



What's New 'Cliff Notes'

Smart Hands 2021.2

Smart Hands 2021.2 release delivers a set of new features enhancing the Equinix Smart Hands Order experience.

Smart Hands Messaging Beta

In this release, the Smart Hands Messaging Beta feature is now available to send/receive messages to/from Equinix technicians when your order status is **In Progress**. This feature can be enabled in the Order Entry form by selecting **Enable Messaging with technician when work is in progress**. You can send/receive messages from the Orders and Tickets History Beta dashboard, or through the Activity Timeline of a specific ticket. Learn how to use this feature on [Smart Hands Messaging](#).