Overview

The Cisco® Remote Expert Agent Desktop (READ) and its new web-based counterpart known as eREAD are applications for Cisco Unified Contact Center Enterprise (UCCE) and Cisco Unified Contact Center Express (UCCX) that enhance the collaborative experience between a customer in a branch office and an expert in a remote contact center office.

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Intended Audience for this Guide

This guide is intended primarily for remote experts and agents who will use either eREAD or READ as well as administrators who will install and manage the application. This document has been written with the assumption that the audience has:

- A general understanding of installation procedures
- A general understanding of the Windows operating system
- A general understanding of the Unified Contact Center agent profile

The assumption in this document is that eREAD or READ is deployed along with Cisco Unified Communications Manager (CUCM) and either UCCE or UCCX.

eREAD and READ Overview

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

![Figure 1: A Remote Expert (right) Pushes a Video to a REIC at a Branch (left) Where the Customer is Located]

eREAD and 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

**eREAD Requirements**

eREAD uses Cisco Finesse, which is a web-based agent and supervisor desktop for UCCE. Agents use their browser to access eREAD.

eREAD requires the following applications:

1. Cisco Finesse 9.1(1)
2. Direct Connect 1.x installed on the agent’s workstation

**Note** Direct Connect will not automatically launch when using eREAD. It is advised that agents create a desktop shortcut for Direct Connect so that they can quickly launch it when they need it during a call.

3. Adobe Acrobat Reader 9 or later installed on the agent’s workstation
4. Adobe Flash Player 9 or later installed on the agent’s workstation
5. Firefox 16-21 or Internet Explorer 8 or 9 browser for Windows XP or 7, Firefox for Mac OS

**Note** Internet Explorer 9.0 is supported in Compatibility Mode only.

**Note** The Chrome browser is not supported.

**READ Requirements**

READ loads within the Cisco Agent Desktop (CAD) application’s integrated browser and works in conjunction with Direct Connect, the add-on application installed on a Windows workstation. Thus, READ requires the following applications to be installed on the remote expert's workstation:

1. Cisco Agent Desktop with Integrated Browser (Premium) 9.0 version
2. Direct Connect 1.x
3. Adobe Acrobat Reader 9 or later
4. Adobe Flash Player 9 or later
Direct Connect

Direct Connect is used to collaborate with the customer at the remote branch. The administrator can configure the solution so that the Direct Connect dialog box appears automatically when the remote expert clicks the Answer button in the Cisco Agent Desktop. Configuring Direct Connect to automatically appear when the remote expert answers a call saves the remote expert time searching for the application. The Direct Connect application can also be configured to close automatically when the call is disconnected. Either configuration can be disabled, if needed.

Direct Connect requires the following to be installed on the remote expert’s workstation:

- Java SDK 1.6
- JRE 1.6

Note: If the Snapshot Capture application will also be installed, then the agent should install JRE 7 instead of JRE 6.

- Microsoft .NET Framework 4
- Microsoft Visual Studio 2010 Runtime Library

See Appendix C for Direct Connect installation instructions.

Cisco Finesse

For release 1.9, RE allows customers to use Cisco Finesse for agents’ desktops instead of CAD.

Cisco Finesse integrates traditional contact center functions into a thin-client desktop. Cisco Finesse is the next-generation agent and supervisor desktop for Cisco Unified Contact Center Enterprise providing easy access to the applications and information required by customer service organization through a customizable web-based interface. A critical characteristic is that every desktop is 100% browser-based and implemented through a Web 2.0 interface so no client-side installations are required.

Cisco Finesse 9.1(1) Installation and Getting Started Guide:

Cisco Finesse 9.1(1) Administration and Serviceability Guide:

Cisco Agent Desktop

Cisco Agent Desktop (CAD) supports the following operating systems:

- 32-bit Microsoft Windows 7 Professional, Enterprise, and Ultimate
- 64-bit Microsoft Windows 7 running the Windows 32-bit on Windows 64-bit (WoW64) emulation layer

The CAD includes work flow configuration and administration that enables administrators to configure and maintain the appearance and behavior of the CAD. READ uses the voice contact work flow configuration to display relevant web pages to the remote expert based on call events.
Voice contact work flows manage remote expert activity based on voice call events. Once a call is classified, it is further filtered according to events, rules, and actions.

### Figure 2 Voice Contact Work Flows Flow Chart

A voice contact work flow could be set up as follows:

1. A call comes into the contact center and is routed to a remote expert in the Ready state.
2. The voice contact classification filter determines which work flow to select. It examines the inbound call’s enterprise data (original dialed number) and determines that it is a call for Product A technical support and thus meets the data conditions of Work Flow 1. The call is now subject to the second layer of filtering set up in Work Flow 1.
3. Work Flow 1 states that any ringing event on the Product A support line triggers an HTTP action. This action takes the customer-entered account information from the Interactive Voice Response (IVR), which is part of the call’s enterprise data and opens a web page in the Cisco Agent Desktop’s integrated browser that displays the customer’s account information to the remote expert.
4. The remote expert answers the phone call and is ready to assist the customer.
5. When the remote expert disconnects the call after serving the customer, a different web page is displayed such as a check list of actions for the remote expert to follow after every call.

The user and installation guides for the CAD are available from the following links:

*Cisco Agent Desktop User Guide:*
eREAD is a web-based application that provides the agent the ability to make and accept calls, conference in or transfer calls to other agents, and use collaboration widgets. In this section, you will learn the following:

- log into eREAD
- make a call
- receive a call
- end a call
- place a call on hold
- conference in another agent
- transfer a call

### Log into eREAD

Follow the steps below to log into eREAD.

**Step 1** Open your web browser and type the [IP address]/desktop. For example, 135.4.27.134/desktop.

The Cisco Finesse login page appears.

_Cisco CAD Installation Guide:_

For more information on work flow administration, refer to the _Cisco Desktop Administrator User Guide:_
Figure 3  Cisco Finesse Login Page

Step 2  Enter your agent ID number.
Step 3  Enter your password.
Step 4  Enter your extension number.
Step 5  Click the Sign In button.

The eREAD application opens. You will see the message “Select READY to be available for a session. In addition, your agent ID and extension number are displayed in the upper left corner of the application as well as the “Not Ready” state.

Figure 4  Not Ready Screen
Make a New Call

If you want to make a call to another agent or a customer pod, follow these steps. This feature is used for scenarios such as when a customer has scheduled a call with you or you want to speak to another agent.

Step 1  Choose the Not Ready state in the upper left corner of the application.

Figure 5  Not Ready State

Step 2  Click the Make a New Call button.

Figure 6  Make a New Call Button

The phone book loads.

Step 3  Choose a contact from the List of Contacts or enter an extension number using the keypad.

Figure 7  List of Contacts and Keypad

Step 4  Click the green Call button within the keypad to place the call.

Figure 8  Call Button

Step 5  If the agent or customer pod answers, the call state in the upper left corner will change to “Talking”.

Note  If the agent or customer pod does not answer, you will see the message “Error Call could not be completed”. You can click the Retry button to place the call again or the End button to return to the previous screen.
Receive a New Call

To receive calls, your eREAD state must be “Ready”.

**Step 1** Choose **Ready** from the state drop-down menu at the upper left of the screen.

**Figure 10 Ready State in the Drop-Down Menu**

The “Welcome to the Remote Expert Agent Desktop” message will appear in the eREAD area of the screen.

**Figure 11 Ready Screen**

**Step 2** When a call is placed to you, the screen will change and your state will change to “Reserved”.
Step 3  Click the **Answer** button at the right side of the Call Variable bar.

The state changes to “Talking”.

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*Figure 12  Reserved State*

*Figure 13  Answer Button*

*Figure 14  Screen While Call is Active*
End a Call

When you want to end a call, follow these steps:

**Step 1**
To end a call, click the red **End** button.

*Figure 15  End Button*

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Place a Call On Hold

Use the **Hold** button to place the call on hold. The On Hold video will be streamed to the customer pod until you click the **Retrieve** button to take the call off hold.

*Figure 16  Hold Button in the Call Variable Bar*

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Conference with Another Agent

Follow these steps to conference in another agent during a call with a customer pod:

**Step 1**
While in a call, click the **Consult** button.

**Step 2**
Choose the agent in the List of Contacts or enter the agent’s extension or the IVR of the expert type group directly into the keypad.
Step 3  Click the green Call button.

Figure 18  Call Button

A new Call Variable bar for the agent that you are trying to conference in appears and displays the “Dialing” message. In the figure below, the customer pod is the 2508 extension and the other agent is the 2515 extension.

Figure 19  Dialing Message

Step 4  When the call has connected, go to the Call Variable bar for the customer pod and click the Conference button.

Figure 20  Conference Button

Step 5  When you want to disconnect from the conference, click the red Leave Conference button.

Transfer Call to Another Agent

Follow these steps to transfer a call to another agent:

Step 1  While in a call, click the Consult button.

Step 2  Choose the agent in the List of Contacts or enter the agent’s extension or the IVR of the expert type group directly into the keypad.
Step 3  Click the green **Call** button.

**Figure 22  Call Button**

A new Call Variable bar for the agent that you are trying to transfer to appears and displays the “Dialing” message. In the figure below, the customer pod is the 2508 extension and the other agent is the 2515 extension.

**Figure 23  Dialing Message**

Step 4  When the call has connected, go to the Call Variable bar for the customer pod and click the **Transfer** button.

**Figure 24  Transfer Button**

**Note**  The Direct Transfer button is not supported in REM 1.9.

You will be disconnected from the call.
READ

The remote expert’s CAD can be configured to display different READ web pages. Refer to the Cisco Desktop Administrator User Guide for instructions on how to configure the CAD voice contact work flows and CAD agent management work flows for the READ:

The following READ web pages and their URLs can be configured:

1. Not Ready:
   http://<rem_server_ip>/read/Common.jsp?agentDn=<agent_dn>&state=0&request=welcome

2. Ready: http://<rem_server_ip>/read/
   Common.jsp?agentDn=<agent_dn>&state=1&request=welcome

3. Ringing:
   http://<rem_server_ip>/read/desktoppage?agentDn=<agent_dn>&calling=<ivr_queue_id>


5. Logout: http://<rem_server_ip>/read/Common.jsp?request=logout

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

Figure 25 Cisco CAD Toolbar

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 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.
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 as shown in the figure below.
Answer State

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

**Figure 31**   **Answer/Drop Button**
Figure 32  Direct Connect Dialog Box over the CAD Window
When the Direct Connect application displays in the remote expert’s active window, data sharing is disabled by default. See the “Peer-to-Peer Sharing” section below 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.
Dropped State

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

*Figure 35  Answer/Drop Button*

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.

*Figure 36  Call Disconnected Page*

Logout State

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

When a remote expert answers the call, the eREAD or READ web page will display in the browser window and each of the widgets in the web page is catered for different functions. There are three widgets in the eREAD or READ web page: Customer, Document, and Video.

The eREAD or READ web page that displays when the remote expert answers the call is actually a mash-up of different widgets that corresponds to different features. The widgets can be expanded or minimized to make it easier for the remote expert to work with those widgets.

The Customer widget is located on the left side of the page (see the figure below); it captures customer interactions. The Document widget appears to the right of the Customer widget and contains thumbnails of files for the customer. The Video widget appears below the Document widget and contains thumbnails of videos for the customer.
**Customer Widget**

The Customer widget allows the remote expert to add a new customer, view existing customer information, create notes, and view previously saved notes.
When a new customer is created, the first name, last name, and the gender is collected to create a customer record that can be accessed when the same customer calls in the future.

If the customer is using a Keyboard or Card Reader module to initiate the call, the remote expert will receive a Card Number or Customer ID Number in the Customer widget when the call connects.
Add a New Customer Record

To add a new customer record, follow the steps below.

**Step 1**
Click the **Add** button to open the Add Customer dialog box.

**Step 2**
In the Add Customer dialog box, enter the customer’s first name and last name in the First Name and Last Name fields.

**Step 3**
Choose a Gender radio button.
Choose Customer

Once a customer record has been added to the database, the record can be retrieved by selecting the customer’s name from the Choose Customer drop down menu. When a customer’s name is selected from the list, all the information about the customer including the notes can be viewed.

Alternatively, the customer can be retrieved from the Choose Customer drop down menu by typing in a partial or full name. All customers matching the name are displayed in the list. The agent can then select the appropriate customer from the list.

View Previous Notes

Notes keep track of important information related to interactions with customers. Notes created from previous sessions can help the remote expert remember key points of past discussions with the customer in the past. This will improve the relationship with the customer and make managing the relationship easier.

There are two types of notes: Public and Private. The notes created as type PUBLIC will be visible to the customer when they login to the enterprise portal. The notes created as type PRIVATE are visible only to the remote experts within the enterprise. All the content in the notes are visible. The remote expert does not need to double click the notes to read their contents.

Note

Private notes are highlighted yellow so that remote experts can quickly differentiate them from public notes.
The remote expert can choose **Show Public**, **Show Private**, or **Show Both** from the drop down menu. Additionally, the remote expert can enter text into the Search field to find notes containing them.

**Create a New Note**

To create new notes, follow these steps:

**Step 1**  
Click the **New Note** button.

**Step 2**  
In the Add Note dialog box, enter text in the Notes field.

**Step 3**  
Check the **Is Private** check box to mark the note as private.
Step 4  
Click the **Submit** button to save the note.

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**Document Widget**

The Document widget holds the most frequently printed customer documents and prints them at the REICs for customers. The types of files supported in the Document widget are PDF, TXT, and image (jpg, jpeg, bmp, gif, and jfif,jpe) files.

The Remote Expert Manager (REM) manages REIC information such as the REIC that the customer call originated from and the peripherals that are connected to that Interactive Experience Client (IEC). When the remote expert wants to print a document for the customer, the REM sends the document to the printer connected to the USB port on the IEC where the customer has originated the call.

The remote expert can upload additional PDF, text or image files from their workstation, preview them, and then print them to the customer.

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**Note**

Documents that are uploaded and printed from the remote expert’s workstation will not be available in the Document widget pane for future use. Documents must be uploaded into the Remote Expert Admin Console (REAC). Refer to the *Cisco Remote Expert Manager 1.9 Administration Guide* for more information on how to upload documents.

The Documents widget has three panes: a pane that lists all the documents available, the document preview pane, and a pane that indicates the job status.

*Figure 47  Three Panes in the Document Widget*

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**Document Pane**

The left pane shows all the server side documents available to the remote expert. If there are many documents in the window, the remote expert can use the Filter to search for specific documents.
**Document Preview Pane**

The pane in the middle is for previewing the document. When a document is selected, a preview of its content is displayed in this pane. Previewing a document helps the remote expert determine if that document contains the desired content for printing to the customer REIC.

**Figure 49 Document Preview Pane**

To view the document’s content, the remote expert can use the side and bottom scroll bars or the View All button at the upper right corner of the Document Preview pane.

When the remote expert has chosen a document to print to the branch printer, the remote expert clicks the **Print** button at the bottom left side of the Document Preview pane. The branch printer is connected to an USB port on the Interactive Experience Client (IEC). The IEC sends queue information to the REM, which then displays it in the Job Status pane.
Collaboration Widgets

Job Status Pane

The right pane on the Document Widget contains the printing status of documents.

Once the print job is executed by the remote expert, it is not possible to cancel the print job (other than calling someone at the branch to disconnect the printer). The print status information is only available during an active session; once the call has been disconnected, the status information is no longer visible.

The following printing states are possible:

- In Queue: This state is displayed when the document is waiting to be printed.
- Printing: This state is displayed when the document is being printed.
- SUCCESS: This state is displayed when the document has printed.
- Printer Not Found: This state is displayed when an error occurred during printing such as when the printer is not connected to the setup or the printer does not have toner/ink.

Video Widget

The Video widget is used to:

- Push a video file to a REIC
- Select a video that will be streamed while a call is on hold

As with documents, video files must first be uploaded using the REAC before they will display in the Video widget pane. For information on how to upload them to the server, refer to the Cisco Remote Expert Manager 1.9 Administration Guide.

There are three panes in the Video widget: the Video pane, the Video Preview pane, and the Video Status pane.
**Video Pane**

The left pane of the Video widget shows all the video files that have been uploaded into the Video tab of the REAC.

**Figure 53 Video Pane**

Video files can be searched by entering a partial or full name into the Filter field located at the top of the pane. All videos that match the search text will be displayed.

To stream the video to a REIC, follow these steps:

- **Step 1** Select a video in the Video pane.
- **Step 2** Click the **Stream** button.
**Collaboration Widgets**

**Figure 54 Stream Button**

Step 3 If additional video files should be streamed, select another video and click the **Stream** button again.

This pane is also used to choose which video will be streamed to the REIC if the remote expert places the customer call on hold. In the REM, the administrator can select a default video to stream when any remote agent places a call on hold. In the Video pane, that video’s name is highlighted yellow and the red Set Hold Video icon appears next to the name of the video.

**Figure 55 On Hold Video: Cisco_Academy**

The remote agent can choose a different video to stream based on the needs and interests of the customer. To choose a different video file to stream while the current customer is placed on hold, follow these steps:

**Step 1** Select a video.

**Step 2** Click the **Set Hold Video** button.

**Figure 56 Set Hold Video Button**

The thumbnail of the video file is highlighted yellow and the Set Hold Video icon appears next to the video name to differentiate the file from the rest of the video files.
When the remote expert places the call on hold by clicking the **Hold** button, eREAD or READ disables audio streaming and streams the video file to the REIC. The On Hold video is not placed in the queue of the Video Status pane.

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**Note**

The document and video panes are disabled when the call is placed on hold. Only the customer notes pane is enabled. All three panes will be re-enabled when the expert takes the call off hold.

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**Video Preview Pane**

The remote expert can preview a video in the Video Preview pane before streaming it to the REIC.
When the remote expert selects a video in the video list pane, the video appears in the preview pane as shown in the figure below. The preview window contains a video player to play and stop the video, maximize the player, and control the volume. To preview the video, the remote expert clicks on one of the play buttons (either the arrow in the video player toolbar below the video or the arrow that appears on top of the video).

**Figure 59 Video that is Ready for Previewing**

![Video Preview](image)

**Video Status Pane**

After the **Stream** button is clicked, the video name and its streaming status appears in the Video Status pane. Unlike a print job, video streaming can be stopped by clicking the **Stop** button in the Action column.

**Figure 60 Video Status Pane**

<table>
<thead>
<tr>
<th>Video Status</th>
<th>Name</th>
<th>Status</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>❑ Viewing</td>
<td>Cisco_Academy....</td>
<td>Viewing</td>
<td>Stop</td>
</tr>
<tr>
<td>❑ Queued</td>
<td>artbeats_2min.fmv</td>
<td>To Be Viewed</td>
<td>Stop</td>
</tr>
<tr>
<td>❑ Viewed</td>
<td>wait.m4v</td>
<td>Viewed</td>
<td></td>
</tr>
</tbody>
</table>

If multiple videos were chosen for streaming, all the video names appear in the Video Status pane in a queue. The queue indicates which video is currently being viewed by the customer at the REIC. After streaming the first video, the next video in the queue will be streamed. The status types are:

- To Be Viewed
- Viewing
Additional Collaboration Features

In addition to the various widgets mentioned above, eREAD and READ have the following functionality in its status bar:

- Document Camera
- Scan
- Signature Capture
- LongPen
- Session Result

**Note**
The video will not stream for the remote expert. However, the remote expert can preview the same video file if necessary in the Video Preview pane.
When the collaboration features have been engaged, no other collaboration features can be used except for the widgets. For example, if you have turned on the document camera, you cannot scan a document but you can print a document. Similarly, if you have turned on the document camera, you cannot capture a signature but you can stream a video. All the additional collaboration buttons can be disabled in eREAD and READ. Please refer to the Cisco Desktop Administrator User Guide on how to turn the features off.

**Document Camera**

A document camera can be mounted in the ceiling above the customer pod. This camera can be used to view live video of a document that the customer has brought to the RE session.

The agent can control the document camera in the following ways:

- Turn the document camera on or off
- Turn the laser pointer on and off
- Zoom the document camera in or out
- Select different presets corresponding to zoom positions
- Take a snapshot: The Snapshot Capture application must be installed on the agent’s workstation in order for the agent to take a snapshot. See Appendix D on how to install and configure the Snapshot Capture application.

**Note** Snapshots are stored on the agent’s workstation not a server.

If the agent wants to view a customer’s document during a RE session and take a snapshot, follow these steps:

**Step 1** Ask the customer to place the document under the document camera.

**Step 2** Click the Document Camera button on the eREAD or READ to open the Document Camera dialog box.

**Step 3** Click the Start Camera button to turn the document camera on at the customer side.
Step 4  When prompted to wait while the image is streamed, click OK.

Step 5  Once the image is visible, you can use the laser pointer. To turn on the laser pointer, click the Laser On button.

Note  When you are finished using the laser, click the Laser Off button.

Step 6  Use the Zoom In and Zoom Out buttons to view the document’s text at the desired size. Or choose a predefined zoom such as 2X or 3X from the drop down menu.
Step 7  
If you want to preset zoom positions, zoom to the desired enlargement and then click one of the Preset buttons.

Step 8  
Then to use a preset zoom position, click the Execute button next to it.

Step 9  
If you want to take a snapshot of the document:

a. Launch the Snapshot Capture application by clicking its shortcut on your desktop or double-clicking the snapshottapp.jar file in the installation directory.

Note  
Starting the application for the first time creates the logs folder under the installation directory, which will contain the log file of the application.

b. Enter your expert directory number in the Expert DN field. This value is required; the application will not allow you to capture the snapshot without a value in place. This value will be saved by the application for all future uses but it can be changed at any time if your DN changes or you are using multiple DNs.
c. Click the **Capture Snapshot** button to save the snapshot.

**Note** While the snapshot is being captured you will see the VLC player appear briefly and then close.

The preview of the snapshot appears in the right panel of the application.

The table in the left panel displays the basic meta-data about the snapshot including date, time, and name of the file.
Additional Collaboration Features

**Note**  The file name is automatically generated. If you want to rename the file, go to the file where the snapshots are stored and rename the file.

**d.** To copy the image to the clipboard, right-click the preview panel and select **Copy to clipboard**.
**e.** Paste the image to a document as desired or save in a folder.

**Note**  The images are also saved in the Snapshots folder on your workstation and can be retrieved from there too. This folder was set up during installation.

**Step 10**  To give control of the document camera to another agent, follow these steps:

**a.** Conference in the other agent.
**b.** Within the Job Control area of the Document Camera dialog box, choose the agent’s DN number from the drop down menu.

![Figure 73 Agent ID Drop Down Menu](image)

**c.** Click the **Transfer** button.

![Figure 74 Transfer Button](image)

After the other agent has finished controlling the document camera, that agent must stop the camera or give control back to the first agent. The other agent can also end the call so the first agent will retrieve the control.

**Step 11**  When you no longer want to use the document camera, click the **Stop Camera** button.

![Figure 75 Stop Camera Button](image)

**Step 12**  Click the **X** button at the upper right corner to close the Document Camera dialog box.

Now you can activate other collaboration features such as scan or signature capture.
Scan

The customer can place a document in the scanner in the customer pod and you can scan the document so you can see it on your desktop.

Follow these steps to scan a document at the customer pod:

- **Step 1**  
  Ask the customer to place the document in the scanner.
- **Step 2**  
  Click the **Scan** button on eREAD or READ.

*Figure 76  Scan Button*

On the agent’s side, the Scan Controller dialog box opens in eREAD or READ.

*Figure 77  Scan Controller Dialog Box*

On the customer pod, the customer sees a dialog box with a Start Scan button.
**Step 3**  Now you will take control of the customer pod screen. In the Scan Controller dialog box, click the **Take Control** button.
The Scan button is activated and the customer sees the “Please wait, Now the Agent controlling the scanner” message.

**Figure 80**  
*Message Indicating that the Agent Is Controlling the Scanner*

**Step 4**  
Click the **Scan** button.
Step 5  Click OK in the Scan dialog box to accept that the command has been successfully sent to the customer pod.

The customer will see the “Now the Agent is Scanning the Document” message.
When the scan has completed, the “Scan Complete. Please Wait for Agent to download and view the document” message appears.
Step 6  Click **OK** in the Scan pop up box when notified that the scan is complete.

Figure 85  **Scan Completed on Agent Side**

The Send button is activated in the Scan Controller dialog box.

Step 7  Click the **Send** button.
Step 8  Click OK in the Scan dialog box to accept that the command has been successfully sent to the customer pod.

On the customer pod, the dialog box closes and the customer sees the logo. The scanned document appears in the web browser.
Step 9  Click Open or Save to view or save the document to your desktop.
Step 10 Click Close to exit Scan.

Note You will need to close scan in order to use any of the other collaboration features.

Signature Capture

The customer’s signature can be captured for contracts or verification. The customer will use their finger or stylus to sign the touchscreen depending on the capabilities of the touchscreen. An image of that signature is then sent to the agent.

⚠️ **Warning** Cisco does not guarantee that any digital signatures captured using Remote Expert can be used for legal documents in all countries. Check with your local laws.

⚠️ **Warning** The signature captured should be safeguarded to protect the person who signed it. Check with your local laws as to safeguarding digital signatures. Cisco accepts no responsibility for the misuse of any signatures captured.

Follow these steps to capture a signature at the customer pod:

Step 1 Click the **Signature Capture** button on eREAD or READ.
The Signature Capture dialog box opens on the customer pod’s touchscreen.

**Figure 89   Signature Capture Button**

<table>
<thead>
<tr>
<th>Clear</th>
<th>Send</th>
<th>Close</th>
</tr>
</thead>
</table>

Please sign. Once done click on ‘Send’ button

The customer’s signature will be transmitted to the agent and will appear in READ or eREAD. On the customer pod, the dialog box will automatically close.

**Step 2**  Ask the customer to sign the touchscreen with his or her finger or a stylus if the touchscreen supports it.

**Step 3**  If the customer is satisfied with the signature, ask the customer to click the **Send** button. If the customer is not satisfied with the signature, ask the customer to click the **Clear** button and then sign the touchscreen again.

The customer’s signature will be transmitted to the agent and will appear in READ or eREAD. On the customer pod, the dialog box will automatically close.

**Step 4**  Once you see the image of the signature, click **Download** and then **Save** to save the image of the signature to your desktop.
LongPen

When you click the LongPen icon in the status bar, the LongPen tablet status dialog box is displayed as shown in the figure below.

![LongPen Tablet Status Dialog Box](image)

If you want to lock the writer and tablet, follow these steps:

**Step 1** Click the LongPen button.

![LongPen Button](image)

After the LongPen widget opens, an Unlocked icon will appear under the Writers area. The status will be indicated as “Idle”.
**Step 2**  
Click the Unlocked icon to reserve the writer and tablet.  
The writer status will change to “Wait …” and then become “Reserved”. The Unlocked icon turns to a Locked icon. The tablet status shows it is “connected”.

**Figure 94  Locked Icon and the Reserved State**

**Step 3**  
Click the green Start icon at the bottom right of the dialog box to start the signing session. The message “Session has been started” will be displayed in a pop-up dialog box.
Step 4  Click OK to close the pop-up dialog box.
Step 5  Look at the tablet at the customer pod. Verify that it is showing the “Signing” screen.
Step 6  Test the tablet by signing your name on the tablet and clicking the Send button. The writer will start signing automatically.
Step 7  After the writer has completed signing, click the red icon on the LongPen widget. The “Session has been completed” message will be displayed in a pop-up dialog box.

Step 8  Click OK to close the pop-up dialog box.
The writer and tablet will go back to the Idle state. This complete the signing session.

**Step 9**

If the Unlocked icon does not show on the widget, click the **Refresh** icon at the bottom left of the dialog box to refresh the writer and tablet status.

![Refresh icon](image)

**Session Result**

When you click the Session Result icon, the Submit Session Result dialog box is displayed as shown in the figure below. All the questions added as a part of REAC Session Result tab (Agent Questionnaire) are displayed here.

*Note* Questions can be either free text (where an agent can write descriptive responses) or multiple choice.
To configure Session questions which would appear on clicking Session Result button, follow these steps:

**Step 1** Using a supported web browser, navigate to REAC at http://<server_ip>/reac.

**Step 2** Click the **Session Result** tab and choose **Agent** and then choose **Questionnaire**.

**Step 3** Click the **Add** button to add a question.

**Step 4** Choose the question type as either **Multiple Choice** or **Free Text**.

**Step 5** Enter the question text.

**Step 6** Save the question.

**Step 7** In case of multiple choice questions, select the question and click **Add Answer**.

**Step 8** Add answers and save them.

*Note* Any number of answers can be added to a question.

When you select the Session result button in eREAD or READ, all the questions under the Agent feedback questionnaire will appear.

**Peer-to-Peer Sharing (Direct Connect)**

The Remote Expert Solution uses the Direct Connect application to enable bi-directional sharing between the customer and the remote expert (see figure below).
If the agent is using READ, the Direct Connect application is launched in CAD when the remote expert receives a call from a customer. If the agent is using eREAD, Direct Connect will not automatically launch; the agent will need to manually launch it during the call.

Tip
Agents who are using eREAD should create a desktop shortcut for Direct Connect so that they can quickly launch it when they need it during a call.

The Direct Connect dialog box opens as shown in the figure below.
The remote expert must click the Connect button on the Direct Connect dialog box to start sharing. The REM then sets up an audio and video conferencing session between the customer REIC and the remote expert’s workstation. Once the session has been established, the Client Status radio button turns green as shown in the figure below.
By default, nothing is being shared, which is indicated by the selection of the “None” radio button as shown in the figure above. All the active applications that are currently running on the remote expert’s workstation will appear as radio buttons in the Sharing area of the Direct Connect dialog box. The remote expert clicks on the radio button of the desired application to share that application with the customer at the REIC.

When an application has been selected for sharing, the application’s window will appear as the active window on the remote expert’s workstation. The color of the application window turns green to indicate that it is active (see figure below).
A snapshot of that application is also shown in the Remote View Mirror area of the Direct Connect dialog box (see figure below) to confirm that the REIC is actually showing that application.
Sharing the application does not automatically enable bi-directional peer-to-peer sharing. The remote expert must first check the **Allow Interaction** check box (see figure below) to enable bi-directional sharing between the customer and the remote expert. Since the REIC contains a touch screen, the customer can select any part of the shared screen with their finger.

When any of the other windows on the remote expert’s workstation becomes the active window, the shared application window turns red. When it is turns red, peer-to-peer sharing is placed on hold. The customer will still be able to see the shared application on the REIC but will not be able to interact with the application as before.
Figure 105 Application that is Not the Active Window

The remote expert ends the sharing session by clicking the **Disconnect** button. The Client Status button turns red to indicate that there is no active sharing session between the customer REIC and the remote expert's workstation.

**Note**

Application sharing using Direct Connect takes precedence over video streaming. If video streaming had already started or the caller was placed on hold to stream video, when the Direct Connect application is shared the video streaming stops and the shared application is displayed on the REIC. When the customer is put on hold during application sharing, Direct Connect is disconnected and the on hold video is streamed to the REIC. If the agent wants to share an application after the call is resumed, the agent must repeat the steps to share an application.

**Troubleshooting**

**eREAD/Finesse Issues**

The following are issues that the agent may encounter using Finesse/eREAD:

- **Multiple concurrent logins**: If the agent is logged into Finesse using one browser and then logs into Finesse using another browser, the agent will not be automatically logged out of Finesse in the first browser. This could cause problems if the states of the different browsers are different.

- **Failover error**: If the Finesse server is down, you will be redirected to a failover server. You will need to login to the other server.
Call connection error: When trying to call an agent or customer pod directly, the following message occurs: “Error Call could not be completed.” If you are calling an agent, the agent may not be in the Ready state or is offline. If you are calling a customer pod, there is another call to the customer pod in progress or the customer pod is offline. Wait for awhile and then try to place the call again in case either is just in another call. If you made several attempts to call, it is likely that the destination is offline.

READ/CAD Issues

The following are issues that the agent may encounter using CAD/READ:

- **READ does not appear in CAD:** Since READ is a web based application that makes use of CAD’s integrated browser and the integrated browser is supported in the CAD premium version, verify that you are using CAD Premium by checking the CAD license. Alternatively, REM may not be running the correct web services. Contact the REM administrator to verify the web services.

- **When the call is connected, one page such as the sharing page does not display although other pages show correctly such as the welcome page:** Different web pages are scripted in CAD work flow configuration for different voice events. Check with the CAD administrator to verify the CAD work flow configuration with respect to the ringing event.

Direct Connect Issues

The following are issues that the agent may encounter using Direct Connect:

- **While answering a new call using READ, the Direct Connect application reports that is unable to find the application:** The most probable reason for this issue is that the Direct Connect application was not properly installed or not installed in the default directory. CAD is pre-programmed to execute the Direct Connect application from their default directory in the remote expert’s workstation. If it is not installed in that directory, CAD cannot launch the application. As a result, it reports an error.

- **Direct Connect does not pop up when answering a call using READ:** Verify that the CAD administrator has been updated for the Direct Connect invocation event. In addition, verify that the path for Direct Connect executable is C:\CSI\DirectConnect\bin\DirectConnect\DirectConnect.exe.
• **Direct Connect does not close when the call is disconnected when using READ:** Verify that the CAD administrator has been updated for the Direct Connect Exit event and the path for Direct Connect close executable is C:\CSI\DirectConnect\bin\DirectConnect\DirectConnectClose.exe.

• **Direct Connect is stuck in “Waiting”:** Check the DirectConnect.exe.config file to verify that the value of the property “cv_service_url” is set to the web service URL.

• **Direct Connect fails to share the application with the REIC:** First, verify that the border around the application being shared is green as shown in the figure below. If it is not green but red, click the shared window to turn the border green; this indicates that this application window is the active window. If the border is green but not sharing, verify that the collaboration URL is generated in the session table for this particular session.

![Figure 108 Active Application has a Green Border](image)

### Video Pane Issues

• **Video files are not displaying in the Video pane:** A call must be initiated from the REIC in order for video files to display in the widget. If a call originates from a phone (i.e. a phone calling the UCCX Pilot number), the video files would not show because they could not be pushed to a phone.

### Appendix A: Reference Links

The following are reference links to documentation that supports topics related to RE.

*Cisco Agent Desktop for Cisco Unified Contact Center Express 8.5:*
Appendix A: Reference Links


Cisco CAD Installation Guide:

Cisco Desktop Administrator User Guide:

Cisco Agent Desktop User Guide:

Cisco CAD Troubleshooting Guide:

Cisco Unified Contact Center Express Troubleshooting TechNotes:

Cisco Finesse 9.1(1) Installation and Getting Started Guide:

Cisco Finesse 9.1(1) Administration and Serviceability Guide:

Cisco Remote Expert Manager 1.9 Installation Guide

Cisco Remote Expert Manager 1.9 Port Usage Guide

Cisco Remote Expert Manager 1.9 Administration Guide

Cisco Remote Expert Manager 1.9 Troubleshooting and Serviceability Guide

Cisco Remote Expert Manager 1.9 Release Notes

Cisco Remote Expert Smart Solution 1.9 Upgrade Guide
Appendix B: Acronyms

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

Appendix C: Direct Connect Installation and Configuration

This appendix contains detailed information about installing the Direct Connect (DC) application, which is installed on agents’ workstations. DC is used by the agents to share their desktop with customers.

Topics in this appendix include:

- Prerequisite Installation Procedures, page 64
  - Installing the Java SDK and JRE, page 65
  - Setting the JAVA_HOME Environment Variables, page 65
  - Updating the Path Variable to Include JAVA_HOME, page 66
  - Installing the Microsoft .NET Framework 4, page 67
  - Installing the Microsoft Visual Studio 2010 Runtime Library, page 67
  - Stopping the Cisco Security Agent, page 68
- Installing Direct Connect, page 69
  - Verifying that the Installation of DC is Correct, page 75
  - Configuration of Direct Connect, page 76
  - DC Configuration in CAD, page 77

Prerequisite Installation Procedures

Before installing Direct Connect, do the following:

1. Install Java SDK and JRE
2. Set the JAVA_HOME environment variables
3. Update the path variable to include JAVA_HOME
4. Install the Microsoft .NET Framework 4
5. Install the Microsoft Visual Studio 2010 Runtime Library
6. Stop the Cisco Security Agent

Installing the Java SDK and JRE

A version of the Apache Tomcat Server is installed during the installation of PureWeb SDK. For the Apache Tomcat Server to function, both Java SDK 1.6 and JRE 1.6 are required.

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Open a browser.</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong> If you are using a 64-bit version of the operating system it is recommended that you install the 64-bit version of the JRE.</td>
</tr>
<tr>
<td>3.</td>
<td>To install both the Java SDK 1.6 and JRE 1.6, follow the instructions to download and install the jdk-6u21-windows-i586.exe file.</td>
</tr>
</tbody>
</table>

Setting the JAVA_HOME Environment Variables

To set the JAVA_HOME environment variable to the root of the Java SDK installation directory, follow these steps:

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Choose <strong>Control Panel</strong> &gt; <strong>System</strong> &gt; <strong>Advanced system settings</strong>.</td>
</tr>
<tr>
<td>2.</td>
<td>Click <strong>Environment Variables</strong>.</td>
</tr>
<tr>
<td>3.</td>
<td>Click <strong>New</strong> in the System variables area.</td>
</tr>
<tr>
<td>4.</td>
<td>Enter <strong>JAVA_HOME</strong> in the Variable name field.</td>
</tr>
<tr>
<td>5.</td>
<td>Enter the path to your Java SDK in the Variable value field.</td>
</tr>
<tr>
<td>6.</td>
<td>Click <strong>OK</strong> to save your changes.</td>
</tr>
</tbody>
</table>

The figure below illustrates the six steps used to set the JAVA_HOME environment variable.
Tip

The default installation directory of the JDK 6 Update 21 for 32-bit Windows is C:\Program Files (x86)\Java\jdk1.6.0_21.

---

### Updating the Path Variable to Include JAVA_HOME

To update the Path variable to include JAVA_HOME, follow the steps below:

1. **Step 1** Choose Control Panel > System > Advanced system settings.
2. **Step 2** Click Environment Variables.
3. **Step 3** Select the path variable in the System Variable section.
4. **Step 4** Click Edit.
5. **Step 5** Add the following to the Variable value string: `%JAVA_HOME%\bin;`

   **Note** A semicolon (;) must separate each entry in the value string.

6. **Step 6** Click OK to save the changes.

   The figure below illustrates the six steps used to update the path environment variable.
**Installing the Microsoft .NET Framework 4**

To download and install the Microsoft .NET Framework 4, follow these steps:


**Step 2** Click Download.

**Step 3** Follow the instructions to download the Microsoft .NET Framework 4 (Web Installer).

---

**Installing the Microsoft Visual Studio 2010 Runtime Library**

To install the Microsoft Visual Studio 2010 Runtime Library, follow the steps below:


**Step 2** Click Download.

**Step 3** Follow the instructions to download the Microsoft Visual Studio 2010 Runtime Library.
Stopping the Cisco Security Agent

To stop the Cisco Security Agent so that Direct Connect can be started, follow the steps below:

Step 1  
Click the *show hidden icons* button in the notification area of the Windows taskbar to expand the list of icons.

*Figure 111  Show Hidden Icons Button*

Step 2  
Right-click the *Cisco Security Agent* icon.

*Figure 112  Cisco Security Agent Icon*

Step 3  
Click *Security Level*. Then click *Off* for the Security Level.
Installing Direct Connect

To install Direct Connect using the installation wizard, follow these steps:

**Step 1**  Insert the Direct Connect CD.
**Step 2**  Click the Direct Connect executable file on the CD to launch the installation wizard.
Appendix C: Direct Connect Installation and Configuration

Figure 114  Contents of Direct Connect CD

Step 3  On the Welcome screen of the Direct Connect Setup Wizard, click Next.
Step 4 Review the terms of the License Agreement. Click the I accept the terms of the License Agreement radio button.
**Step 5**  Click **Next**.

**Step 6**  Click **Browse** to choose the location of the installation.
Note  The default installation directory for Direct Connect is C:\CSI\DirectConnect.

Warning  The installation directory path cannot contain any spaces. Changing the default installation directory to C:\CSI\Direct Connect will result in a File Not Found Exception.

Step 7  Click Install to start the installation.

The Direct Connect Installing screen appears.
Step 8  When the installation is complete, click **Next**.

The installation confirmation screen confirms that installation was successful (see figure below).
Verifying that the Installation of DC is Correct

To verify that the installation is correct and complete, follow these steps:

**Step 1** 
Navigate to \CSI\DirectConnect.

**Step 2** 
Confirm that your directory structure includes the folders seen in the figure below.

**Step 3** 
Navigate to your desktop and confirm that the Direct Connect and the Restart DC Server icons are visible. If the Direct Connect icon is missing, navigate to \CSI\DirectConnect\bin\DirectConnect and create a desktop shortcut for DirectConnect.exe.

**Step 4** 
Navigate to \CSI\DirectConnect\bin\DirectConnect.

**Step 5** 
Open the DirectConnect.exe.config file.
Step 6  Edit the REM_IP value of the cv_service_url as seen in the example below:

```xml
<DirectConnect.Properties.Settings>
  <setting name="cv_service_url" serializeAs="String">
    <value>http://REM_IP/resc/services/VirtualAgentServices.VirtualAgentServicesHttpSo
      api11Endpoint/</value>
  </setting>
</DirectConnect.Properties.Settings>
```

Step 7  Save the file before closing.

Step 8  Click **Restart DC Server** on desktop.

Step 9  Click the **Direct Connect** icon on the desktop to ensure that the application starts. Upon starting the application, it asks the user to enter the expert DN. Use a valid DN to start DC.

---

## Configuration of Direct Connect

In order to set configuration options for DC, follow these steps:

---

Step 1  Navigate to `C:\CSI\DirectConnect\bin\DirectConnect\`

Step 2  Open the `RemotingService.exe.conf` file.

Step 3  Edit the file based on the information in the table below.

### Table 1  Direct Connect Configuration Options

<table>
<thead>
<tr>
<th>Option Name</th>
<th>Description</th>
<th>Valid Values</th>
</tr>
</thead>
</table>
| ImageFormatIsJpeg            | Allows you the option of using tiling or JPEG | • True - Use JPEG  
                                  |                                          | • False - Use Tiles  
                                  |                                          | • Default - False |
| ImageMinQuality              | Allows you to set the JPEG encoding value | • Min - 1  
                                  |                                          | • Max - 100  
                                  |                                          | • Default - 10   |
| ImageMaxQuality              | Allows you to set the JPEG encoding value | • Min - 1  
                                  |                                          | • Max - 100  
                                  |                                          | • Default - 85   |
| ImageLowBandwidthWidth       | Allows you to set the width of the lowest possible resolution image | • Integer value greater than 1  
                                  |                                          | • Default - 528 |
| ImageLowBandwidthHeight      | Allows you to set the height of the lowest possible resolution image | • Integer value greater than 1  
                                  |                                          | • Default - 384 |
| ImageDynamicQuality          | Allows you the option of dynamically toggling interactive mode | • True - Enable interactive mode  
                                  |                                          | • False - Disable interactive mode  
                                  |                                          | • Default - True  |
### DC Configuration in CAD

Follow the steps below to ensure DC is configured correctly in the agent’s CAD.

**Step 1** Open the Cisco Desktop Workflow Administrator.

**Step 2** Navigate to **Work Flow Configuration**.

<table>
<thead>
<tr>
<th>Option Name</th>
<th>Description</th>
<th>Valid Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>ClientDisplayStatus</td>
<td>Allows you the option of displaying bandwidth and fps on the client</td>
<td>• True - Show bandwidth &amp; fps&lt;br&gt;• False - Hide bandwidth &amp; fps&lt;br&gt;• Default - False</td>
</tr>
<tr>
<td>ImageMaxBitRate</td>
<td>Allows you to set the allocated bandwidth, measured in MBps. Increase this value to use more bandwidth, resulting in a higher quality session.</td>
<td>• Positive float&lt;br&gt;• Default - 0.4</td>
</tr>
<tr>
<td>BitRateBufferFactor</td>
<td>Allows you to set the size of the client cache used in determining the overall quality</td>
<td>• Positive float&lt;br&gt;• Default - 4</td>
</tr>
<tr>
<td>ImageAcquisitionIntervalMillis</td>
<td>Allows you to set how often to capture screen in milliseconds</td>
<td>• Min - 16 (60 fps)&lt;br&gt;• Max - 1000 (1 fps)&lt;br&gt;• Default - 200 (5 fps)</td>
</tr>
</tbody>
</table>

---

**Step 4** Save the file before closing it.
Step 3  Choose the appropriate work flow.

Step 4  Click CAD Agent and then click Voice Contact Work Flow.

Step 5  Under Events, choose the Answered and Dropped states.

Step 6  Click Add to add an action item.

Step 7  In the Select Action dialog box, click the Launch External Application tab.

Step 8  Click Add Action and enter the action name as “DC Start”.

---

**Figure 121  Voice Contact Work Flow in CAD**

**Figure 122  DC Configuration in CAD**
Step 9 Enter the application’s URL and click **OK**.

*Figure 123 Configuring DC Start URL*

![Configuring DC Start URL](image)

Step 10 Click **Add Action** and enter the action name as “DC Exit”.

Step 11 Enter the application’s URL and click **OK**.

*Figure 124 Configuring DC Exit URL*

![Configuring DC Exit URL](image)

**Note** Application URLs can be selected by browsing for the appropriate URLs from the folder where DC is installed.

Step 12 Click **Apply**.

Step 13 Close the Cisco Desktop Workflow Administrator.
Appendix D: Snapshot Capture Installation and Configuration

The Snapshot Capture application must be installed on the agent’s desktop before the document camera can be used to take snapshots.

You will need the following to install the Snapshot Capture application:
- snapshotapp-installer.jar file
- VLC player 2.0.7 or later, which can be downloaded from http://www.videolan.org/vlc/index.html
- JRE 7 update 25 or above

Setting Up the Environment

First you will need to add a new user variable for JRE.

**Step 1** Right click on the Computer icon and select **Properties**.

**Step 2** Click **Advanced system settings**.

*Figure 125 Advanced system settings Button*

*Control Panel Home*  
*Device Manager*  
*Remote settings*  
*System protection*  
*Advanced system settings*

**Step 3** In the Advanced tab, click on **Environment Variables**.
Step 4 Under the User variables area, click **New**.
Step 5 Enter **JRE_HOME** in the Variable name field.

Step 6 Enter the full path to the installation folder of JRE. For example, C:\Program Files\Java\jre7.

Step 7 Click OK.
Obtain Snapshot Capture Application File

If you have administrator access to the Remote Expert Administration Console (REAC), click the Download Snapshot Capture tab.

Figure 129 Download Snapshot Capture Tab in REAC

In the dialog box, choose the Save File radio button and then click OK to save the snapshotapp-dist.zip file to your desktop.

Figure 130 snapshotapp-dist.zip Dialog Box

If you do not have administrator access to REAC, obtain the snapshotapp-dist.zip file from your RE administrator.

The snapshotapp-dist.zip file contains two files:
- snapshotapp-installer.jar: This is the file you will use to install the application.
- Snapshot Capture User Manual.pdf: This PDF contains instructions on how to install and configure the application for Remote Expert.

Install Snapshot Capture Application

Follow these steps to install the Snapshot Capture application on the agent’s desktop:

Step 1 Double-click the snapshotapp-installer.jar file.
The Snapshot Capture Installer Wizard opens.
Step 2  Click Next.

Step 3  If you have not installed the VLC player, do that now. Click Next.
Step 4  Select a directory or use the default directory. Click Next.
Step 5 If prompted whether to create a directory, click Yes.

Step 6 Select the installation folder of the VLC player.
Figure 135 Configuration Screen

Step 7 Select the directory where the snapshots should be saved.
Step 8 Enter the REM server’s IP address.

Note The REM Host Address field does not accept host names.

Step 9 Enter the port number for the REM server. The default port number is 80.
Step 10 Click Next.
Step 11 Review the configuration. If it is correct, click Next. If it should be modified, click Back.
Step 12  Click Install.
Step 13  
When the Finished message appears, click OK.

Step 14  
Click Exit.

Re-Configure REM Server IP Address

The IP address was configured during installation. The reason why you should re-configure the REM server IP address is to avoid re-installation of the application later if the IP address of REM server changes.

Step 1  
Go to the directory where the Snapshot Capture files were installed.
Appendix D: Snapshot Capture Installation and Configuration

Step 2  Open the conf folder.
Step 3  Open the camera.properties file with Notepad.

![camera.properties File](image)

Step 4  Replace the REM server’s IP address with the actual IP address of the REM server that you are using.
Step 5  Save the changes.
Step 6  Close the file.

Create a Desktop Shortcut for the Snapshot Capture Application

Creating a desktop shortcut for the Snapshot Capture application will allow the agent to open the application quickly during a session.

Step 1  Go the folder where the application was installed.

![Snapshot Capture Files in Directory](image)

Step 2  Right-click the snapshotapp file and choose Create shortcut.
Step 3 Drag the shortcut to your desktop.

Appendix E: 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 (see figure below).

Figure 142 Example of CJ NAI Screen for Court Rooms
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.

**Figure 143**  
CTC Interface

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 `<CTC_IP>/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.
Figure 144   Segments and Court Houses

Step 3   Choose a court room.

Figure 145   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.

![Update Interpreter DN Button](image)

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.