com. [Fix It Now](#)

Notification Warning shown until email is verified

My NetAcad

 Scheduled Maintenance June 24 Affecting All Exams [View Details](#)

 Missing account recovery options. [Protect your account](#)

I'm Learning

Courses I've Enrolled In

PROTECT YOUR ACCOUNT

Your email **name@xyz.com** is not yet verified. Without a valid email address, you could lose access to your account. To verify your email, click on the link in Get Started email.

If you entered your email address correctly and don't see the Get Started email, please check your Junk/Spam folder for a message from Networking Academy Team.

[Resend Email](#)

Wrong email address? Please fix it in your user profile to ensure continued access to your account.

[Update Email](#)

[Cancel](#)

