



## Acronyms

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The following acronyms are used in this guide:

- CUCM – Cisco Unified Communications Manager
- eREAD – Remote Expert Agent Desktop that uses Cisco Finesse
- IEC – Interactive Experience Client
- IVR – Interactive Voice Response
- REAC – Remote Expert Admin Console
- READ – Remote Expert Agent Desktop that uses Cisco Agent Desktop
- REIC – Remote Expert Interactive Applications Control
- REM – Remote Expert Manager
- UCCE – Cisco Unified Contact Center Enterprise
- UCCX – Cisco Unified Contact Center Express
- UID – User ID
- VNC – Virtual Network Computing

