

Hey field workers! See it. Say it. Fix it.

When you're providing a service onsite or in the field, there's always a need to report equipment faults, hazards like spillages and leaks, or even security breaches. Typically, these issues are reported by calling a hotline and raising a trouble ticket or sending an email.

With Cisco Webex Teams you can set up spaces to snap photos and videos of leaky, faulty, broken pieces, quicker than ever before. The big difference with Webex Teams is that you'll know everyone's listening. You'll know exactly who, when and how many people have seen your message instantly, right from your mobile phone. Engineers can be dispatched faster because they have more information at their disposal. If they need even more information they can video call you in a couple of clicks.



Taking care of
our facilities and
environment.

- ✓ Field reporting made easy.
- ✓ Faster fix times.
- ✓ Field workers more engaged.

Report incidents

Browse the list of teams and spaces you're in, that have been set up to report incidents in the field. Upload images or videos of a problem, adding comments to each one, to make it easier for your coworkers to diagnose. Wait for answers. They will come.

[Send a message](#)

[How to upload images and files](#)

Get help now

Sometimes messaging isn't enough. An engineer might need to call you for more details, or you may want to provide more situational information by calling them. Use your mobile phone to make a video call from the field to show exactly what's going on.

[How to make a video call](#)

Share knowledge

When you know the answer to someone else's question, share the answer in the space. You won't just be helping that one person, you will be helping your whole team.

Connect your team

Can't find a team or space to report your incident? Create a space of your own for a specific location, hazard or customer. Invite specialists and engineers to work with you to solve problems faster as a team. @Mention anyone who's eyes you specifically need.

[How to create a space](#)

[@Mention someone](#)