



Webex Expert on Demand and RealWear

Transform your frontline with hands-free collaboration

Empower your frontline workers with high quality, hands-free collaboration experiences.



Instantly connect your team with remote experts for real-time assistance to get work done, anywhere, anytime.

Frontline workers are the engine that powers your business



From field service technicians to doctors and nurses, frontline workers are critical to business processes and continuity.

But they may not have the technology they need to succeed

44% of frontline workers feel disconnected

27% of frontline workers feel underappreciated

Knowledge workers who comprise **20%** of the global labor market have plenty of collaboration tools.



Frontline and deskless workers make up the other **80%**. They still use point or analog solutions to collaborate.

It's time to take collaboration to new levels

Unlock the power of the Webex platform by connecting remote experts to the frontline, enabling them to see what the frontline worker is seeing while performing their job.



Expert on Demand integrated with RealWear turns the HMT into a voice-activated, assisted reality headset.

The ease and feature richness of Webex Expert on Demand combined with RealWear's hands-free devices deliver a seamless experience that transforms frontline collaboration to improve productivity, increase efficiency and reduce operational downtime.

For frontline workers:

- ✓ Real-time video with one or multiple experts
- ✓ Start a call through recent contacts, directory, and dedicated team space
- ✓ Join scheduled meetings
- ✓ Request help for immediate assistance
- ✓ Capture, share, and annotate images
- ✓ Integrate digital workflows

For remote experts:

- ✓ Full set of Webex App and Meetings capabilities
- ✓ Easily add additional participants on the fly
- ✓ Content sharing, annotation, and whiteboarding
- ✓ Flexible layout and stage view for meetings
- ✓ Recording

Webex Expert on Demand and RealWear are ideal for:



Field service support
Connect dispatched technicians with experts to diagnose and repair equipment fast.



Remote training
Save on travel and education costs with a virtual learning experience to onboard new hires and share knowledge.



Manufacturing assembly
Connect experts to operators for real-time troubleshooting and instructions for complex tasks.



Quality audits and inspections
Reduce travel expenses by providing vendors and customers remote access to facilities and equipment.



Car dealerships and service centers
Connect the dealership with specialists for faster maintenance and repairs, and improved customer satisfaction.



Healthcare
Enable specialists to guide doctors through an examination or surgery in real time to help enhance outcomes.

“By using RealWear and Cisco Webex Expert on Demand, we were able to improve our existing collaboration tools to work more efficiently. Remarkably, we increased first-time fix rates and improved the speed of getting to first-time resolution, all while significantly reducing travel expenses.”

—Klemens Fliri, IT-Systems Engineer Global UC & Leader, Hirschmann Automotive

Getting started is easy

1

Buy the RealWear device from select partners or [directly online](#)

2

Purchase or leverage existing Webex licenses for experts and frontline workers

3

Reach out to your sales account manager for the Expert on Demand add-on licenses

Ready to learn more?

[Read the FAQ](#)

[Watch the video](#)