

# Cisco Collaborative Knowledge



## Overview.

To succeed in today's global digital economy, your workforce needs knowledge, speed and flexibility to solve real-world business challenges. Cisco Collaborative Knowledge is a cloud-based, "digital workplace" solution that can help everyone in your organization reimagine the way they work, learn, share ideas and innovate together. With Cisco Collaborative Knowledge, everyone is empowered with access to experts, learning and

knowledge in real-time so they can solve business challenges anytime, anywhere.

Powered by four knowledge and learning services—Expert Discovery, Knowledge Center, Social Communities, and the Learning Management System—and industry-leading Cisco innovation, Cisco Collaborative Knowledge can help you build a smarter, more agile, and productive organization.

## System-Level Capabilities.

This table details Cisco Collaborative Knowledge system-level capabilities.

**Table 2.** System-Level Capabilities

Capabilities	Benefits
Interoperable, Open Architecture	Platform runs on a unified, interoperable, and open architecture to optimize services and ease of deployment.
Private Cloud	Knowledge can be shared and delivered in the cloud on mobile devices.
Multi-Tenant Architecture	Each tenant's data is safeguarded, isolated, and accessible only to authorized users with proper entitlement checks in place, and to the authorized administrator.
Scalability	Scalable design model can easily accommodate additional tenants and/or businesses. Additional tenants can be added without affecting services and applications provided to other tenants in the system.
Data Protection	Important safeguards include data-privacy, encrypted communication, role- and resource-based policy management, and password protection. Services handling and customer data stored on servers are also monitored.
Browser Support	Includes Chrome, Safari, and Firefox.
Mobility	High-fidelity access to profiles, presence, knowledge, communities, learning and more on mobile devices. Data is asynchronous and accessible online or offline.
Single Sign On (SSO) Service	Cisco common identity SSO support in the cloud.
WebEx Meeting, Jabber Presence and IM	Provides one-click IM activation and user presence display: supports WebEx Meeting and Jabber IM.
WebEx Meeting and WebEx Meeting Center Integration	Seamless integration with WebEx meeting and WebEx Meeting Center web conferencing.
Third-Party Learning Content Partners	Supports Cisco and select third party content providers.



## Features and Benefits.

Cisco Collaborative Knowledge strategically combines key workplace services to redefine the customer and employee experience:

- **Expert Discovery:** Provides just-in-time access to expert resources using WebEx and Jabber. Connect safely one-to-one or with multiple experts simultaneously inside the firewall to share knowledge, and solve business challenges.
- **Knowledge Center:** Preserves best practices and organizational knowledge shared across the organization in an enterprise-wide digital repository.
- **Social Communities:** Fosters real-time learning, problem solving and innovation through social communities, discussion forums, blogs, and crowdsourcing.
- **Learning Management System:** Standardizes formal and informal learning and development across the organization through a centralized learning management system. Learners can browse course offerings, register for a course through the training catalog, or create personalized learning plans to support career and development goals.

Additionally, two breakthrough innovations round out the platform:

- **Real-Time Collaboration Tools:** Cisco WebEx and Jabber real-time collaboration tools make it easy for everyone to meet, share ideas and stay connected anytime, anywhere in the cloud.
- **Visual Knowledge Mapping and Analytics Service:** This service assesses organizational knowledge, learning, and interests in real-time. By combining advancements in keyword ranking and semantics graphing with data

aggregation and crowdsourcing, the software can create visual “snapshots” of individuals, teams and departmental strengths and gaps to guide learning and development investment strategies.

## How It Works.

Cisco Collaborative Knowledge can be launched from any desktop or tablet mobile device. The software’s responsive design adapts to any screen size to provide an intuitive, engaging and personalized digital experience. Real-time collaboration functionality ensures that users can safely network, share ideas and stay connected both inside and outside of the organization.

## The Cisco Advantage.

As a leader in IT education, cloud technology, and enterprise collaboration software, Cisco is committed to helping your organization solve its most pressing business challenges.

## Cisco Cloud Technology.

Built from the ground up with industry standards, open APIs, and an interoperable and scalable architecture, Cisco Collaborative Knowledge offers the security and flexibility your organization needs to deliver rapid deployment at scale.

## For More Information.

To learn how you can build a smarter, more agile, and productive organization with Cisco Collaborative Knowledge, visit [collaborativeknowledge.cisco.com](http://collaborativeknowledge.cisco.com).



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