

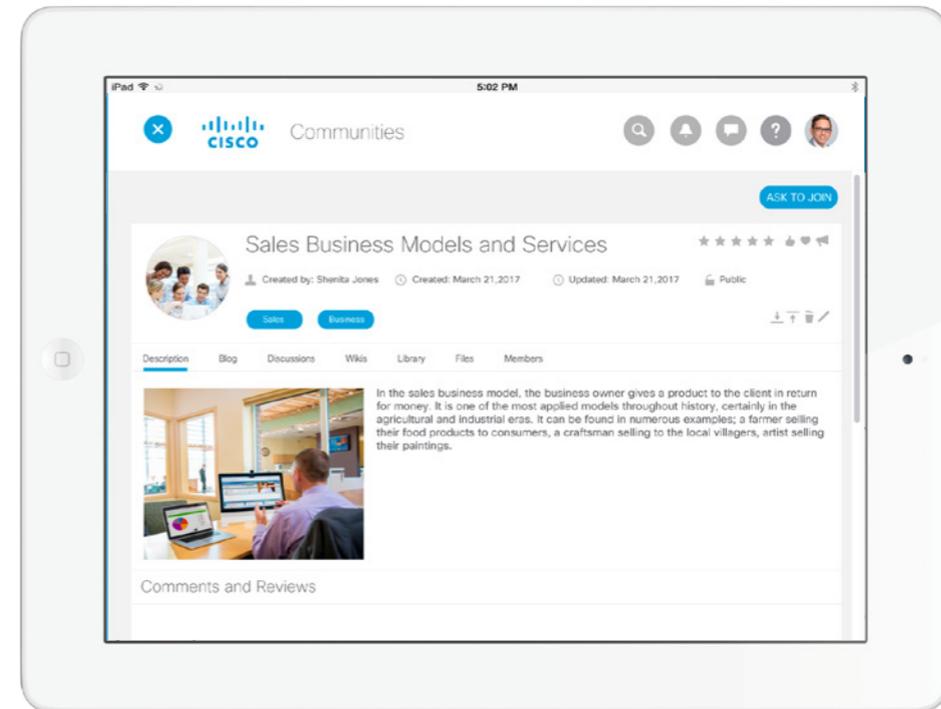


Cisco Collaborative Knowledge: Social Communities

The desire to learn, grow, and contribute in meaningful ways is a part of the human psyche. When people connect, share knowledge, tap collective intelligence, and collaborate on decision making in the workplace, they can achieve high levels of performance. Research suggests that employees who actively share knowledge through social communities and corresponding social technologies have a wider support base, learn faster, and have greater access to information.

Imagine if you could...

- Build new skills and expertise through memberships in social communities, discussion forums, informal learning, and blogs?
- Help employees achieve higher levels of performance by collaborating, learning, and innovating together?
- Harness the collective intelligence of employees to reimagine the employee and customer experience?



Overview.

With the Social Communities service, individuals, groups, and work teams can connect with colleagues through communities of practice, shared interests and agile teams to brainstorm and explore ideas, and share knowledge. With constructive collaboration and real-time access to intelligence, everyone can make informed decisions.

With the Social Communities service, your organization can achieve the following:

Drive cross-boundary collaboration and innovation. Companies gain efficiencies through co-creation and by sharing and applying best practices across the organization. With Social Communities, everyone in your organization can identify and collaborate—anywhere, anytime.

Harness collective intelligence to redefine experiences. Working together in communities, employees can crowdsource ideas, and harvest their collective strengths, talents, and knowledge to define new solutions and experiences.

Increase workforce knowledge and performance. When knowledge is shared, learning is a natural consequence. With Social Communities, traditional work teams can be transformed into interactive learning and knowledge-sharing communities—where relationships are made, and critical skills and knowledge are applied, as quickly as they are learned.



Features and Benefits.

Social Communities features and benefits include the following:

Features	Business Benefits
Create communities of practice on important subjects	Supports key business initiatives with best practices and knowledge-sharing
Co-create content and coordinate projects and tasks individually and among teams	Access, document, and share stored knowledge
Dynamic access to Social Communities and Learning Management System	Provides access to both formal and informal learning to optimize employee experience
Share and comment on community content, including discussion groups, and blogs	Enables real-time knowledge-sharing and rapid access to talent and expertise; can share opinions and experiences
Subscribe to and participate in community discussions	Follow discussions on important topics, and access best practices
Rate, recommend, like, and follow individuals	Evaluate and rate content value
Track social network via activity streams	Follow social networks through activity streams

The screenshot displays the Cisco Communities interface. At the top, there's a navigation bar with the Cisco logo, a search icon, a notification bell, a chat icon, a help icon, and a user profile icon. Below this is a header for the community 'Sales Business Models and Services' with a star rating and an 'ASK TO JOIN' button. The community details include the creator 'Shenita Jones', creation date 'March 21, 2017', and update date 'November, 2015'. There are tabs for 'Sales' and 'Business'. Below the tabs are navigation options: 'Description', 'Blog', 'Discussions', 'Wikis', 'Library', 'Files', and 'Members'. The 'Discussions' tab is active, showing a list of discussions with columns for 'NAME', 'CATEGORY', 'CREATED ON', 'AUTHOR NAME', and 'ACTIONS'. Three discussions are visible, each with a title, a brief description, a category, a creation date, an author name, and action icons.

Why Cisco?

With Cisco Collaborative Knowledge, everyone has access to the knowledge, experts, and learning they need to deliver rapid innovation. A globally recognized leader in networking, communications, and cloud technology, Cisco is committed to providing customers with the highest levels of enterprise-grade cloud security, performance, and reliability.

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.