



# Putting out fires?

## Webex Meetings is your solution for problem resolution

A mission critical application has failed. Senior leaders expect you to achieve the recovery time objective. You know the drill. It's all hands on deck. You need technical teams, vendors and partners in the same conversation for as long it takes.

It's a big conversation and needs careful management. Some people need to speak, some need to listen and others need to contribute much later in the resolution process. Make your meetings solution one less thing to worry about.

Webex Meetings can cut down the time to resolve complex major incidents.

## Use Webex Meetings to manage major incidents in IT

Ask your team to use your personal room as a scrum room. Keep the meeting open so experts from the internal team, or external vendors can drop in and out and report back later. Use screen sharing to explain the problem. Use chat to share links and other important information so you don't have to repeat yourself when other people join later.

Easily add in suppliers, vendors and partners as needed by using invite and remind features. Need an expert in the meeting right now and got their phone number? Webex Meetings will call them for you and conference them in to your meeting.

[Find out how to use 'Invite and Remind'](#)

## Sharing is caring

Now you know how to fix the problem, you can use Webex Meetings to record and show the team how to resolve it themselves. Use the recording as a self-paced learning solution by sharing the link with the wider team.

[Learn how to record and share the link](#)

- ✓ Super-fast meeting creation .....
- ✓ Easily conference in vendors, partners and suppliers .....
- ✓ Share what you've learned for faster fixes