



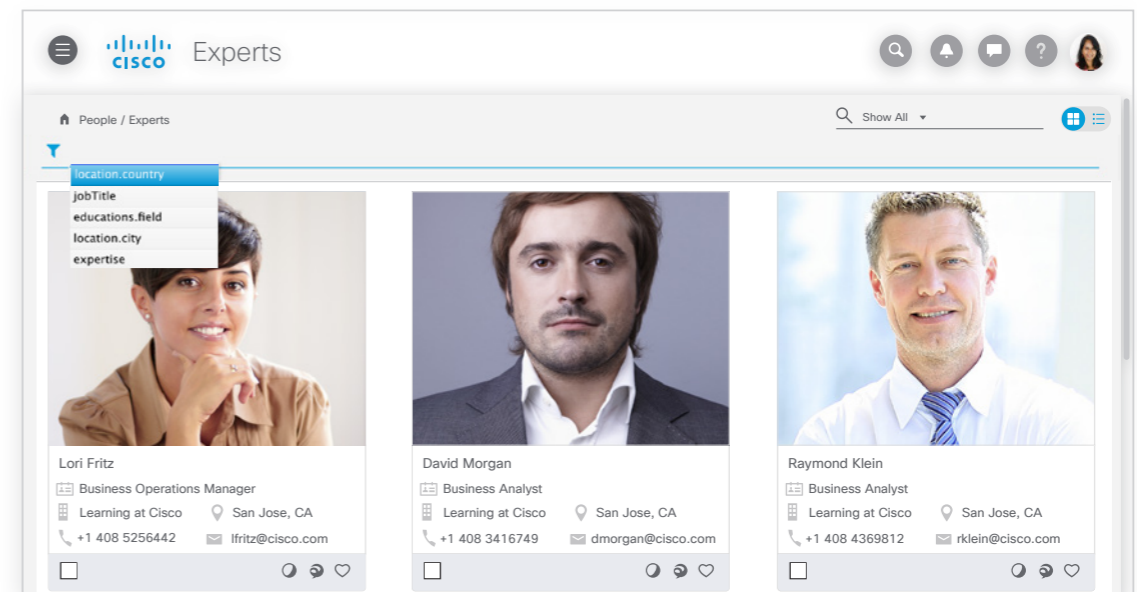
Cisco Collaborative Knowledge: Expert Discovery

Access Experts in Real-Time.

Today, the pace of change and transformation has never been greater. To maintain a competitive advantage in the marketplace, organizations need more than technology to win—they need pertinent, timely, relevant information to drive collaboration and innovation. To support organizations in this quest, Cisco developed Expert Discovery to mobilize workforces with knowledge and expertise.

Imagine if you could...

- Connect with one or more subject matter experts simultaneously on any mobile device—whenever and wherever you needed them—to share ideas, gather knowledge, or meet a project deadline.
- Recommend and endorse experts, help ensure your organization has an accurate up-to-date catalog of expert resources.
- Convert expert conversations into blogs and recordings that can be shared quickly so teams can benefit from the information.



Find an expert based on location, availability, and number of endorsements.

Overview.

Expert Discovery is one of four foundational services offered through Cisco Collaborative Knowledge. With Expert Discovery you can:

Connect with Experts Real-Time. Connect with one or more experts via mobile device, tablet, or laptop, using Cisco WebEx Meeting Center and Jabber Chat communication and collaboration tools—anytime, anywhere you need an expert. Just search and locate an expert and check for availability. Cisco’s real-time chat, voice, video and data collaboration and communication tools make it easy for individuals to meet, share ideas, and exchange knowledge across networks.

Crowd-source Expert Recommendations and Endorsements. With a category of employee-endorsed experts, you can find the resource you need in a matter of seconds. Simply go to the Experts page under Expert Discovery, and in the search bar, click Expertise, then select a Topic. A bevy of recommendations awaits you. Still not sure whom to choose? Then select a candidate with the highest number of endorsements. And once you’ve connected, don’t forget to like or endorse your expert on his or her profile page.

Elevate Productivity with Expert Insights. Why wait to share meeting notes when you don’t have to? With our real-time collaboration and communication tools, you can convert Cisco Jabber chat conversations into blogs and Cisco WebEx meetings into recorded conversations that can be shared instantly with peers and workgroups.



Features and Benefits.

Expert Discovery features and benefits include the following:

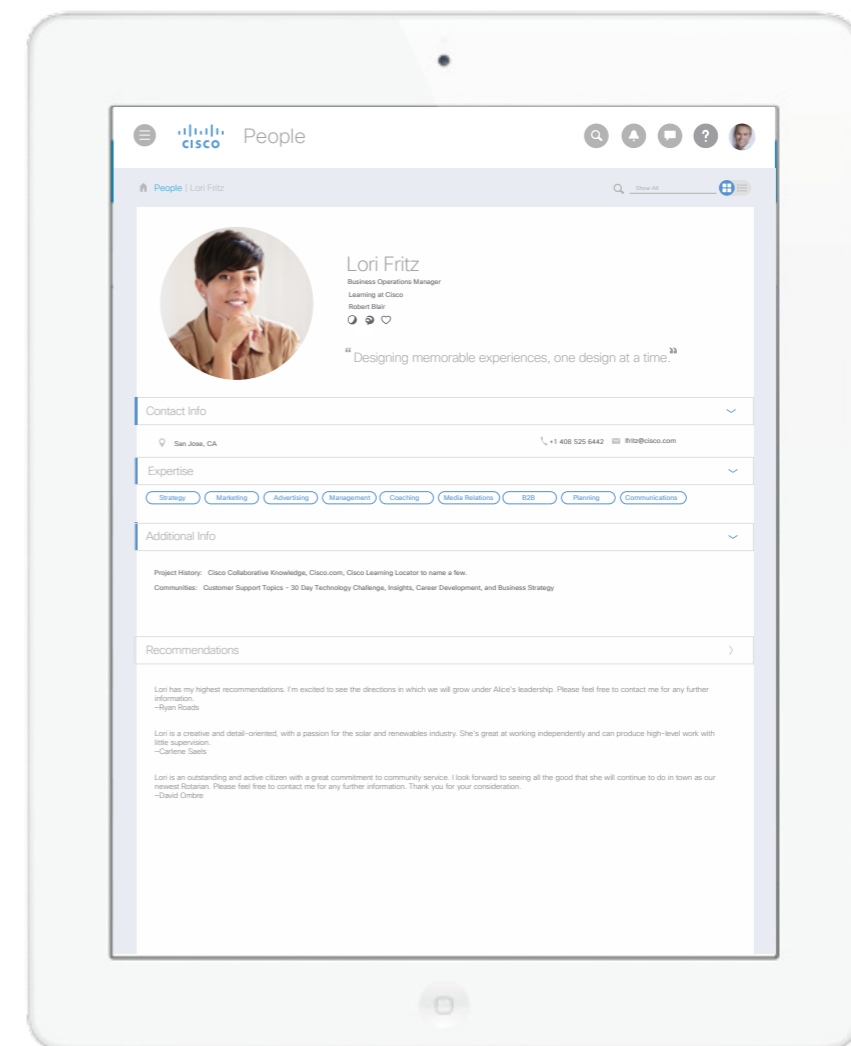
Features	Business Benefits
Find an expert and conduct a live chat	Identify and connect with an expert on a broad range of subjects, anytime, anywhere to deepen understanding and informed decision-making
Engage with experts via chat, voice, and video	Select the best communication method for optimal information exchange
Connect with one or multiple experts simultaneously	Deepens conversations, knowledge transfer, and decision-making
Recommend, like, and endorse experts	Select an expert easily
Self-identify areas of expertise	Identify assignments based on expertise
Save expert chat conversation as a blog or WebEx Meeting as a recording	Share conversations immediately after meetings close
Assign expertise to experts	Streamlines expert identification across the enterprise
Find expert based on location, availability, and number of endorsements	Simplifies selection process by focusing in on key criteria

Why Cisco?

With Cisco Collaborative Knowledge, teams can aggregate and activate the deep institutional knowledge inherent in an organization to elevate collaboration, learning, knowledge sharing, and innovation across the enterprise. Foundational services are delivered seamlessly across the organization, providing a consistent, enjoyable experience.

How can I get started?

To learn how you can build a smarter, more agile, and productive organization with Cisco Collaborative Knowledge, visit collaborativeknowledge.cisco.com.



View an experts profile to view contact info, expertise, and additional info