



Cisco Remote Expert Mobile Version 11.5(1)

Documentation Guide

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Preface

Change History

Changes	Date
Initial release.	2016-08-10
Links updated	2016-11-23

About this guide

This guide provides an overview of the Remote Expert Mobile published documentation.

Successful deployment of Remote Expert Mobile also requires familiarity with the information presented in the *Cisco Collaboration Systems Solution Reference Network Designs (SRND)*. To review IP Telephony terms and concepts, see the documentation at the preceding link.

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Organization of This Guide

This guide includes the following sections:

Remote Expert Mobile Documentation	A description of all Cisco Remote Expert Mobile documentation.
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Remote Expert Mobile Documentation

Guides are available at the following links:

Cisco Remote Expert Mobile Documentation Guide

<https://search.cisco.com/search?tab=Cisco&locale=enUS&query=remote%20expert%20mobile%20documentation%20guide>

This guide.

Cisco Remote Expert Mobile Release Notes

<https://search.cisco.com/search?tab=Cisco&locale=enUS&query=remote%20expert%20mobile%20release%20notes>

Description of the current release including feature changes, limitations and restrictions, requirements and supported languages.

Cisco Remote Expert Mobile Solution Configuration Guide

<https://search.cisco.com/search?tab=Cisco&locale=enUS&query=remote%20expert%20mobile%20solution%20configuration%20guide>

A comprehensive guide explains the features available with Remote Expert Mobile and how to configure them to work with your contact center. This document is prepared for contact center administrators who configure and run the contact center and address operational issues.

Cisco Remote Expert Mobile Design Guide

<https://search.cisco.com/search?tab=Cisco&locale=enUS&query=remote%20expert%20mobile%20design%20guide>

A guide through the software components, architecture, network interfaces and deployment models affiliated with Remote Expert Mobile with Unified CCE, Unified CCX and Unified CM. This guide also reviews the OVA deployment consideration, requirements and sizing for Remote Expert Mobile. This guide also covers bandwidth provisioning and QoS considerations as well as External Firewall, NAT Settings and Data flows. In addition, for UC deployment with only CUCM, this guide provides a walk-through on how to configure Cisco Unified Communications Manager 10.5.x or later.

Cisco Remote Expert Mobile Feature Guide

<https://search.cisco.com/search?tab=Cisco&locale=enUS&query=remote%20expert%20mobile%20feature%20guide>

Descriptions of Remote Expert Mobile features including configuration and use. The highlighted features include WebRTC voice and video, co-browse and app sharing, document push and annotation.

Cisco Remote Expert Mobile Installation and Configuration Guide

<https://search.cisco.com/search?tab=Cisco&locale=enUS&query=remote%20expert%20mobile%20installation%20and%20configuration%20guide>

A guide for Remote Expert Mobile installation and configuration on a Virtual Machine using VMWare vSphere Hypervisor. This guide takes the network administrator through the series of tasks required to install and then configure the Remote Expert Mobile. The guide, then describes how to check that the system is working as expected.

Cisco Remote Expert Mobile Developer's Guide

<https://search.cisco.com/search?tab=Cisco&locale=enUS&query=remote%20expert%20mobile%20developers%20guide>

A comprehensive guide for use of the Remote Expert Mobile SDKs for native Apple iOS (Objective-C), Android (Java) and Web applications (JavaScript).

Cisco Remote Expert Mobile Advanced CSDK Developers Guide

<https://search.cisco.com/search?tab=Cisco&locale=enUS&query=remote%20expert%20mobile%20advanced%20csdk%20developers%20guide>

An advanced guide for developing applications using the Remote Expert Mobile SDKs.

Expert Assist Web Agent and Supervisor Consoles User Guide

<https://search.cisco.com/search?tab=Cisco&locale=enUS&query=remote%20expert%20mobile%20web%20agent%20and%20supervisor%20consoles%20user%20guide>

A comprehensive guide for agents and supervisors using the Expert Assist Web consoles.

Finesse Agent and Supervisor Gadget User Guide

<https://search.cisco.com/search?tab=Cisco&locale=enUS&query=remote%20expert%20mobile%20finesse%20agent%20and%20supervisor%20gadget%20user%20guide>

A comprehensive guide for agents and supervisors using the Finesse Gadgets.

Troubleshooting Remote Expert Mobile

http://docwiki.cisco.com/wiki/Troubleshooting_Remote_Expert_Mobile

A collection of troubleshooting tips for Remote Expert Mobile