Remote Expert Administration Console (REAC)

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Chapter Overview

This chapter is intended for administrators who will install, configure, and manage the Remote Expert Administration Console (REAC). This chapter explains how an administrator will add and modify locales, expert types, experts, video files, content images, documents, session result questions and answers, and customer pods (kiosks).

Topics in this chapter include:

- "Introduction"
- "REAC User Interface (UI)"
- "Configuring a Locale"
- "Configuring an Expert Type"
- "Configuring an Expert"
- "Configuring a Video"
- "Configuring Content"
- "Configuring a Document"
- "Configuring a Kiosk"
- "Configuring Links for mREAD"
- "Viewing Session Information"
- "Viewing the Status of the Databases"
- "Managing a LongPen Tablet"
- "Managing Licenses"
- "Configuring Session Result"
- "Managing Users"
- "Configuring Connected Justice Segment Information"
- "Generating Session Reports"
- "Uploading Images to REAC"
- "Cleaning the Call Cache"

- "Downloading the Document Camera Application File"
- "Setting Document Camera Predefined Zoom Buttons for Agents"
- "Downloading Logs"

Introduction

The Cisco® Remote Expert Administration Console (REAC) application provides a graphical user interface for remotely administering the components of the Remote Expert (RE) solution. RE administrators can remotely provision new customer sites, configure expert types representing Cisco Unified Contact Center Express (UCCX) and Unified Contact Center Enterprise (UCCE) queues, experts, and content used during the session, or configure survey questions displayed at the Remote Expert Interactive Controller (REIC) at the end of the session.

REAC User Interface (UI)

Browser Compatibility

REAC is compatible with multiple browsers and versions including Internet Explorer (IE) 8-9 and Mozilla Firefox 4-10 or 21.

Note   If you access the REAC using a browser other than IE 8-9 or Firefox 4-10 or 21, you may encounter the warning message "Browser not supported. See all supported browsers." with a down arrowhead.

Admin Username and Password

The Admin username and password are **admin** by default. The Admin password can be changed after logging into the REAC.

To change the password, follow these steps:

Step 1   Click the down arrow next to admin in the upper right corner and choose **Change Password**.

Step 2   In the Change Password dialog box, enter **admin** for the Current Password field. Then enter a new password in the Password Text and Confirm Password fields. Click **Change**.

Access the REAC UI

Step 1   To access the REAC UI, enter its URL into a supported web browser. Its URL is the REM hostname or REM IP address followed by "/reac": **https://<hostname>:8443/reac** or **https://<REM_IP>:8443/reac**.

Note   The hostname needs DNS update to map to the REM's host address.

The REAC login page appears.

Step 2   Enter the username in the Username field.

Step 3   Enter the password in the Password field.

Step 4   Click the **Log In** button.

The REAC UI home page will appear.

Note   By default, the user will be logged out of REAC if the session is idle for more than 45 minutes.

REAC Home Page and Tabs

The home page displays tabs that the administrator can edit to configure the REM.

The tabs are:

1. Locale – By default this tab is displayed as the home page after log in. In this screen, an administrator can configure language variants that customers can use in the REIC.

2. Expert Type – An administrator will configure various expert UCCX/UCCE pilot numbers to be displayed on the REIC. An administrator can also configure queue videos, caption, and images for various expert types.

3. Expert – An administrator configures remote experts.

4. Video – In this screen, an administrator adds video files and modifies settings for those videos that will be used by the remote experts during sessions. An administrator can also configure the default On Hold video to be displayed on the REIC.

5. Content – An administrator can configure the times throughout the week when a static graphic image or a content URL is to be displayed on the TP screen when the customer pod is idle.

6. Document – An administrator uploads document files to the REM in this tab. The documents appear in the agent's READ. The agent can then print these documents to the printer in the customer pod.

7. Kiosk – An administrator configures new customer pods with TP information, IEC information, and supported and default Locales information.

8. Link – An administrator adds quick links to the company website or application containing Mobile Advisor libraries in the code so that an agent using mREAD can share the website or application with a customer who is connecting to the video call using his or her mobile device or PC.

9. Session – The administrator can view past calls and access their audio recordings.

10. DB Cluster – The administrator can view the status of the Postgres databases for the given nodes.

11. LongPen – The administrator can view the status of the LongPen tablets and writers.

12. Licensing – The administrator can upload Remote Expert Agent licenses. A license is required for each agent.

13. Session Result – An administrator can add and modify survey questions that will be displayed on the customer pod at the end of a session in order to collect session results from customers. An administrator can add and modify agent questions that agents can provide in READ or eREAD.

14. Manage Users – The administrator can create new Administrator and Guest privilege logins for the REAC.

15. CJ Configuration – RE for Connected Justice deployments will show this tab. An administrator uses this screen to configure the court room details that are seen by interpreters in the Click To Call interface.

16. Report Tool – An administrator can generate and download agent session and customer session reports as well as session information with customer follow up reports.

17. Upload Image – The administrator can upload an user interface (UI) image from their local machine.

18. Clean Call Cache – The administrator can clean the call cache of a kiosk if a session hangs.

19. Download Snapshot Capture – The administrator uses this page to download the file for the document camera application that is installed on the agents' workstations.

20. Document Camera – The administrator uses this tab to set up four predefined zoom buttons on the document camera application.

21. Download Logs – The administrator downloads logs from REAC, RESC, READ, and the Tomcat service as well as a list of RE events.

Filter

On pages that contain tables, such as the Locale, Expert, Expert Type, Video, Content, Document, Kiosk, Link, Session, and Session Result pages, a Filter button appears in the upper right corner of the tables.

Click the **Filter** button to view filter fields above the columns of that table.

If you want to filter the entries of a particular column, enter a value in the filter field above the column. Only the entries containing that value will be shown. For example, if the term "french" is entered in the filter field above the Locale column, only the entries belonging to the French Locale will be displayed.

To show all entries, clear the search field by clicking the X within the filter field.

You can also use the filter to sort columns that contain numerical values. For example, the IEC Serial Number column in the Kiosk page can be sorted either with the lowest number first or highest number first. Click the arrow in the upper right corner of the filter to sort the entries.

If you want to hide the filter fields, click the **Filter** button again.

Configuring a Locale

Locales are the languages that the customer pods support. One locale is the default locale. Other locales can be made available to a customer pod when configuring it.

A Google Translate API is included with the solution. The API provides a translation of the default English customer pod screen text to dozens of languages.

Note In order for the translation to occur using the Google Translate API, the REM server must have access to the Internet.

Add a Locale

To add a new locale, follow these steps:

Step 1   Click the **Locale** tab.

Step 2   Click the **Add** button.

The Add Locale dialog box appears.

Step 3   From the Locale drop-down list, choose a locale.

Step 4   Enter a description of this locale in the Description field.

Step 5   Click **Browse** next to the Image field to find and upload an image for the language button that will appear on the customer pod's home screen.

Step 6   Click **Add/Modify Message Bundle** to view the Resource Bundle file.

The Locale Properties pop up window will open and display the Locale Properties for that particular language.

Step 7   If you have uploaded images into REAC using the Upload Image tool (see the "Uploading Images to REAC" section of this chapter for instructions and information), replace the file names with those that were generated by the Upload Image tool.

> **Note**   Only enter the last part of the URL generated from the Upload Image tool starting from "/images/".

Step 8   Now you will verify the translation.

- If the REM server has access to the Internet, a translation of the text will replace the original English text.

    – If you are satisfied with the results of the Google translation, scroll to the bottom of the window and click the **Update** button. Click **Add** to add the new locale.

    – If you want to modify some or all of Google's translations:

    a. Replace Google's translations in the text fields with your own translations.

    b. When finished, scroll to the bottom of the window and click the **Update** button.

    c. Click **OK** in the Info pop up box.

    d. Click the red round button in the upper left corner to close the Locale Properties window.

    e. Click **Add** to add the new locale.

- If REM server does not have access to the Internet, you will see a message that the Google server is not accessible.

    a. Click **OK** to proceed with manual translation.

    b. In the Locale Properties pop up window, replace the English text with translations.

    c. When you have finished translating, scroll to the bottom of the window and click the **Update** button.

    d. Click the red round button in the upper left corner to close the Locale Properties window.

    e. Click **Add** to add the new locale.

Modify a Locale

To modify an existing locale, follow these steps:

Step 1   Click the **Locale** tab.

Step 2   Click the **Modify** button.

The Modify Locale dialog box appears.

Step 3   Make changes.

Step 4   Click the **Update** button to save the changes.

Configuring an Expert Type

The Expert Type screen displays the list of expert types configured in the REM. These expert types are the UCCX/UCCE pilot numbers where the call is queued and then redirected to the next available agent (expert) under the respective expert type configured in the UCCX/UCCE.

Note   In 1.9.x, the images for the expert types no longer need to include text to identify their expert type. A captions field has been added to the Expert Type dialog box to allow an administrator to add the captions that will appear below the images.

Add an Expert Type

To add a new expert type, follow these steps:

Step 1   Click the **Expert Type** tab.

Step 2   Click **Add**.

The Add Expert Type dialog box appears.

Step 3   To create a new expert type, enter a name such as "Mortgage Origination" in the Expert Type field. Other examples of expert type names are "Commercial Banking" and "Wealth Management". Otherwise choose the **Help** or **Reschedule** expert type by clicking the drop-down menu in the Expert Type field.

Step 4   Enter the pilot number of the expertise from UCCX/UCCE in the IVR Phone Number field. To view the field's parameters, click the field.

Note   The ExpertType+Locale combination should be unique and the IVR number for the expert type should be same irrespective of the locales. For example, if the "Commercial Lending" expert type group has four locales (English, Spanish, French, and German) then the IVR number for the "Commercial Lending" group should be same for all locales.

Note   The help number can be a hunt group number in CUCM with which any call for help can be sent to the help desk team who are not part of UCCX/UCCE.

Step 5   From the Locale drop-down list, choose the locale for this expertise; the locale corresponds to the language that the experts speak. The expertise will be triggered from the customer pod based on the locale chosen.

Step 6   Choose a Queue Video, which is also known as the Wait Video. This video will be shown on the customer pod when the customer initiates a call from the customer pod using the given Expert Type. Refer to the "Configuring a Video" section for instructions on how to add these videos. If no video is chosen, the default Queue Video will be streamed.

Step 7   Enter text for the caption that will appear below the image for the expert type on the customer pod screen. The same caption will also replace <<EXPERT_TYPE>> in the screen.call.connecting message inside the Locale Properties window.

Step 8   Click **Browse** to find and upload an image without a caption so that it is language-neutral. The image will appear on the customer pod screen to represent this expert type. The caption entered above will appear below this image on the customer pod screen.

Step 9   Click **Add**.

Modify an Expert Type

To modify an existing Expert Type, follow these steps:

Step 1   Click the **Expert Type** tab.

Step 2   Choose the expert type record that you want to modify and click its radio button.

Step 3   Click **Modify**.

The Modify Expert Type dialog box appears.

Step 4   Make the necessary changes.

> ✎
> **Note**   If you modify the IVR Phone Number, it will update the phone number for all entries of that expert type. For example, suppose the Commercial Lending expert type has the IVR phone number 1133. If it is changed to "1111" in the Spanish entry, the IVR phone number will also change for English, French, and German.

Step 5   Click **Update** to save your changes.

Delete an Expert Type

> ✎
> **Note**   If a call made from the selected Expert Type is still active, it cannot be deleted.

To delete an Expert Type, follow these steps:

Step 1   Click the **Expert Type** tab.

Step 2   Select the expert type to be deleted.

Step 3   Click the **Delete** button.

A warning message appears.

Step 4   Click **Ok** to delete the Expert Type.

Configuring an Expert

The Expert tab displays all the call center agents designated as remote experts in the Remote Expert Manager. Experts are the agents configured in CUCM as end-users with IPCC DNs assigned to them. They will be assigned to different skill group or resource group in UCCX/UCCE so that they can receive selective calls. Please refer to the respective UCCX/UCCE SRND for more information on agent routing.

Registration Status

The Registration Status column indicates whether the expert has been successfully registered in the CUCM. If the box is green, the agent is registered. If the box is red, the agent is not registered or the Directory Number (DN) is incorrect. The Administrator can update the expert's registration status by clicking the **Refresh Registration** button.

When there is a dual node setup (i.e. high availability (HA) is used), two columns will be shown under Registration Status. Each box represents a particular REM node. If one of the REM nodes is down, then the corresponding status column will be red for all given experts.

Add an Expert

To add a new Expert, follow these steps:

Step 1   Click the **Expert** tab.

Step 2   Click **Add**.

The Add Expert dialog box appears.

Step 3   In the Directory Number field, enter the IPCC DN assigned to the expert in the CUCM end-user configuration. The call will be made to this number.

Step 4   Click **Add**.

Modify an Expert

To modify the DN of an existing Expert, follow these steps:

Step 1   Click the **Expert** tab.

Step 2   Choose an expert's radio button.

Step 3   Click **Modify**.

The Modify Expert dialog box appears.

Step 4   Edit the Directory Number field.

Step 5   Click **Update**.

Delete an Expert

Note   If the selected expert is on an active call, then that expert cannot be deleted.

Step 1   Click the **Expert** tab.

Step 2   Choose the expert to be deleted.

Step 3   Click the **Delete** button.

A warning message appears.

Step 4   Click **Ok** to delete the expert.

Configuring a Video

The Video tab displays the videos in REM. It is also used to set the On Hold video.

There are three types of videos that you will add in this tab:

1. Wait/Queue video(s): This video is displayed on the customer pod when the customer initiates a call from it. Different Queue videos can be chosen for different expert types. Queue videos are first added in the Video tab and then the administrator can assign them to expert types in the Expert Type tab.

   Note   The scheme for default wait video is changed to HTTPS in the sql script itself. This URL is provided until the customer assigns a different wait video and is not applicable for video hosted in AMS.

2. On Hold video: The REM always requires a default On Hold video to be designated in the system. When the first video is added to the REM, this field is set to "Yes" by default, making it the On Hold video. When a customer call is put on hold by the agent, the customer pod will display the On Hold video.

   Note   At any one time there can be only one system-wide default On Hold video.

   Once a video has been designated as the On Hold video, you cannot change its On Hold Video setting to "No". Instead, you must set another video as the On Hold video; this video will then become the new default On Hold video for all agents. However an expert may select any one of the

available videos in READ as the On Hold video for the current session. After the end of the session, the agent-chosen On Hold video reverts back to the default On Hold video for all subsequent sessions.

3. Product and service videos: These videos can be streamed by the agent to the customer pod during sessions.

Add a Video

To add a new video, follow these steps:

Step 1 Click the **Video** tab.

The Videos list is displayed.

Step 2 Click **Add**.

The Add Video dialog box appears.

Step 3 Enter a category name in the Category field.

Step 4 Enter a description of the video in the Description field.

Step 5 If this video should be the video that streams when a customer is placed on hold, choose **Yes** from the On Hold Video drop-down list.

> **Note**   If this is the first video added to the REM, this field will be set to "Yes" by default, making this video the default On Hold video.

Step 6 Enter the URL in the Video URL field. Refer to Appendix A for information regarding the Video URL.

Step 7 Click **Browse** to upload a thumbnail image that will be used to visually represent the video in the remote expert's READ.

> **Tip**   Use a thumbnail image converter to create thumbnail images for all the videos.

Refer to the *Cisco Remote Expert Manager READ, eREAD, and mREAD User Guide* for more information.

Step 8 Click **Add**.

Modify a Video

To modify an existing video, follow these steps:

Step 1 Click the **Video** tab.

Step 2 Choose a video and click its radio button.

Step 3 Click **Modify**.

The Modify Video dialog box appears.

| **Step 4** | Edit the fields if necessary. |
| **Step 5** | Click **Update**. |

Delete a Video

✎

Note If the selected video is being streamed on an active call, then that video cannot be deleted.

Step 1	Click the **Video** tab.
Step 2	Choose the video to be deleted.
Step 3	Click the **Delete** button.
	A warning message appears.
Step 4	Click **Ok** to delete the video.

Configuring Content

The purpose of this tab is to upload static graphic images, also known as dual content images. A static image or a content URL will be displayed on the TP at the customer pod when no Remote Expert session is in progress. Only one image is displayed at a time but multiple images can be scheduled to display at different times or days.

The image types are listed in the REAC Properties file that is located under the terminal user interface (TUI) account: Main Menu > REM Server Administration > Edit REM Templates > a) REAC Properties. The images can contain branding (e.g. company logo), the name of this solution (i.e. "Remote Expert"), hours of operation, and important announcements. An image can be displayed on all days or just certain days.

The graphic image appears on the TP according to the IEC's time zone. All the IECs configured in REAC will show the same images configured for a particular time slot.

Add a Content Item

To add a new content item for the TP, follow these steps:

Step 1	Click the **Content** tab.
Step 2	Click **Add** in the Content screen.
	The Add Content dialog box appears.
Step 3	Enter a name in the Name field.
Step 4	Supply an image.

- If you wish to supply an URL instead of uploading an image file, uncheck the Upload image checkbox and then enter the URL in the Content URL field. You can enter the URL of a web page (e.g. http://dualcontent.com/index.html) that contains a full-screen image or the URL of an image uploaded into REAC. (See the "Uploading Images to REAC" section of this chapter on how to upload an image to REAC and generate its URL.)

- If you wish to upload an image rather than supplying an URL, check the Upload image check box and then click **Browse** to find and upload an image that will appear on the customer pod's TP.

Step 5   From the Day of Week drop-down list, choose which day the image should appear or All Days.

Step 6   In the Starts From field, enter the time in hours, minutes, and seconds that the image should start displaying.

Step 7   In the Ends At field, enter the time in hours, minutes, and seconds that the image should stop displaying.

Step 8   Click **Add**.

The image will appear on the TP at the customer pod according to the day and time configured.

Modify a Content Item

To modify a content image, follow these steps:

Step 1   Click the **Content** tab.

Step 2   Choose the content item that you want to modify.

Step 3   Click **Modify**.

The Modify Content dialog box appears.

Step 4   Edit the fields as necessary.

Step 5   Click **Update**.

Delete a Content Item

Step 1   Click the **Content** tab.

Step 2   Choose the content item to be deleted.

Step 3   Click the **Delete** button.

A warning message appears.

Step 4   Click **Ok** to delete the content item.

Configuring a Document

The purpose of the Document tab is to upload documents that can be printed at a customer pod's printer that is connected to an IEC or shared with a customer who is using a mobile device. The uploaded documents are visible in READ, eREAD, and mREAD. The document types supported, such as text, txt, pdf, jpg, jpeg, png, bmp, gif, jfif, and jpe, are listed in the REAC Properties file located under the TUI account: Main Menu > REM Server Administration > Edit REM Templates > a) REAC Properties.

Add a Document

To add a new document, follow these steps:

Step 1   Click the **Document** tab.

Step 2   Click **Add**.

The Add Document dialog box appears.

Step 3   Enter a category name in the Category field.

Step 4   Enter a description in the Description field.

Step 5   Click **Browse** to find and upload a document file.

Step 6   Click **Add**.

Modify a Document

To modify a document, follow these steps:

Step 1   Choose a document radio button in the Document tab.

Step 2   Click **Modify**.

The Modify Document dialog box appears.

Step 3   Edit the fields as necessary.

Step 4   Click **Update**.

Delete a Document

Note   If the selected document is being shared on an active call, then that document cannot be deleted.

Step 1   Click the **Document** tab.

Step 2   Choose the document to be deleted.

Step 3   Click the **Delete** button.

A warning message appears.

Step 4 Click **Ok** to delete the document.

Configuring a Kiosk

The Kiosk tab displays all the branch sites added to the REM. The kiosk or customer pod is the customer facing touch screen that the customer touches to initiate a call.

Note An IEC's IP address and maintenance code are displayed in the Kiosk table. After a Kiosk has been added, the maintenance code is automatically pulled from the IEM and populated into the table. An IEC's IP address and maintenance code are required for VNC co-browsing. When the agent clicks the **VNC Co-browsing** button on READ, REM pulls the IEC's maintenance code from REAC to enable the IEC's VNC viewer.

Add a Kiosk

To add a new kiosk or customer pod, follow these steps:

Step 1 Click the **Kiosk** tab.

The Kiosk table appears.

Step 2 Click **Add**.

The Add Kiosk dialog box appears.

Step 3 Enter a name in the Kiosk Name field. This name should match scheduler account name (e.g. exchange 2008). These names need not to be same as in the IEM, but it is recommended to have uniform naming across the various configurations.

Step 4 Enter a description in the Description field.

Step 5 Enter an email address in the Local Support Mail-Id field. This email account will receive notification if errors are detected with the customer pod.

Tip Use commas to separate valid email addresses. Do not include spaces.

Step 6 Choose the video endpoint type from the Host Type drop-down menu. If using an IEC for a video endpoint, choose **SIP**.

Step 7 Enter the IP address of the branch TelePresence (TP) video endpoint in the TP IP Address field.

Step 8 Enter the branch TP directory number registered in the CUCM in the Directory Number field.

Step 9 In the IEC Serial Number field, enter the unique serial number of the IEC device used for this customer pod.

Step 10 In the Select Locale check boxes, put checkmarks next to the locales that the customer pod should support. Then click **Done**.

Step 11   If more than one locale was chosen, choose the default locale in the Default Locale drop-down menu. The customer pod's home screen will appear in the language of the default locale.

> **Note**   For 1.9.x, only four locales are supported for each kiosk.

Step 12   From the Select Tablet drop-down list, choose the LongPen tablet to be used in the customer pod.

Step 13   Click **Add**.

Modify a Kiosk

To modify the settings of a customer pod, follow these steps:

Step 1   Click a kiosk radio button in the Kiosk tab.

Step 2   Click **Modify**.

The Modify Kiosk dialog box appears.

Step 3   Edit the fields as necessary.

Step 4   Click **Update**.

Step 5   Now you will need to reboot the IEC. In the Kiosk tab, choose the modified kiosk and click the **Restart** button.

When the IEC is rebooted the following message appears in a pop up box: "The request to restart Kiosk has been delivered". Click **Ok** to continue.

> **Tip**   If the IEC at the customer pod does not reboot, the IEC can be rebooted manually. Refer to the *Cisco Interactive Experience Client Series 4600 User Guide* for instructions on how to reboot an IEC manually.

View Kiosk Health

To view information about the health of the kiosk, follow these steps:

Step 1   Choose a kiosk.

Step 2   Click the **Health** button.

The Kiosk Health window opens.

Step 3   When you have finished viewing the information, click the **Close** button.

Delete a Kiosk

Note   If the selected kiosk is currently on an active call, then that kiosk cannot be deleted.

Step 1   Click the **Kiosk** tab.

Step 2   Choose the kiosk to be deleted.

Step 3   Click the **Delete** button.

A warning message appears.

Step 4   Click **Ok** to delete the kiosk.

Configuring Links for mREAD

The mREAD page in Cisco Finesse allows agents to share quick links to the company website or application with customers who are conducting video calls using either an application on an iPad or Google Chrome on a PC. These "quick links" allow the agent to move quickly between pages on their corporate website. When the agent clicks on a quick link, the page or application is displayed on the customer's screen and then the agent and customer can co-share it.

External web links (i.e. public URLs such as www.google.com) cannot be shared with mobile customers. Only internal links on the corporate website are supported in mREAD. Internal links are links that go from one page on a domain to a different page on the same domain.

Criteria for URL co-sharing:

* Link co-sharing on the customer's browser or mobile application only works if the HTML or application code includes the Mobile Advisor libraries (i.e., only web pages and mobile applications where the fcsdk js included will be able to participate in co-sharing).

* The Mobile Advisor libraries should be included in the HTML header across all web pages of the co-shared website. Then, since the javascript is added in the header, all internal pages will have the fcsdk libraries.

* While co-sharing, if the agent or customer clicks on a link that does not have fcsdk libraries, all collaboration will stop.

* URLs need to be added in REAC with the HTTPS scheme (e.g. https://......).

* Current browsers do not usually allow mixed content such as loading HTTP within a page loaded over HTTPS.

* Public sites such as Google and Yahoo are configured not to be loaded on SSL in IFRAMEs. In a maclient application, the LiveAssist page is loaded in an IFRAME.

* Failure to load external URLs are browser and SDK related and have nothing to do with the maclient application.

Administrators must first add the links to the Link tab in REAC in order for agents to see these quick links in mREAD.

Add a Link

Step 1   Click the **Link** tab.

The Links list is displayed.

Step 2   Click the **Add** button.

Step 3   In the Add Link dialog box, enter a name for the link in the Link Name field.

Step 4   Enter the URL of the link in the Link URL field.

Step 5   (Optional) Enter a description of the link.

Step 6   Click **Add**.

Modify a Link

Step 1   Choose a link in the Link tab.

Step 2   Click the **Modify** button.

Step 3   In the Modify Link dialog box, replace the URL.

Step 4   Click **Update**.

Delete a Link

Step 1   Choose a link in the Link tab.

Step 2   Click the **Delete** button.

Step 3   A warning message appears.

Step 4   Click **OK** to delete the link.

Viewing Session Information

In the Session tab, the administrator can view the past calls made using the REM. The administrator can also access the audio recording made for each call.

Click the **Session** tab to view the list of sessions.

By default, the sessions are sorted by status with active calls on top (i.e. Completed, On Hold, and Abnormal Disconnect) and with start time in descending order.

Help Popup Window

The Session page contains a Help button which when clicked opens a popup window. This Help window contains information to help you filter the sessions and find what you need.

Sort the Sessions List

Sort the data by clicking a column heading. Sorting is always done first based on status and then based on the user-selected column.

Use the Scroll Bar to View All the Records

Initially only 25 records are displayed in the list. If you want to view more records, use the scroll bar.

Use Quick Filtering

Quick filtering is a feature that sorts the Start Time, End Time, Agents, and Kiosk DN fields.

Choose **Quick Filter** from the drop down list or click the **Quick Filter** icon.

- Start Time or End Time: Use the format yyyy-MM-dd HH:mm:ss.
- Experts: Enter a number that is contained within the Expert DN.
- Kiosk DN: Enter a number that is contained within the DN.

Refresh the Sessions List

Click the **Refresh** button to fetch all the latest records.

View Details of a Call

Select a record and click **View Details**. The Call Details window will open with the details for the selected RE session.

Play Audio Recording of the Call

To play an audio recording of a call, you will need the following:

- Apple QuickTime Player plug-in for your browser
- Credentials for the media server where the audio recordings are being stored

Step 1   In the Call Details dialog box, double-click the call record.

Step 2   In the QuickTime Internet Authentication pop up box, enter the username and password of the media server.

Step 3   Click **OK**.

Pause and Resume an Active Recording

REM supports both MediaSense (MS) version 9 and 10. The administrator can configure the MS version in the REM Properties file (see the "Modify the REM Properties File" section in the *Cisco Remote Expert Manager Installation Guide*).

For REM 1.9.x deployments using MS 9:

- REM 1.9.x will playback both active and completed recordings.
- REM 1.9.x can pause and resume an active recording:
  - To pause an active recording, click the **Pause** button within the Call Details window.
  - To resume a paused active recording, click the **Resume** button within the Call Details window.

> **Note**   If you pause and resume an active recording while continuously listening to it, use the pause and resume buttons in the Apple QuickTime player to continue listening to the active recording. Alternatively, you should close the Call Details window and launch it again to listen to the recording.

For REM 1.9.x deployments using MS10:

- REM will only support completed recordings for G.711 and AAC-LD for MS10.
- REM will not be able to monitor active recordings for G.711 and AAC-LD for MS10.
- REM will not be able to pause and resume an active recording.

Viewing the Status of the Databases

The DB Cluster tab allows the administrator to view the current status of the REM databases.

To view the database status, follow these steps:

Step 1   Click the **DB Cluster** tab.

Step 2   Look at the database status as indicated in the DB Cluster Nodes Column.

If status shown is green, then the Postgres Database is running properly. If the status shown is red, then the Postgres Database is not up and running. If that is the case, you should activate the database to get the database to run properly. Follow Steps 3-5 to activate the databases that are not up and running.

Step 3   Ensure that the Postgres process in running on the given REM node. See Appendix B for instructions on how to check if the Postgres Database process is running correctly.

Step 4   Choose the database that you want to activate by clicking the radio button next to its name.

Step 5   Click the **Activate** button.

Managing a LongPen Tablet

The administrator can check the health of the LongPen Tablets and Writers and restart them by using the LongPen tab of the REAC.

To restart a tablet, follow these steps:

Step 1   Click the **LongPen** tab.

Step 2   Choose the tablet.

Step 3   Click the **Restart Tablet** button.

Managing Licenses

Each expert requires a license. You cannot add an expert if there is not an available license. An error message will appear on the Expert page if you try to add an expert without sufficient licenses.

The number of available licenses and the number of used licenses are indicated in the bottom half of the Licensing page.

You will need the following to add licenses to REAC:

- MAC address(es) of the REM server(s)
- The number of remote experts
- License file

Obtain the REM Server's MAC Address

To obtain the REM server's MAC address, you will need to use a terminal emulator such as PuTTY.

Step 1   Open a terminal emulator such as PuTTY.

Step 2   Enter the REM server's IP address for the host.

Step 3   Enter **22** for the port number.

Step 4   Choose **SSH** for the connection type.

Step 5   Click **Open**.

Step 6   When connected, type **installer** for the login and press the Enter key.

Step 7   Type the password and press the Enter key.

Step 8   In the Main Menu, type **a** to choose System Settings.

Step 9   In the System Setting menu, type **d** to choose System Information.

Step 10   Scroll up and find the HWaddr (MAC) address.

Step 11   Copy the address.

Generate a License File

After you purchase the licenses, you will need to generate a license file that will be uploaded into REAC.

Step 1   Log into www.cisco.com with your customer or partner credentials.

Step 2   Purchase Remote Expert Agent licenses.

Step 3   Go to the Cisco Licensing site at https://tools.cisco.com/SWIFT/LicensingUI/Home.

Step 4   On the Product License Registration home page, click the green **Continue to Product License Registration** button.

Step 5   Click the **Start License Wizard** button.

Step 6   Enter the PAK numbers in the field.

Step 7   Enter the MAC address of the REM without the colons (e.g. 00000C11BB22). If there are two REM servers, separate the two MAC address with a space (e.g. 00000C11BB22 00000C33DD44)

Step 8   Click the **Assign** button and then click **Next**.

Step 9   Enter your email address. This email address will receive the license file.

Step 10   Check the **I agree with the Terms of the License** check box.

Step 11   Click the **Get License** button.

A green checkmark indicates that the request was successful. You will then receive an email with the license file. The license file is required to add licenses to the REAC.

Upload the License File

After you have received the license file, you will upload it into the REAC.

Step 1   Choose the **Licensing** tab.

Step 2   Click the **Upload License** button.

Step 3   In the Add License dialog box, click the **Browse** button.

Step 4   Find the license file and click **Open**.

Step 5   Click the **Upload** button.

Modify a License

If there is a problem with the license file, you can upload a replacement or updated file.

Step 1   Choose a license file.

Step 2   Click the **Modify** button.

Step 3   In the Replace/Update License dialog box, click the **Browse** button.

Step 4   Find the license file and click **Open**.

Step 5   Click the **Replace** button.

Note   The Modify License feature will only replace the content of an existing license file. The license file name cannot be changed once it is uploaded.

Delete a License

Step 1   Choose the license to be deleted.

Step 2   Click the **Delete** button.

A warning message appears.

Step 3   Click **Ok** to delete the license.

Configuring Session Result

The Session Result tab contains the session result questions and answers that are displayed on the customer pod after the call is disconnected from the expert. The Session Result Question tab displays the survey questions, their locales (i.e. English or Spanish), and the type of answers (e.g. multiple choice) possible.

All the IECs will show the same set of questions and answers.

Add a Question

There is no limit to the number of questions that can be added to the REM.

To add a new question, follow these steps:

Step 1   Click the **Session Result** tab.

Step 2   Click **Add**.

The Add Question dialog box appears.

Step 3   From the Locale drop-down list, choose a locale.

Note   Questions are associated with locales. If the customer has a choice of locales when initiating the call, questions for the locale that the customer chose will appear at the end of the call.

Step 4   Enter a question in the Question field.

Tip   The question should be one that can be answered by short multiple choice answers.

Step 5   From the Question Type drop-down list, choose **Multiple Choice** or **Text**.

> **Note**   A virtual keyboard will automatically appear on the REIC screen for text-based questions.

Step 6   Click **Add**.

Modify a Question

To modify a question, follow these steps:

Step 1   Choose the question that you want to modify.

Step 2   Click the **Modify** button.

The Modify Question dialog box appears.

Step 3   Make the changes.

Step 4   Click **Update**.

Delete a Question

To delete a question, follow these steps:

Step 1   Choose the question that you want to delete by clicking the radio button next to the question.

Step 2   Click the **Delete** button.

Step 3   When the warning dialog box appears, click **Ok** to delete the question.

Add Answers

For each multiple-choice question, you need to add at least two answers. Questions that require a "yes/no" or "true/false" answer are considered multiple-choice questions with two answers.

To add an answer to a multiple-choice question, follow these steps:

Step 1   On the Questions page, choose the question to which you want to add answers.

Step 2   Click the **Add Answer** button.

The Add Answer dialog box appears.

Step 3   Enter an answer for the question in the Answer field.

Step 4   Click **Add**.

Repeat Steps 2-4 to create all the answers for that question.

Modify an Answer

To modify an answer, follow these steps:

Step 1   Go to the **Session Result** tab to display the drop-down menu.

Step 2   Choose the **Answers** button under the Customer category.

The Answers screen appears.

Step 3   Choose the answer that you want to modify.

Step 4   Click **Modify**.

The Modify Answer dialog box appears.

Step 5   Edit the answer in the Answer field.

Step 6   Click **Update**.

Delete an Answer

To delete an answer, follow these steps:

Step 1   In the **Session Result** drop-down menu, choose the **Answers** button under the Customer category.

The Answers screen appears.

Step 2   Choose the answer that you want to delete by clicking the radio button next to the answer.

Step 3   Click the **Delete** button.

Step 4   When the warning dialog box appears, click **Ok** to delete the answer.

Manage Agent Questions and Answers

You can create questions for the agent to answer during the session. The questions appear after you click "Session Result" in READ or eREAD.

To access the agent questions and answers, follow these steps:

Step 1   From the **Session Result** drop-down menu, choose the **Questionnaire** button under the Agent category.

The Questions screen for the agent appears.

Step 2   In this screen you can add, modify, or delete questions or add answers to a question. Follow the steps in the previous step sets to perform those actions.

Step 3   To modify or delete an answer, go to the Agent Answer screen by clicking the down arrow of the **Session Result** tab to display the drop-down menu and choosing the **Answers** button under the Agent category.

Step 4   Choose the answer that you want to modify or delete in the Answers screen.

Step 5   Follow the steps in the previous step sets to perform those actions.

Managing Users

The administrator can create Administrator and Guest users for REAC. A Guest user can view most of the tabs and the records within them but cannot add, modify, or delete records. Only users with the role of "Administrator" can add, modify, or delete records or playback MS recordings.

Add a New User

Follow these steps to add a new user:

Step 1   Click the **Manage Users** tab.

Step 2   Click **Add**.

The Add User dialog box appears.

Step 3   Enter a user name in the Preferred Username field.

Step 4   Enter the user's real first and/or last name.

Step 5   Enter the user's email address.

Step 6   Choose **Administrator** or **Guest** from the Role drop-down list.

Step 7   Check the **Enable Account** check box.

> **Note**   If the Enable Account check box is not checked, the user will not be able to access the REAC.

Step 8   Enter a password for this user in the Password Text and Confirm Password fields.

Step 9   Click **Add**.

> **Note**   Remember, a user will be logged out of REAC if the session is idle for more than 45minutes.

Delete a User

Step 1   Click the **Manage Users** tab.

Step 2   Choose the user to be deleted.

Step 3   Click the **Delete** button.

A warning message appears.

Step 4   Click **Ok** to delete the user.

Configuring Connected Justice Segment Information

If this is a Connected Justice implementation of RE, you will see a CJ Configuration tab in REAC. The CJ Configuration page allows the administrator to add and modify the court room details that appear in the interpreters' Click To Connect (CTC) interface.

> **Note** The instructions for configuring the court room details can also be accomplished using the Text User Interface (TUI). Refer to the *Cisco Remote Expert Manager Installation Guide* for instructions on how to configure the court room details using the TUI.

Add a Segment

Step 1 Click the CJ Configuration tab.

Step 2 Click the **Add** button.

The entry for a room is constructed in the following format:

<room type="<Label-1>" title="<Label-2>" emLogin="<UserID>" passwd="<Password>" dProfile="<Device Profile>" dNum="<Endpoint DN>" endPoint="<Endpoint Type>" /

Each entry represents a separate room.

Step 3 Use the table below to update the properties for each court room. Make sure that each court room has a unique DN in CJ.

Table 1-1   Room Details Parameters

Tag Name	Corresponding Value
Label-1	Type of room (e.g. Courthouse or Jailhouse)
Label-2	The room name you want to show on the CTC interface.
UserID	The end user ID created in CUCM for Extension Mobility.
Password	A password to lock the account.
Device Profile	The device profile created in CUCM for Extension Mobility.
Endpoint DN	The directory number used by the kiosk in the court room. Each court room must have a unique DN in CJ.
Endpoint Type	The type of video endpoint used by kiosk in the court room. Currently, only Cisco C series is supported

> **Note** Information needed here is created in CUCM, which is detailed in the "Extension Mobility Setup" section of the *Cisco Remote Expert Manager Installation Guide*.

Step 4 When you are finished, click **Save**.

Step 5 You will see a message that the file was saved successfully. In the Message dialog box, click OK.

Modify a Segment

Step 1   Choose a segment by clicking a radio button.

Step 2   Click the **Modify** button.

Step 3   Modify the room details as explained in the "Add a Segment" step-set above.

Step 4   When you are finished, click **Save**.

Step 5   You will see a message that the file was saved successfully. In the Message dialog box, click **OK**.

Delete a Segment

Step 1   Choose a segment by clicking a radio button.

Step 2   Click the **Delete** button.

Step 3   You will see a message asking if you really want to delete this file, click **Proceed.**

Step 4   You will see a message that the file was deleted successfully. In the Message dialog box, click OK.

Generating Session Reports

The Report Tool tab contains a tool for generating reports about the sessions including agent session and customer session results as well as session information with customer follow up.

To narrow down the search for specific session reports, the start and end dates for the sessions can be chosen.

Once the report has been generated, its criteria can be filtered including the start time, end time, kiosk number, queue name, queue number, expert, and locale.

Once the report is generated, it is emailed to the administrator. It can also be downloaded from the tool.

Step 1   Click the **Report Tool** tab.

Step 2   Click the **Run** button of the Report Generation Tool.

Step 3   In the Run Report Generation Tool dialog box, choose the type of report desired in the Report drop-down menu.

Step 4   Choose the start and end dates.

Step 5   Click the **Run Report** button to generate the report.

Step 6   The administrator will receive an email with the report(s). You can also download the reports by clicking the **Download Reports** button. Choose to **Open** or **Save File**. Click **OK**.

The zip file contains one or more spreadsheets.

Uploading Images to REAC

The Upload Image tool allows an administrator to upload user interface image files. Once uploaded, a URL is generated that can be used in REAC such as for Background images (see the "Background Image" section in Chapter 3) and Locale images (see the "Configuring a Locale" section in this chapter).

Step 1   Click the **Upload Image** tab of the REAC.

Step 2   Click **Browse**.

Step 3   Find the image on your workstation and click **Open**. The name of the image appears in the field.

Step 4   Click **Upload**.

The file loads. When the file has successfully loaded to the REM server, a message box appears in the lower right corner of the REAC screen indicating that the file was saved.

Step 5   Click **Show the URL**. A dialog box opens containing the URL for the image.

Step 6   Press Ctrl + C and then the Enter key to copy the URL to your clipboard. Alternatively, right-click the URL and choose copy.

Step 7   Go the tab in REAC where you need the URL and paste it in the URL field. (Refer to the "Configuring a Locale" section in this chapter or the "Background Image" section in Chapter 3 for an example of using the URL generated.)

Cleaning the Call Cache

The administrator can clean the call cache of the kiosks if a session hangs. When a session hangs, a new call cannot be initiated to or from the customer pod. By cleaning the call cache, the session's status in the Session tab is changed to "Completed", which then allows the customer pod to start or receive a new call.

Step 1   Click the **Clean Call Cache** tab.

A Status box appears in the lower right corner of the screen indicating that the call cache was cleaned.

Downloading the Document Camera Application File

The Download Snapshot Capture tab contains the file required to set up the Document Camera application on the agents' workstations. The administrator will need to download the files and then distribute them to the agents or the person who will install the application on the agents' workstations.

Step 1   Click the **Download Snapshot Capture** tab.

Step 2   In the dialog box, choose the **Save File** radio button and then click **OK** to save the snapshotapp-dist.zip file to your desktop.

Setting Document Camera Predefined Zoom Buttons for Agents

There are four predefined zoom buttons in the document camera application that can be preset by the administrator. This is helpful for standard documents that agents are expected to take snapshots. For example, agents may routinely take snapshots of documents that are 8 1/2 x 11 inches as well as driver's licenses. By presetting buttons so that the camera zooms into the document with the touch of a button can save the agent time manually zooming the camera in and out.

To preset the zoom buttons, follow these steps:

Step 1 Click **Document Camera** tab.

Step 2 Choose a radio button.

Step 3 Click **Modify**. The Modify Preset Data dialog box will open.

Step 4 In the Preset Label field, enter a name for the button that will appear on the agent's document camera application. For example, if you are configuring the button for documents the size of drivers' licenses, enter "Driver's License".

Step 5 Now you will need to configure the RS232 Command, which is the zoom level.

    a. Open the document camera application on your desktop.

    b. Place a document with the desired size beneath the document camera.

    c. Use the zoom buttons on the document camera application to zoom into the document so that its text can be easily read.

    d. Click one of the Preset buttons.

    e. Go to the IEM and choose the IEC that you used for capturing the document.

    f. Go to the Events tab of that IEC and find the event where you clicked the Preset button.

You will need the value of the Camera Zoom position, for example, "905002020B08FF".

    g. Save the events as a text file by entering **10000** in the Max number of events field and clicking **Save As**.

    h. Open the file with Notepad.

    i. Scroll to the event.

> **Tip** If you cannot find the event, repeat steps d-f.

    j. Copy the value for the Camera Zoom position (e.g. 905002020B08FF).

    k. Go to REAC and paste the value of the Camera Zoom position into the RS232 Command field.

Step 6 In the Button Status drop-down menu, choose **Enabled** so that the button will be activated for the agents.

Step 7 Click **Update**.

> **Note** If the document camera application is open on agents' desktops during the configuration of these buttons, the buttons will not appear until the application is stopped and restarted. Click **Stop Camera** and then **Start Camera**.

Tip   If you have questions about the document camera predefined zoom fields, click the **Help** button in the Document Camera tab.

Downloading Logs

The Download Logs tab contains lists of logs that can be used for troubleshooting issues:

1. Admin Console: Contains the reac.log from this REAC
2. Agent Desktop: Contains the read.log from READ
3. Session Manager: Contains the resc.log from the RESC
4. RE Events: Capture RE events during a specified time
5. Tomcat: Contains the catalina log for the Tomcat service

Follow the steps below to download a log.

Step 1   Hover over the Download Logs tab to open the drop-down menu.

Step 2   Choose one of the modules from the list.

Step 3   If you chose the Admin Console, Agent Desktop, Session Manager, or Tomcat module, you will see a list of logs that you can download. Choose the log that you want to download and then click the **Download** button. Go to Step 5.

Step 4   If you chose the RE Events module:

   a.   Click the From field to open the calendar.

   b.   Choose the start date of the events that you want captured.

   a.   Click the To field to open the calendar.

   b.   Choose the end date of the events that you want captured.

   c.   Click the **Submit** button.

Step 5   Open or save the log file.