



Cisco Remote Expert Manager 1.9 Release Notes

Release 1.9

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This document describes new features and known caveats for Cisco Remote Expert Manager (REM) version 1.9.

This document includes the following topics:

- [New Features, page 1](#)
- [Known Caveats, page 2](#)
- [Cisco Unified Contact Center Express \(UCCX\) Support, page 4](#)

New Features

Release 1.9 contains a number of new features including:

- **Connected Justice (CJ):** An extension of Remote Expert for court rooms requiring interpreters. CJ has both Extension Mobility for Click To Connect (CTC) and Next Available Interpreter (NAI).
- **miniREIC:** An extension of Remote Expert for the I-Services platform that uses the Interactive Experience Client (IEC) as a video endpoint to make Session Initiation Protocol (SIP) calls from a kiosk.
- **Integration of Cisco Finesse 9.1(1)** for REM installations using Cisco Unified Contact Center Enterprise (UCCE). Finesse is a web-based agent and supervisor desktop that agents can use instead of Cisco Agent Desktop (CAD). When Finesses is used by agents, they use e-Remote Expert Agent Desktop (eREAD) as opposed to Remote Expert Agent Desktop (READ) used by agents that have CAD installed on their workstations.
- **Support for the following Cisco TelePresence (TP) video endpoints:**
 - C20, C40, C60, and C90
 - SX20
 - MX
- **Integration of a Vaddio document camera** in the customer pod to view customers' documents
- **Snapshot Capture application** for agents' workstations to allow agents to take snapshots of the customers' documents viewed by the Vaddio document camera

- Agent triggered scanning of customers' documents at the customer pod
- Capture of customers' signatures at the customer pod
- Support for four locales on each customer pod
- REM agent license management by administrators in the Remote Expert Administration Console (REAC)
- Text-based template for Locale Properties in REAC for easy editing
- Integration with Google Translate for automatic translation of Locale Properties text if the REM server can reach the Internet
- Ability to create different Expert Types in REAC
- Ability to use a single expert type image for all locales
- Captions field in REAC for expert type images
- Ability to play call recordings in REAC
- Field popups in REAC to explain field parameters
- Report generation tool in REAC for session information results
- Upload Image tool in REAC for uploading user interface (UI) images
- Clean Call Cache tool in REAC
- Download Snapshot Capture tool in REAC that contains the application files for the Snapshot Capture tool that is installed on agents' workstations
- Download Logs tool in REAC that downloads logs from all components of REM

Known Caveats

The following known caveats are related to the testing of Cisco components used in Cisco REM version 1.9.

Table 1 **Known Caveats**

Description	Severity Level
When a conference call is established using the Interactive Voice Response (IVR) of the expert type group, the second agent is dropped automatically after the first agent leaves the conference.	2 - severe
REM fails to play a recording and displays the "503 service unavailable" error message when shutting down and starting the MediaSense server because database synchronization between the MediaSense servers takes time.	2 - severe
Once the Scan capture, Image capture, Signature capture, or Session Result properties are enabled in REM, the agent must log out of CAD and restart it to access the enabled controls.	2 - severe
A delay of a few seconds is observed while streaming the MediaSense recordings in REAC.	2 - severe
If Cisco CTIManager is stopped in the Cisco Unified Communications Manager (CUCM) Subscriber, a new session is created in REM for a call that is in the Connected state.	2 - severe

Description	Severity Level
Sorting of locales using the Language column is not supported in REAC.	3 - moderate
If the customer presses the Cancel button on the Card Reader (magstripe) popup in REIC, the Cancel button is hidden and the images underneath are shown.	3 - moderate
Video snapshot captures the images when the call is put on hold.	3 - moderate
The document camera execute operation fails when the agent clicks on a Preset button while zooming is in progress.	3 - moderate
If the agent takes control of the scan at the same time the customer starts the scan, the scanned image will not be sent to the agent. The agent must initiate the scan again.	3 - moderate
Once the license file name is created, it cannot be modified. The Modify option of the License tab in REAC was designed to replace content of the existing license file.	3 - moderate
The administrator is not restricted from adding any number of feedback answers, but Remote Expert Interactive Applications Control (REIC) supports only seven (7) feedback answers.	3 - moderate
The REAC displays the "No data available" message when one of the MediaSense servers is shutdown because database synchronization between MediaSense servers takes time.	3 - moderate
Finesse allows agents to log in with the same credentials on multiple browsers and multiple workstations.	3 - moderate
Switching between start and stop scan operations introduces a bad user experience in REIC because of the scanner API's limitations.	3 - moderate
During a call conference, only the agent who initiated the job receives the scanned copy of the document or captured signature.	3 - moderate
The REIC scanner popup shows the "Invalid argument" message if the scanner is disconnected during the scan session.	3 - moderate
For Finesse users in a conference call that is established using the IVR of the expert type group, when one agent leaves the conference by ending the call, the other agent sees the "leave conference" message for disconnecting call instead of the "End" message as in the case of a direct conference.	3 - moderate
Finesse does not provide an option to disable or hide the Retrieve button. which is not operational and throws errors when the agent clicks on it.	3 - moderate
The scrollbar is missing for the preview of PDF documents in READ.	3 - moderate
The 404 error is displayed in REAC while trying to retrieve the recordings for the completed calls when the status of the MediaSense recording in REAC is "active".	3 - moderate
When the agent stops the document camera after the streaming in eREAD, a still image remains in a popup window in eREAD.	4 - minor
In READ, the customer drop-down menu displays only the first twenty (20) lines of customer data. The remaining customer data has to be searched.	4 - minor
The call connected time is not indicated on Finesse/eREAD.	4 - minor

Cisco Unified Contact Center Express (UCCX) Support

UCCX may provide the contact center function. For more information on integrating UCCX with the Cisco Remote Expert Smart Solution, please send an email message with your contact information to ask-re@cisco.com.