



What's New 'Cliff Notes'

Smart Hands 2022.1

Smart Hands 2022.1 release delivers a set of new features enhancing the Equinix Smart Hands Order experience.

Order Status

In this release, Order Status brings a graphic visualization of your order status and progress. Bundled orders and order details are displayed on the dashboard to easily track all the information for a placed order.

Order Modifications

You can now add additional notes to your order requests at any time, asking for any modifications.

User Messaging

With this release, Smart Hands Messaging is available to all users on request, to communicate with Equinix technicians in real-time, while they are working on your requests.

Smart Hands Video Limited Release

The new Smart Hands Video limited release allows you to interact with Equinix technicians through video conferencing in real-time, as they work on your order request. This feature can be enabled in the Order Entry form by enabling Request a video conference.