

## Locate and Access Remote Experts

### *Benefits & Proof Points*



Identify, locate, and connect with experts whenever and wherever they are needed using high-quality audio and video for a compelling communications experience.

#### Cisco Advantage

Cisco Remote Expert Solutions transform how companies manage their distributed expert resources by delivering a superior, on-demand customer video collaboration experience—an immersive, lifelike experience between customers and subject-matter experts wherever they may be located.

#### Implementation Benefits

- Simplify the ability to identify subject-matter experts and quickly contact the most available resources through employee directories with expertise tagging and presence capabilities.
- Create a virtual pool of experts and specialists, whether co-located in particular centers or dispersed within a global network.
- Interact with experts in an instant, personalized, easy-to-use, virtualized face-to-face manner that is structured to help ensure effective collaboration.
- Increase teamwork by making employees easily accessible in order to shorten decision times and avoid duplication of work.
- Accelerate decision making and time to market by seeing which co-workers, partners, suppliers, or customers are available to communicate in real time.
- Unlock innovation by locating experts to generate and gather ideas within and outside the organization.
- Overcome barriers to effective knowledge sharing, management, and collaboration, greatly improving customer experience and reducing turnover.
- Simplify the ability to identify subject-matter experts and quickly contact the most available resources through employee directories with expertise tagging and presence capabilities.
- Better engage the experience, perspectives, and knowledge of people within your business community through in-person communication and collaboration.

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- Provide instant and in-person access to technology solution experts to improve business agility and accelerate resolution of solution-level problems.
  - Increase overall customer satisfaction, productivity and morale of valued specialists, and performance of IT operations.

### Statistics & Proof Points

- Over 50% of customers are looking for expert advice on what to buy when they enter a store — and 73% say product knowledge is what they need most from a sales associate.<sup>1</sup>
- Globally, nearly two-thirds of bank customers are interested in virtual financial advice from the location and device of their choice.<sup>2</sup>
- When asked about what makes virtual advice appealing to them, respondents' top choice was the ability to meet with a financial expert without waiting or scheduling an appointment.<sup>3</sup>
- 56% of Millennials are interested in having a video chat with a bank representative by accessing a link on their bank's website, mobile or tablet application.<sup>4</sup>
- 60% of consumers are willing to have a video visit with a physician through a mobile device.<sup>5</sup>

### For More Information

Go to the [Selling Collaboration Use Case Tool](#).

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<sup>1</sup> Experticity, "Value of helpful expertise", 2014  
[go.experticity.com/16252/2014-03-11/9dc5h/16252/61702/report\\_marshall\\_fisher\\_value\\_of\\_helpful\\_expertise.pdf?\\_ga=1.92779613.1396820017.1424720936](http://go.experticity.com/16252/2014-03-11/9dc5h/16252/61702/report_marshall_fisher_value_of_helpful_expertise.pdf?_ga=1.92779613.1396820017.1424720936)

<sup>2</sup> Cisco, "The Advice Advantage", March 2015  
<http://www.cisco.com/c/dam/en/us/solutions/collateral/executive-perspectives/ioe-financial-services-white-paper.pdf>

<sup>3</sup> Cisco, "The Advice Advantage", March 2015  
<http://www.cisco.com/c/dam/en/us/solutions/collateral/executive-perspectives/ioe-financial-services-white-paper.pdf>

<sup>4</sup> Accenture, "The Digital Disruption in banking", 2014  
<http://www.accenture.com/SiteCollectionDocuments/PDF/Accenture-2014-NA-Consumer-Digital-Banking-Survey.pdf>

<sup>5</sup> PWC: [Top health industry issues of 2016](#) (Dec 2015)



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