<CHAPTER>

CHAPTER 3

Remote Expert Interactive Collaboration (REIC) User Interface Configuration

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Chapter Overview

The Cisco® Remote Expert Interactive Collaboration (REIC) is the customer pod screen that appears on the customer side of the Cisco Remote Expert (RE) solution.

This chapter is intended for administrators who will customize the appearance of the REIC user interface. It explains how to change the appearance of the REIC including images and text. This chapter also explains how an administrator will add locale and expert type images.

Topics in this chapter include:

- "REIC Overview"
- "REIC Properties"
- "Background Image"
- "Small Customer Logo Image"
- "Customer Header"
- "Big Customer Logo Image"
- "Expert Types"
- "Kiosk Not Registered Message"
- "Customizing Locales"
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REIC Overview

The REIC is the customer pod screen that appears on the customer side of the RE solution. The customer initiates a call from the REIC screen as shown in the figure below.

The REIC is part of the REM installation ISO. The ISO contains the default Locales and Expert Types already configured in the database on successful installation of the ISO.

REIC Properties

After the REIC is installed using the ISO, the REIC can be configured to customize the screen that the customer views. The administrator can configure the big customer logo, the small customer logo or a header, the background image, the expert type width, the signature pad image, the signature background image, the scanner background image, or the screen module for customer identification.

To modify the REIC's properties, log into the REM server under the TUI account: Main Menu > REM Server Administration > c) Edit REM Templates > e) REIC Properties.

The images for the background and logos are added using the Upload Image tab in REAC before updating the REIC properties file.

Background Image

The background image will be displayed on all screens of the REIC.

To apply a background image in the REIC, give the image the following name:
$*[REIC_BACKGROUND_IMAGE]*=RE_bkgd_1280_1024.png.

✎
Note   The size of the background image must be at least 1280x1024 pixels. Otherwise, the image will not cover the customer pod screen completely.

Small Customer Logo Image

The small customer logo will appear on the following screens:

- Wait screen
- On Hold screen
- Video streaming screen
- Error screens
- Help Wait screen
- Help Connected screen
- Session Result screen
- Thank You screen

To apply a small customer logo image on the REIC, give the image the following name:
$*[REIC_SMALL_CUSTOMER_LOGO]*=logo_small_250_80.png

Customer Header

You can add a header that will appear at the top of the touchscreen. The header can be up to 90 pixels high.

> **Note**   If you want to use a header, the small customer logo should be masked in order for the header to display properly. To mask the small logo, create a blank PNG file and upload it into REAC (see Chapter 1). Then specify the small logo image file in REM properties as
> `$*[REIC_SMALL_CUSTOMER_LOGO]*=blank.png`.

To add the header, follow these steps:

Step 1   Go to the REM Templates file in the TUI (Main Menu > REM Server Administration > c) Edit REM Templates > e) REIC Properties).

Step 2   Find the User Interface section.

Step 3   The default value of the application.caption.header.ypos property is **0** indicating that no header is to be used since the position of the y axis is set to null. If you want to add a header to the REIC, change the value of that property to the height of the header in pixels.

> **Note**   The maximum value for the header is 90.

Step 4   Save the file.

Big Customer Logo Image

The big customer logo image will appear on the REIC screen when the call is connected with the remote expert or agent.

To apply a big customer logo image on the REIC, give the image the following name:
$*[REIC_BIG_CUSTOMER_LOGO]*=logo_large_360_360.png

> **Note**   The size of the big customer logo image should be 360x360 pixels before uploading. Otherwise, the image will not appear correctly on the customer pod screen.

Expert Types

The Expert Type is the expert to which the call is made from REIC. These expert types are added in the Expert Type tab of the REAC.

The Expert Type tab includes the Queue Video column. A queue video must be selected for each expert type. This queue video is the video displayed on the REIC screen while the customer waits for the expert to appear on the video endpoint.

Expert Type Images

When the customer selects an expert type icon, a call is made from the REIC to an agent that has been associated with that expert type in the REAC.

The REIC screen displays at least one expert type icon. If the enterprise has different types of experts, customers can select the expert type icon on the REIC that best matches their need. The REIC screen can support up to six expert type icons. For example, a bank could have six expert type icons: Commercial Lending, Home Mortgage, Private Banking, Problem Resolution, Retirement Savings, and Small Business.

Note The captions for the expert type images are configured through REAC while adding the expert type. Refer to the "Add an Expert Type" section of Chapter 1.

In addition to the six Expert Type icons, the Help icon also appears on the REIC screen. The Help icon can also appear on the REIC screen if they are added in the Cisco REAC within the Expert Type tab.

Expert Type Width

The expert.type.width property defines the width on the customer pod screen within which the different expert type icons will be displayed.

When expert types are added into the database from the REAC, their images are displayed in a single row on the REIC until the defined expert type width is reached. Then the next image is displayed on the next row and so on.

The images will be displayed as their default image size so you will need to initially configure their image sizes so that all the images will be of equal sizes and they are displayed in a grid (3x2 if there are 6 images).

In the figure below, the expert.type.width is 735 pixels which accommodates a 3x2 matrix for images that have a width of 235 pixels (3x235pixels) plus 30 pixels that are used as buffers between expert type images.

Figure 3-1   Expert Type Width for a 3x2 Matrix

> ✎ **Note**   The expert type Help is not a part of this property. Its image is displayed on the bottom left corner of the customer pod screen and takes the default image size of the image added.

To arrange the expert type icons on the REIC, enter the numerical default value for expert type width as: $*[EXPERT_TYPE_WIDTH]*=735

Kiosk Not Registered Message

When a customer pod is not registered in the database (i.e. it is not added in the Kiosk tab of the REAC), text will appear on the customer pod screen indicating that it is not registered. By default, the text reads "Kiosk is not registered". That text can be modified by editing the text in the REIC properties file under TUI account: Main Menu > REM Server Administration > Edit REM Templates > e) REIC Properties:

```
kiosk.not.registered=<div style="text-align: center;"><p fontSize="45"
fontWeight="bold">Kiosk is not registered</p></div>"
```

Customizing Locales

This section explains how an administrator will customize locale text and images.

Locales

Locales are the languages that the customer pods support. Up to four locals can be made available to customers with one locale set as the default locale.

The Locale specific text is shown in the message bundle property file when the administrator adds a particular locale in the Locale tab of the REAC. The figure below shows that English, Spanish, French, and German locales were added to the REAC.

Locale Images

The image for a locale, such as for Spanish, that displays on the REIC is added to the REAC.

The image can uploaded to a new or existing Locale using the **Add** or **Modify** button in the Locale tab. Click the **Browse** button to find and upload the image.

The image file name then appears in the Image column of the Locale tab.

Locale Properties File (Message Bundle)

The Locale Properties form provides the text and images that will display on the REIC.

As explained in Chapter 1, the Google Translate API provides a translation of the default English customer pod screen text to dozens of languages. In order for the translation to occur using the Google Translate API, the REM server must have access to the Internet. The figure below shows the Japanese Locale Properties form.

The table below provides details for each property as it appears in the English Locale. The Locale Properties text can be edited and the images replaced. Edit the text directly in the form. To replace images, first upload them into REAC using the Upload Image tool (see Chapter 1); then copy the last portion of the URL starting at "/images/" and replace the default file name with it.

Table 3-1   English Locale Properties

Property	Text that appears on the REIC	Video or Image File Name
app.title	Remote Expert	
screen.home.title	Press one of the buttons below to talk to an expert Presione uno de los botones de abajo para hablar con un experto	
screen.home.connecting	Please wait ..	

Property	Text that appears on the REIC	Video or Image File Name
screen.call.ewt	Estimated Wait Time ${countDown}	
call.ewt.-1001	No agents are available in the new expert group, Please try after some time	
call.ewt.-2001	Experts are not ready to accept the call, please wait. Transferring the call to separate expert group	
call.ewt.-2002	Experts are busy with other calls, please wait	
call.ewt.-2003	No agents are available to accept the call, please wait. Transferring the call to separate expert group	
call.ewt.-2004	No agents are available to accept the call, please wait. Transferring the call to separate expert group	
screen.call.connecting	Now connecting you to <<EXPERT_TYPE>> Expert 	
screen.call.connecting. help	Calling for Help ...	
screen.call.connected		
screen.call.connected.h elp	Now connected To the Help Line	
screen.call.onhold	One moment please	
screen.call.waitvideo		assets/video/wait.m4v
screen.call.waitimage		/images/connecting_eng_296x296.png
cancel.icon	Thanks for talking to our expert	/images/cancel_english_300_80.png
screen.callend.thanks	Please provide your feedback 	
screen.callend.skip	Skip this Step	
screen.callend.continue	Continue	
screen.thankyou.thanks	Thank You	
no.agents	Agents are not available currently. Please try after sometime	
no.tp	Expert not Available	
server.down	Server is down	

Property	Text that appears on the REIC	Video or Image File Name
screen.reschedule.mess age	Agent not answering. rescheduling	
screen.schduler.meeting .pending	Welcome ${customerName} Your Live Chat will start in few minutes	
screen.schduler.meeting .starting	Welcome ${customerName} Your Live Chat will start in few minutes	
screen.schduler.busy.ag ent	Welcome ${customerName} Agent is Busy Please hold on	
screen.schduler.meeting .reschedule	Welcome ${customerName} Agent is Busy Please hold on At Any point of time, If you want to reschedule the session, Please click the button below	
minute	minute	
minutes	minutes	
error.message.Decoding Error	Expert is not available	
error.message.207	Sorry, there is already an active call to an Expert. Please try again after the current call ends	
error.message.206	Kiosk phone is out of service	
error.message.202	System is not available, Please try after some time	
error.message.201	Expert type is not configured, Please try after some time	
error.message.208	Kiosk serial # is not configured, cannot start a call	

Property	Text that appears on the REIC	Video or Image File Name
call.in.progress	Resuming the Session ...	
screen.customerid.title	Please enter the customer account number	
screen.customerid.submit	Submit	
screen.customerid.cancel	Cancel	
screen.customerid.error	This field is required	
screen.customerid.tooltip.error	This field is required	
screen.magstripe.title	Please Swipe the Card	
screen.magstripe.cancel	Cancel	
screen.error	Error	
screen.feedback.max.length	Feedback cannot exceed 250 characters	
screen.feedback.submit	Submit	
screen.feedback.next	Next	
scanner.sending.document	Sending scanned document	
scanner.not.supported	Scanner Not Supported	
scanner.not.found	Scanner Not Found	
scanner.detecting	Detecting Scanner	
scanner.scanning	Scanning Document	
scanner.completed	Scan Completed	
scanner.click.to.start	Click 'Start Scan' button to scan the document	
agent.scanner.sending.document	Sending Document to Agent	
agent.scanner.scanning	Now Agent is Scanning the Document	
agent.scanner.completed	Scan Completed, Please Wait for Agent to download and view the document	
agent.scanner.click.to.start	Please wait, Now the Agent controlling the scanner	
scanner.startbtn.mouseup		/images/start_english_150_50.png
scanner.startbtn.mouseover		/images/start_english_over_150_50.png
scanner.startbtn.mousedown		/images/start_english_down_150_50.png

Property	Text that appears on the REIC	Video or Image File Name
scanner.startbtn.inactive		/images/start_english_inactive_150_50.png
scanner.stopbtn.mouseup		/images/stop_english_150_50.png
scanner.stopbtn.mouseover		/images/stop_english_over_150_50.png
scanner.stopbtn.mousedown		/images/stop_english_down_150_50.png
scanner.stopbtn.inactive		/images/stop_english_inactive_150_50.png
scanner.sendbtn.mouseup		/images/send_english_130_50.png
scanner.sendbtn.mouseover		/images/send_english_over_130_50.png
scanner.sendbtn.mousedown		/images/send_english_down_130_50.png
scanner.sendbtn.inactive		/images/send_english_inactive_130_50.png
scanner.closebtn.mouseup		/images/close_english_130_50.png
scanner.closebtn.mouseover		/images/close_english_over_130_50.png
scanner.closebtn.mousedown		/images/close_english_down_130_50.png
scanner.closebtn.inactive		/images/close_english_inactive_130_50.png
scanner.warning.busy	Busy	
scanner.operation.cancelled	Operation - Terminated	
signature.clearbtn.mouseup		/images/clear_english_130_50.png
signature.clearbtn.mouseover		/images/clear_english_over_130_50.png
signature.clearbtn.mousedown		/images/clear_english_down_130_50.png
signature.clearbtn.inactive		/images/clear_english_inactive_130_50.png
signature.sendbtn.mouseup		/images/send_english_130_50.png
signature.sendbtn.mouseover		/images/send_english_over_130_50.png
signature.sendbtn.mousedown		/images/send_english_down_130_50.png

Property	Text that appears on the REIC	Video or Image File Name
signature.sendbtn.inactive		/images/send_english_inactive_130_50.png
signature.closebtn.mouseup		/images/close_english_130_50.png
signature.closebtn.mouseover		/images/close_english_over_130_50.png
signature.closebtn.mousedown		/images/close_english_down_130_50.png
signature.closebtn.inactive		/images/close_english_inactive_130_50.png
signature.instruction	 Please sign. Once done click on 'Send' button	
signature.closing.document	 Closing Signature Pad	
signature.sending.document	 Sending your Signature	

On Hold Video

The On Hold video appears on the REIC screen when an expert uses READ to put an ongoing call on hold. The On Hold video is configured in the REAC by adding the video in the Video tab and setting it as the On Hold video.

In order to display video when the On Hold page is displayed on the kiosk, the call.onhold.view property in the REIC Properties file must be set to "REM". Follow these steps to update the call.onhold.view property:

Step 1   Log into the REM server under the TUI account.

Step 2   In the Main Menu, choose **d) REM Server Administration**.

Step 3   In the REM Server Administration menu, choose **c) Edit REM Templates**.

Step 4   In the Edit REM Templates menu, choose **e) REIC Properties**.

Step 5   Find **call.onhold.view=text** and replace "text" with "**REM**".

Step 6   Save the file.

Step 7   Choose **d) Run Configuration Tool** in the REM Server Administration menu.

Session Result Screen

The Session Result screen appears when a Remote Expert session is over.

If the user clicks the Continue button, the next screen shows the first question.

When the customer has finished the survey, the Thank You screen appears.

REIC Modules

Keyboard Module

The Keyboard module can be configured to allow an end user to enter their numeric customer account ID number for further processing in the READ. This popup appears immediately after the end user presses any one of the call buttons from the REIC screen. This popup will timeout after a certain period of duration that is configured in the rem.properties file. The end user can touch the Submit button on the touchscreen or press the Enter button on the keyboard to submit their customer ID number and continue the call. Or the end user can touch the Cancel button on the touchscreen to continue the call without their customer ID.

Follow these steps to configure the keyboard module.

Step 1   Log into the REM server under TUI account: Main Menu > REM Server Administration > b) Edit REM Properties and then modify the following line as shown for external USB keyboard support:

`$*[REIC_SCREEN_MODULE]*=`**`keyboard`**

Step 2   Connect USB keyboards to the IECs.

Step 3   Reboot the IECs.

Step 4   (Optional) If you want to change the text that appears on the customer pod when the keyboard is used, log into REAC and go to the **Locale** tab. Select a locale, click **Modify**, and then click **Add/Modify Message Bundle**. Replace the `screen.customerid.title`, `screen.customerid.submit`, `screen.customerid.error`, and `screen.customerid.cancel` fields with the desired text. Click **Update** in the window, and click **Update** in REAC.

Card Reader Module

The Card Reader module can be configured to allow an end user to swipe a magnetic card such as a bank card, credit card, loyalty card, badge, etc. at the customer pod. The information from the card is captured for further processing in the READ. A popup image appears on the touchscreen immediately after the end user presses any one of the call buttons. This popup informs the end user to swipe their card. The popup will timeout after a certain period of duration that is configured in the reic.properties file. The end user can touch the Cancel button on the touchscreen to skip swiping their card; the call will continue.

Follow these steps to configure the card reader module.

Step 1   Log into the REM server under the TUI account: Main Menu > REM Server Administration > b) Edit REM Properties. Modify the following line of the rem.properties file as shown:

`$*[REIC_SCREEN_MODULE]*=`**`magstripe`**

Step 2   If you want to change the text that appears on the customer pod for the card reader, log into REAC and go to the **Locale** tab. Select a locale, click **Modify**, and then click **Add/Modify Message Bundle**. Then replace the `screen.magstripe.title` and `screen.magstripe.cancel` lines with the desired text. Click **Update** in the window, and click **Update** in REAC.

Step 3   In the IEM policy that is applied to the IEC, go to the application.data property.

Step 4   Add a key with the value **magstripe.scanner**.

Step 5   Add its value as **Mag-Tek USB Swipe Reader**.

Step 6   Click **Apply**.

Step 7   In the policy, go to **mouse > cursor > visible**.

Step 8   Change the value of the property to **Show mouse cursor**.

Step 9   Click **Apply**.

Step 10   Connect USB MAGTEK card readers to the IECs.

Step 11   Reboot the IECs.

Scanner Resolution Setting

The scanner resolution can be set in the REM Template.

Step 1   Go to the REM Templates file in the TUI (Main Menu > REM Server Administration > c) Edit REM Templates > e) REIC Properties).

Step 2   Find the Scanner Resolution Settings section.

Step 3   The default value of the scanner.resolution.dpiX and scanner.resoltuion.dpiY properties is **300**, which is the maximum value. If you want to change the value of either or both properties, enter a new value(s) between 0 and 300.

Step 4   Save the file.

VNC Co-browsing Setting

The default setting of the VNCServer.readOnly property is 'false'. The default setting allows agents to assist customers by viewing the kiosk screen and then navigating the application, completing transactions, and even filling out forms.

If it is desired that the agent should only be able to view the kiosk screen, the administrator should change the setting to 'true'.

Step 1   Go to the REM Templates file in the TUI (**Main Menu > REM Server Administration > c) Edit REM Templates > e) REIC Properties**).

Step 2   Find the **VNC Server** section.

Step 3   Change the VNCServer.readOnly property to **true**.

Step 4   Save the file.

Step 5   Select **d) Run Configuration tool**. Follow the instructions.

Step 6   Reboot the kiosk in order for the new setting to work.