



Remote Expert Agent Desktop (READ)

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Chapter Overview

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READ Overview

The Remote Expert Agent Desktop (READ) solution makes it easier for remotely-located experts or agents of an enterprise to collaborate with customers who are visiting a branch office of the enterprise. READ allows them to share documents and stream media files to a Remote Expert Interactive Applications Control (REIC), located at a branch office. The remote experts can also save session information for future reference when they assist the customer again.

READ includes the ability for the remote expert to do the following:

- Add customer records
- Take private or public notes for future reference
- Reference previously saved notes
- Stream video to a REIC at a branch
- Stream a selected on hold video to a REIC at a branch when the call is put on hold
- Preview selected videos

- View the status of the video being streamed
- Preview selected documents
- Preview documents from a local file system
- Print remotely at a branch printer connected to an IEC and view the status of the print job
- Share applications via a peer-to-peer connection
- Access LongPen tablets
- Provide session feedback
- Use a document camera
- Scan documents at the branch
- Capture signatures

How to Use READ

Cisco CAD Toolbar

The expert should be familiar with the following buttons within the Cisco CAD toolbar:

- Answer
- Call-on-hold
- Login
- Ready
- Not ready

Not Ready for Calls (Not Ready State)

When a remote expert launches the CAD client software, the CAD screen shows the state of the CAD in the upper left corner.

The **Not Ready** button appears with an orange background on the CAD toolbar to indicate the state of the call.

Ready for Calls (Ready State)

When a remote expert clicks the **Ready** button (the green traffic light icon on the toolbar) to begin accepting calls from customers, the READ welcome page displays.

Receive a New Call (Reserved State)

When the remote expert receives a new incoming call, the remote expert's state will change to reserved. In the reserved state, the main page of READ will appear.

Answer a Call (Answer State)

When the remote expert clicks the **Answer/Drop** button on the toolbar, the Direct Connect dialog box appears over the CAD window.

**Note**

When the Direct Connect application displays in the remote expert's active window, data sharing is disabled by default. See Chapter 3 for more information.

The call state events are displayed at the bottom of the screen and include the remote expert's user id, the dialed number, and the state.

Disconnect a Call (Dropped State)

When a remote expert finishes a call with the customer, the remote expert clicks the **Answer/Drop** button to disconnect the call.

The Direct Connect application closes and the web page shows that the call was disconnected and the expert returns to ready state. This is known as the dropped state.

Log Out of READ (Logout State)

Click the **Login/Logout** button to log out of READ. This is known as the logout state.

