

Webex Expert on Demand for Glass Enterprise Edition 2

Enabling hybrid work, empowering frontline workers

A collaborative, hands-free way for frontline workers to get high value work done

Webex Expert on Demand integrates with Glass Enterprise Edition 2 (Glass), a wearable device from Google, to help customers across multiple industries provide a first-person point of view and a more connected and seamless way to work together. The solution delivers a powerful remote assistance experience connecting the right experts to end-users from anywhere by leveraging video, screen sharing and voice control capabilities.



**Remote
support**



**Seamless
collaboration**



**Heads up
display**



**Gesture
touchpad**

Common challenges

- **Limited productivity:** Frontline workers may not have all the tools they need, delaying problem resolution and creating downtime
- **Compromised employee safety:** Lack of experts on site who can understand and fix issues, can impact health and safety
- **Poor business outcomes:** High turnaround time for problem solving leads to bad experiences, low productivity, and reduced profitability
- **Travel overhead:** Experts may be located remotely, requiring expensive travel to share knowledge and address issues
- **Dissatisfied workers:** Outdated technology may limit mobility, leading to frontline unrest and attrition
- **Limited access to instructions:** Dependence on paper-based manuals for training or repairs creates delays and potential errors
- **Security and privacy risks:** Unsecured communication can expose confidential company and customer information

Webex Expert on Demand for Glass combines two proven collaboration platforms to solve today's frontline challenges

- **Make better decisions:** Connect and collaborate with experts instantly by accessing contacts, company directory and team spaces from any part of the world when you need help
- **Minimize workplace risk:** Share frontline activity live with an expert and focus 100% on resolving the issue, to build situational awareness while keeping frontline workers safe
- **Connect teams anywhere:** Minimize travel costs with Webex Expert on Demand, enabling experts to share frontline workers' line of sight using Glass
- **Collaborate fast:** Reach experts 1:1 or get your whole team on a call in no time
- **Light, comfortable solution:** Experience 100% mobility with lightweight, wearable technology to work hands-free all day
- **Provide guided instruction:** Follow step-by-step instructions on the heads-up display and easily navigate using voice commands and a multi-touch gesture touch pad. Head movement to annotate to explain or comment.
- **Strengthen security:** Enjoy peace of mind with Webex platform's enterprise-class security



December 2021



Learn more about Webex Expert on Demand for Glass Enterprise Edition 2 here