

Hey field workers! Fix problems faster

You know those times when you're on site fixing a problem, can't access a knowledge base, but you know someone in your team has fixed this problem before? Wouldn't it be easier to ask a whole team a question and get an instant answer from anyone versus hunting for the right person?

Cisco Webex makes it easy to create special interest groups of any size to bring people together. Access the rich, applied knowledge that's in their heads and not written down anywhere. It could be a workaround, quick fix or even a software patch. And because you get a rapid response, you can delight customers by exceeding their service expectations.



Ask the experts

Browse the list of teams and spaces you're in and write a call to action in one or more spaces, 'I need help with...' or 'does anyone know how to fix this problem?'. Wait for answers. They will come.

[How to send a message](#)

Communicate clearly

Upload images or videos of the problem, adding comments to each one to make it easier for your coworkers to diagnose.

[How to upload images and files](#)

- ✓ Real-time access to experts.
- ✓ Powerful knowledge search.
- ✓ Video calling with one click.

Access past knowlege

Use search to find out if this problem has been diagnosed before. You can search keywords across all of the spaces you're in and filter by spaces, messages and files. When you find something relevant click and you'll be taken straight to the content in that space and who created it.

[How to search Webex](#)

Get help now

Sometimes messaging isn't enough. You need to speak to someone in real-time to pick their brains. You can video call a whole team or just one person. Problems that used to take hours to solve now take minutes.

[How to make a video call](#)

To get the Cisco Webex app contact your supervisor or IT Help Desk.