



Webex Expert on Demand

Contents

03	Product overview
04	Features and benefits
05	Key value propositions
05	Device support
06	Cisco environmental sustainability
08	Cisco Capital



Webex Expert on Demand enables companies to enhance productivity by empowering frontline workers.

Product overview

Webex® Expert on Demand turns Augmented Reality (AR) glasses into a voice-activated collaboration headset that connects a frontline worker with the rest of the organization, enabling frontline workers to get connected to the right experts anytime.

A frontline worker can easily connect to one or multiple experts, who can be at the same or different locations. With Webex Expert on Demand, experts

can help guide frontline workers in their day-to-day activities by leveraging hands-free, bi-directional video calling. Our solution empowers the frontline worker with collaboration tools that significantly enhance their productivity through multi-party video calling, the ability to annotate live, and share these annotations between the expert and frontline worker, as well as share key documentation, all in real time.

Expert on Demand complements the premium Webex portfolio by enabling video endpoints, mobile devices, tablets, and laptops. It provides seamless integration and ease of use to leverage collaboration tools, no matter the device. Webex Expert on Demand supports end-to-end encryption and leverages the same secure and compliant services that power Webex across desktop, mobile, and room systems, meaning field workers and remote experts no longer need separate applications or logins for remote assistance.

With Control Hub, administrators have the ability to monitor conversations, determine connection quality and troubleshoot in real-time. This advanced analytics, troubleshooting and reporting results in reduced management overhead for IT administrators while delivering a valuable and applicable experience for frontline workers.

Webex Expert on Demand enables companies to empower their employees to access experts anywhere, anytime.

Features and benefits

Table 1. Features and benefits

FEATURE	BENEFIT
Make two-way video calls	Launch video meetings hands-free and collaborate with remote experts to resolve problems at the source without requiring workers to be onsite.
Initiate a multi-party call	Teams can respond from anywhere around the globe to resolve issues faster.
Request help	Instantly gain the option to receive a call back from an individual expert or an entire team.
Search the company directory	Quickly search the company directory to find the right expert to engage.
Search for a team	Identify the right teams to resolve an issue immediately.
Share a file	Access resources such as documentation for common troubleshooting steps for re-use across the company.
Share your screen	Easily see what’s being discussed and give an expert the ability to share content live.
Frontline worker annotation	Frontline workers can augment live streaming to enrich an expert conversation in solving potential problems.
Expert annotation	Remote experts can assist frontline workers by providing additional guidance for their day-to-day activities.

Key value propositions

Connect the entire enterprise

Expert on Demand enables companies to leverage one single platform to enable the entire organization to collaborate. Experts at headquarters and frontline workers are instantly able to connect with each other on Webex to improve the overall productivity and enhance employee engagement.

Seamless end-to-end integration and ease of use

Getting help is as simple as accessing the Expert on Demand home page and then selecting contacts in a directory, recent contacts, or a team. From there, the user initiates a call or requests a call back. During the call, a video feed allows the remote expert to see through the eyes of the frontline worker and immediately provide support.

Enterprise-grade security

Expert on Demand uses the same level of encryption security as the Webex App. It encrypts messages, files, and names of spaces on your device before sending them to the cloud. When the data arrives at Cisco's servers, it is already encrypted. It is processed and stored until it is decrypted on your device.

We use Secure Hypertext Transfer Protocol (HTTPS) to encrypt data while in transit between your device and our servers, which protects the identities of both senders and receivers. Our end-to-end encryption uses Advanced Encryption Standard (AES) 128, AES256, Secure Hash Algorithm (SHA) 1, SHA256, and RSA.

For audio, video, and screen sharing, we encrypt shared content using the Secure Real-Time Transport Protocol (SRTP).

Annotation for the frontline worker and remote expert

Expert on Demand enables both the frontline worker and the expert to add annotations on top of what the frontline worker is seeing and share these annotations with each other. This enables the expert to guide the frontline worker step by step throughout their day-to-day activities, whether it is preventive maintenance or fixing an urgent issue. These annotations are stored and can be viewed by experts later or for training and learning purposes.



Device support

Webex Expert on Demand is available on the following devices:

- RealWear HMT-1
- RealWear HMT-1Z1

Cisco environmental sustainability

Information about Cisco’s environmental sustainability policies and initiatives for our products, solutions, operations, and extended operations or supply chain is provided in the “Environment Sustainability” section of [Cisco’s Corporate Social Responsibility \(CSR\) Report](#).

Reference links to information about key environmental sustainability topics (mentioned in the “Environment Sustainability” section of the CSR Report) are provided in Table 2.

Table 2. Environmental sustainability

SUSTAINABILITY TOPIC	REFERENCE
Information on product-material-content laws and regulations	Materials
Information on electronic waste laws and regulations, including products, batteries and packaging	WEEE Compliance

Reference links

Reference links to product-specific environmental sustainability information that is mentioned in relevant sections of this data sheet are provided in the following table.

Table 2. Environmental sustainability

SUSTAINABILITY TOPIC	REFERENCE
GENERAL	
Eco-Design Compliance (EU ErP Lot, Etc.)	Table AA. Product Compliance
Environmental Certifications (EPEAT, Energy Star, Etc.)	Table BB. Product Compliance or Platform Features/Benefits
POWER	
Idle, Typical or Max Product Power	Table CC. Product Specifications
Hardware Enabled Energy Features	Table DD. Platform Features/Benefits
Software Enabled Energy Features	Table EE. Platform Features/Benefits
Power Supply Information	Table FF. Product Specifications
Power Calculator	Table GG. Product Specifications
MATERIAL	
Unit Weight	Table HH. Product Specifications
System Weight (Product + Packaging)	Table II. Product Specifications
Recycled Content	Table JJ. Product Specifications

Cisco makes the packaging data available for informational purposes only. It may not reflect the most current legal developments, and Cisco does not represent, warrant or guarantee that it is complete, accurate or up-to-date. This information is subject to change without notice.

Cisco Capital

Flexible payment solutions to help you achieve your objectives

Cisco Capital makes it easier to get the right technology to achieve your objectives, enable business transformation and help you stay competitive. We can help you reduce the total cost of ownership, conserve capital, and accelerate growth. In more than 100 countries, our flexible payment solutions can help you acquire hardware, software, services and complementary third-party equipment in easy, predictable payments. [Learn more.](#)

January 2022



For more information
Please visit [Webex Expert on Demand](#)