APPENDIX **C**

Connected Justice

September 23, 2015

Appendix Overview

This appendix explains how to use Connected Justice. Court officials will use the Next Available Interpreter. Interpreters will use Click to Connect.

Topics in this appendix include:

- "Connected Justice"
  - "Next Available Interpreter (NAI)"
  - "Click To Connect (CTC)"

Connected Justice

Connected Justice (CJ) is an extension of Remote Expert Manager (REM). It includes two primary features: Click to Connect and Next Available Interpreter.

Next Available Interpreter (NAI)

The NAI feature has a specially designed user interface for the judicial authority. Court officials, such as judges or court clerks, are able to use a Remote Expert Interactive Console (REIC) in the courtroom to initiate an interpretation session to the next available language interpreter.

The REIC will display up to six languages queues with each language having its own button.

When the REM detects a call established between the court room and the interpreter, the NAI loads the IP phone dialing extensions of that court room into the desk phone of the interpreter via the Extension Mobility API. This allows the interpreter to call the court room directly and speak to the judge or if the interpreter has a question about what he or she is being asked to translate.

Click To Connect (CTC)

The CTC feature provides an easy-to-use user interface to communicate between the court rooms and the remote interpreters. The CTC interface is accessed by the interpreters when they have a scheduled appointment to translate during a trial or other court proceedings.

When the interpreter selects a desired court house and court room on the CTC web page, the CTC initiates a RE call between the court room and the interpreter. The RE call connects the interpreter to the court room via Telepresence endpoints, such as the EX90. At the same time, the CTC loads the phone dialing extensions of that court room into the desk phone of the interpreter via the Extension Mobility API provided by the Cisco Unified Communications Manager (CUCM).

When an interpreter has a CTC session, she/he is moved to the "Not Ready" state in CAD; this prevents the interpreter from being selected if a court official initiates a NAI request.

Step 1 Access the CTC application by entering **https://<CTC_IP>:8443/ctc** in your browser. The CTC interface appears.

Step 2 Under Segment, expand the segments, which could be counties, districts, or cities, and choose a court house.

Step 3 Choose a court room.

Step 4 Click the **Update Interpreter DN** button.

In the center panel, you will see a message to update the Interpreter DN.

Step 5 Click the **Update Interpreter DN** button.

Step 6 In the Agent Configuration dialog box, enter the DN and click **Submit**.

Step 7 In the center panel, click the green **Make a Call**.

The call is connected.

Step 8 To end the call, click the red **Disconnect** button in the center panel.

The Thank You screen appears.