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Cisco Webex Expert on Demand

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What is Cisco Webex® Expert on Demand?

Webex Expert on Demand on RealWear turns the RealWear HMT-1 product into a voice-activated collaboration headset that connects the frontline worker with the rest of the organization. This enables frontline workers to connect with the best experts whenever needed.

A frontline worker can easily connect to one or multiple experts, who can be at the same location or at multiple different locations. With Webex Expert on Demand, remote experts can help guide frontline workers in their day-to-day activities by leveraging hands-free bi-directional video calling.

The Webex solution empowers the frontline worker with collaboration tools that significantly enhance their productivity through multi-party video calling, the ability to live annotate, and then to 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 portfolio of Cisco® Webex by enabling video endpoints, mobile devices, tablets, and laptops. It provides a seamless integration and an ease of use to leverage collaboration tools, no matter the device.

Webex Expert on Demand on RealWear supports end-to-end encryption and leverages the same secure and compliant services that power Webex Teams™ across desktop, mobile, or room systems, so field workers and remote experts no longer need separate applications or logins for remote assistance.

For organizations that use Webex for collaboration and RealWear hands-free devices for frontline workers, this solution can result in reduced management overhead for IT admins while delivering a simpler experience for frontline workers.

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

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What is the value proposition of Expert on Demand?

Expert on Demand unlocks the full potential of Webex collaboration features for frontline workers, all hands-free. With Expert on Demand, frontline workers can instantly connect with the right experts to help them with their day-to-day responsibilities. Whether it is preventive maintenance, performing critical repairs, or remote learning, Expert on Demand enables frontline workers to be more effective, thereby improving first-time repair rates, reducing overall downtime, and improving company productivity.

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Q **What industries will benefit most from Webex Expert on Demand? What are some primary use cases?**

A Table 1 outlines specific industries and uses cases by industries, as well as expected outcomes.

Table 1.   Key industries and use cases

Industry	Use case	ROI
Manufacturing	• Preventive maintenance and inspection • Support outages, maintenance, and repairs • Remote R and D product tests • Support remote logistics • Remote training	• Improved first-time fix rates • Faster speed to resolution • Decreased downtime, resulting in improved equipment utilization • Increased productivity • Lower operational expenses • Faster time to productivity
Oil and gas mining	• Preventive maintenance and inspection • Real-time repairs and outages • Ability to remotely train and accelerate learning in remote locations	• Improved first-time fix rates • Higher repair quality • Reduced travel costs for specialized experts • Decrease in worker incidents and improved safety • Increase in product yields • Faster time to productivity
Energy utilities and service providers	• Give field workers the ability to communicate with remote experts in increasingly complex environments • Pre- and post-damage assessment capabilities • Preventive maintenance, Inspection, and repair • Remote training	• Lower operating expenses due to the ability to work with a reduced fleet and fuel costs • Improved employee productivity • Improved employee satisfaction • Faster time to productivity • Faster time to resolution
Healthcare	• Remote consultation and visualization • Remote research and development • Medical training and education	• Higher-quality training at a reduced cost • Reduced cost in healthcare visits • Increased learning and retention for doctors

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General questions

Q **How does Expert on Demand work?**

A Expert on Demand enables individuals wearing RealWear devices to leverage the Webex platform.

Q **What is required for me to purchase the Expert on Demand solution?**

A Three criteria are required:

1. Purchase the RealWear HMT-1 separately from channel partners
2. Webex Meetings entitlements for both experts and frontline workers
3. Purchase Webex Expert on Demand add-on for worker(s) using the RealWear device

Q **How do I install the Expert on Demand application on my RealWear HMT-1 product?**

A A customer will need access to Foresight cloud service and at least one HMT device. RealWear uses Foresight as a cloud service to deploy the software to the HMT. The customer can request a Foresight space on [RealWear's website](#). For production deployment, customers have the option to manage their devices on their own Mobile Device Management (MDM) platform.

Q **What languages does Expert on Demand support?**

A Currently, Expert on Demand supports English. Cisco plans to expand to Mandarin, German, Portuguese and Japanese in the upcoming v1.6 release. Cisco plans to expand additional language support, and will announce updates when available.

Q **Does Expert on Demand support Cisco Unified Communications Manager (UCM)?**

A No. There is no plan to register the RealWear HMT on Cisco UCM in the short term. However, UCM users and HMT users are still able to connect and meet.

Connectivity

Q **How is calling enabled?**

A The video calling is enabled by Wi-Fi.

Q **Are customers able to tether with a mobile phone hotspot?**

A Yes, a customer can tether their mobile phone hotspot or purchase a hotspot from their service provider.

RealWear HMT-1

Q **Who is RealWear and what does that company offer?**

A RealWear is our partner that manufactures the Head Mounted Ruggedized Tablet (HMT-1), a ruggedized Augmented Reality (AR) headset that frontline workers use to access Webex Expert on Demand.

Q **What is the cost of the RealWear HMT-1?**

A The cost for the HMT-1 is $2500 USD. The cost for HMT-1Z1 Intrinsically Safe is $6000 USD.

Q **What languages does the RealWear HMT-1 support?**

A HMT-1 supports English, Spanish, French, German, Italian, Portuguese, Russian, Mandarin Chinese, Japanese, Korean, Thai, and Polish.

Q **Are the devices a part of SolutionsPlus?**

A No, the HMT-1 headsets are not currently part of Solutions Plus.

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How do customers purchase the HMT-1?

The HMT-1 product can be purchased directly through RealWear's website or through channel partners.

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How ruggedized is the HMT-1?

HMT-1 is built to last in industrial environments. The HMT-1 has been tested and earned the following certifications:

- IP-66 certified (dust-proof and water-proof)
- 2-meter drop test onto concrete certified
- MIL-STD 810G

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Can the HMT-1 read bar codes or RFID?

Yes, it reads barcodes and RFID.

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What is the battery life of the HMT-1?

The HMT-1 has a large-capacity, removable rechargeable battery that is designed to last 9 – 10 hours through varied use. Batteries are hot-swappable to avoid downtime or lost progress while working. You can buy additional batteries and multi-party chargers for extended use.

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How much memory is available on the HMT-1?

The HMT-1 has 16 GB of internal storage, 2 GB RAM, and a MicroSD slot (the maximum card supported is 256 GB).

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How does the HMT-1 receive updates?

HMT-1 supports firmware Over-the-Air (OTA) updates, which are pushed out periodically. These can be downloaded and installed via the 'Wireless Update' app. Open the 'Wireless Update' application and say, 'Check for Updates'.