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Webex Expert on Demand

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Webex Expert on Demand, powered by Webex, enables frontline workers to connect with subject matter experts across various fields and industries.

Please see the Announcements tab below for instructions you'll have to follow in preparation for upgrades that are coming soon to Webex Expert on Demand.

Expert on Demand aims to facilitate real-time advice, guidance, and assistance from professionals who possess specialized knowledge and skills. The solution is designed to facilitate knowledge sharing and problem-solving, enabling individuals or organizations to access expertise remotely without the need for a physical presence. Expert on Demand leverages the power of the Webex platform, supporting end-to-end encryption, screen sharing, 1080p capabilities, and much more, to enable seamless interactions between users and experts.

Using assisted reality (AR) hands free hardware capabilities, Webex Expert on Demand increases the availability of geographically dispersed experts and service teams at locations where you need them most while reducing physical travel. Frontline workers can use head tracking movements and voice commands—leaving their hands free—to join multi-party audio and video calls, getting real time guidance and sharing content and documents with real time annotations, leading to faster resolutions, improved experiences, and increased safety.

Update to Expert on Demand version 2.1

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: All customers should update to Webex Expert on Demand version 2.1 to avoid any issues with content sharing. This applies specifically to customers who have updated or are planning to update to the latest RealWear firmware version.

End of support for Google Glass

Starting with version 2.1, Google Glass is no longer supported by Expert on Demand as indicated in earlier announcements.

All Expert on Demand devices must be registered in Control Hub

IMPORTANT: If you are not able to complete your Expert on Demand-certified device registration in the Webex control hub before Jan 25th, 2024 (extended from Dec 15th 2023), end users will no longer be able to sign in and use the Expert on Demand application on RealWear devices.

Expert on Demand now available in the RealWear Marketplace

The Expert on Demand application is now available in the RealWear Marketplace.

Reach out for support

Should you have any questions or require assistance regarding license migration and the new customer-driven trial process, please reach out to rexar-pteam@cisco.com. At the same time, if you require any sales support, please follow this link and contact the appropriate Cisco support team within your region.

Expert on Demand version 2.0 is coming!

Version 2.0 of Expert on Demand is coming in October 2023 and will be available in the RealWear marketplace! Please check the **Release notes** and **What's new** tabs for information on all new features and enhancements.

We strongly recommend that our new and existing customers to update to version 2.0 from 1.9.x to enhance the overall experience and performance and to avoid possible service interruptions.

Prerequisites

To upgrade to Webex Expert on Demand 2.0 make sure you meet the following requirements:

- Access to the Webex Expert on Demand app in RealWear cloud.

- A Webex Expert on Demand paid or trial device licenses.
- Webex Control Hub administrator access.
- XoD devices onboarded and registered in Control Hub. See **Manage Expert on Demand devices** in the **Admin guide** tab for details.

Per-Device license migration

As part of our commitment to continually improving our services, we have announced End-of-Sale and End-of-Life for Webex Expert on Demand named User-based Licensing on June 30th, 2022 (please see the announcement). Expert on Demand device licensing is already available, so we encourage all our existing paid user named Webex Expert on Demand license customers to migrate to per device-based licenses before **Jan 25th, 2024** (extended from **Dec 15th 2023**).

If you are not able to complete your migration before

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), you will no longer be able to use Expert on Demand onboarding capabilities in Webex Control Hub, and your end users will no longer be able to sign into and access Expert on Demand.

To migrate to device-based licenses, please see this link and contact the appropriate Cisco support team, and they will guide you through the necessary steps.

or any specific queries or support on license migration, please reach out to

rexar-pteam@cisco.com

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For more information, see **Migrate to device-based licensing** in the **Admin guide** tab.

New customer trial process

For both existing and new Webex Expert on Demand trial customers we are announcing a new automated trial process including five (5) device licenses for a 60-day trial period. This trial will be applicable to all existing and new trial customers starting in **October 2023**.

We request all the existing and new Webex Expert on Demand trial customers to check below mentioned steps which explains the trial licenses accessibility and the process to register the RealWear devices in Webex Control hub for 60-day trial.

The following terms apply:

- The 60-day trial window starts once an administrator adds the first device.
- If no commercial licenses were bought during the trial period, the trial devices are automatically moved to an expired state after 60 days.
- Upon expiration of the trial period, you'll need to transition to a production device license to continue using the Webex Expert on Demand application.

Prerequisites

To access a Webex Expert on Demand trial, you'll need the following:

- A RealWear hardware device such as a Nav500, NAV 520, or HMT-1.
- RealWear device serial numbers for registration.
- Access to Webex Expert on Demand app version 2.0 from the RealWear cloud.
- Webex Control Hub administrator access for Expert on Demand device onboarding and trial license management.
- A Webex user license.
- Expert on Demand devices onboarded and registered in Webex Control Hub.

Licensing notes

Please keep the following licensing notes in mind:

- For existing Expert on Demand Customers with paid Webex Expert on Demand device licenses subscription, all existing licenses are mapped to added devices.
- If the devices added exceed the number of licenses purchased, then those devices are moved to a trial state with a trial period set to 60 days (for the migration period only).
- After expiration of the 60-day trial, those devices are marked expired in the absence of additional paid licenses.
- Users aren't allowed to add new devices until **all the devices** in the trial state are mapped to Expert on Demand Device License Subscriptions.
- After the 60 days trial period has expired, all the devices in the trial state are moved to an expired state.

For information on onboarding new devices, see **Manage Expert on Demand devices** in the **Admin guide** tab.

Manage integration access in Control Hub

We are introducing a specific change to enhance Webex Expert on Demand integration user accessibility control through Webex Control hub. Webex administrators can now allow or deny access to Expert on Demand integrations for everyone in the organization or, if they have the Pro Pack for Control Hub, configure access to Expert on Demand integrations for specific users. This capability will be available for Expert on Demand beginning in **October 2023**.

> Customers who don't allow all integrations by default in Webex Control Hub must follow the instructions below, otherwise end users will not be able to sign-in to Webex Expert on Demand. We recommend allowing access to the Expert on Demand integration to all, so your Webex domain users can access the integration.

Prerequisites

To administer integrations, you must meet the following requirements:

- A Webex Control Hub administrator account.
- **OPTIONAL:** If you want to control Expert on Demand integrations for specific users, a Webex Control hub Pro-Pack. See Pro Pack for Control Hub.

For information on onboarding new devices, see **Manage Expert on Demand integrations** in the **Admin guide** tab.

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