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Overview.

1. Q. What is Cisco Collaborative Knowledge?

A. Cisco Collaborative Knowledge is a cloud-based "digital workplace" Software-as-a-Service (SaaS) that can empower everyone in your organization with real-time access to experts, learning, and knowledge. With Cisco Collaborative Knowledge, your organization gains the knowledge, speed and flexibility it needs to innovate and solve real-world business challenges anytime, anywhere.

Cisco Collaborative Knowledge is powered by four simple and easy to use knowledge and learning services–Expert Discovery, Knowledge Center, Social Communities, and the Learning Management System.

Incorporating industry-leading Cisco innovation, including WebEx and Jabber® real-time collaboration tools and Visual Knowledge Mapping and Analytics, Cisco Collaborative Knowledge can transform the way everyone works, learns, and innovates together to create a smarter, more agile, and productive organization.

2. Q. What specific capabilities does Cisco Collaborative Knowledge offer?

A. Cisco Collaborative Knowledge strategically combines best-in-class digital capabilities to help you redefine the customer and employee experience. The solution is comprised of the following four services:

- **Expert Discovery:** Provides just-in-time access to experts using WebEx and Jabber. Connect safely inside the firewall with experts to share ideas, exchange knowledge, or solve business challenges in real time.

- **Knowledge Center:** Preserves best practices, formal and informal learning, and knowledge shared across the organization in an enterprise-wide digital library.

- **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 through a centralized learning management system.

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Lastly, two breakthrough Cisco innovations round out the platform:

- **Real-time Collaboration Tools:** Cisco Jabber and WebEx 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:** 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.

3. Q. How is Cisco Collaborative Knowledge different from other offerings?

A. Cisco Collaborative Knowledge is the first digital workplace service to offer organizations the knowledge, speed, flexibility, and learning they need to create agile, high performing digital organizations. Unlike traditional point solutions, which would require millions of dollars to acquire and integrate, Cisco Collaborative Knowledge can serve as the digital hub for your entire organization. With it, organizations gain the critical information they need in real time to make informed business decisions that result in improved productivity, business performance, and competitive advantage.

4. Q. How will Cisco Collaborative Knowledge be licensed?

A. Cisco Collaborative Knowledge will be licensed on a subscription basis. The service can be sold with Cisco digital training and learning content, deployment services, WebEx and Jabber unified communications tools, and 24-hour support for a complete end-to-end solution. For more information on licensing and service options, please contact your local Cisco representative.

5. Q. When will Cisco Collaborative Knowledge be available?

A. The solution is generally available now through Cisco and select partners.

6. Q. If I have questions about Cisco Collaborative Knowledge, whom should I contact?

A. For more information, or to request a demonstration email us at collaborative-knowledge@cisco.com.

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Benefits and Features.

1. Q. How will my organization benefit from Cisco Collaborative Knowledge?

A. With Cisco Collaborative Knowledge, your organization will gain the knowledge, speed and flexibility it needs to innovate and solve real-world business challenges in real time. A cloud-based, digital workplace knowledge and learning delivery service, Cisco Collaborative Knowledge can empower everyone with the digital tools and technology they need to access experts, learning and knowledge anytime, anywhere to create a smarter, more productive organization.

2. Q. What capabilities does Cisco Collaborative Knowledge offer?

A. Cisco Collaborative Knowledge provides all the capabilities a digital organization needs today to focus on knowledge, learning, collaboration and innovation. To learn more continue reading below.

3. Q. What benefits does the Expert Discovery service provide?

A. Expert Discovery is a powerful expertise location service that can help you identify and connect with expert resources whenever you need them. Because it's integrated with Cisco WebEx and Jabber instant messaging (IM) communication and collaboration technologies, you can message or talk with experts, peers, and customers by phone, or have one-to-one or one-to-many meetings—anytime, anywhere—to share ideas, brainstorm, or solve business challenges in real time.

4. Q. What benefits does the Knowledge Center service provide?

A. Knowledge Center is a dynamic content repository that captures, stores, and preserves in a central location all of the institutional knowledge that has been shared across an organization. Content can be searched, tagged, rated, and shared with peers, work groups and communities. If an employee leaves the organization, their documents, knowledge and best practices can still be accessed through the digital library.

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5. Q. What benefits does the Social Communities service provide?

A. Social Communities provides an open environment where individuals, work teams and study groups can come together to learn, problem solve and innovate in real time using discussions forums, blogs, and crowdsourcing.

6. Q. What is the Learning Management System?

A. The Learning Management System is a one-stop shop for centralizing and standardizing formal and informal learning and development across your organization. Learners can locate and register for a course through the training catalog, or create personalized learning plans to support development and career goals.

7. Q. Does Cisco Collaborative Knowledge have real-time collaboration tools?

A. Yes. WebEx Meeting Center and Jabber IM chat are integrated into the platform. Combined, they enable real-time communication and collaboration across the organization, making it easy for individuals to meet, share ideas, and stay connected.

8. Q. What benefits does the Visual Knowledge Mapping and Analytics Service provide?

A. This service enables the assessment of knowledge, learning, and interests in real time. Users can create visual "snapshots" of individual, team, and departmental strengths and gaps in real time to guide learning and development investment strategies. In addition, internal experts can easily be identified for projects, mentors can be selected to support new leaders, and succession plans can be streamlined.

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Technology Overview.

1. Q. What technology does Cisco Collaborative Knowledge run on?

A. Cisco Collaborative Knowledge is powered by enterprise-grade security, performance and reliability. Cisco uses important safeguards, such as data-privacy, encrypted connections, role-based policy management, and password protection, to help keep your collaborative spaces safe.

2. Q. We use Cisco WebEx and Jabber in our organization. Can we use these real-time communication and collaboration tools with Cisco Collaborative Knowledge?

A. Yes. Cisco WebEx and Jabber IM chat are integrated into the platform. If your organization already uses these unified communications and collaboration tools, you can continue to harness their benefits throughout your organization.

3. Q. My organization has its own learning management system. Will we be able to integrate our LMS with Cisco Collaborative Knowledge?

A. Your local Cisco representative will meet with you to discuss your interest in the platform, and at that time, you can also discuss integration.

4. Q. Will my information be secure in the cloud?

A. Yes. Cisco is committed to providing enterprise-grade cloud security, performance, and reliability for our customers. As the pioneer of the Internet of Everything and cloud technology, Cisco uses important safeguards to help keep collaborative spaces safe. To learn more about cloud security and service offerings, contact your local Cisco representative.

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The Cisco Advantage.

1. Q. Why should I choose Cisco as a provider?

A. As the leader in networking, communications, and enterprise cloud technology, Cisco is committed to helping your organization solve its business challenges. Here's how we can help:

- Validated architectures with proven reliability
- Rigorous partner certifications for confidence in the cloud
- Commitment to open standards for long-term flexibility
- Industry's highest research and development investment-to-revenue ratio

2. Q. What experience does Cisco have in learning platform software technology development?

A. A recognized authority in learning and development, Cisco is a leader in IT education and enterprise collaboration software. Building on the success of our Cisco Learning Network website, the largest active social learning network in the world, our portfolio spans web conferencing, communication, collaboration and video software solutions, and includes Help Central and Cisco SalesConnect.