



## **Cisco Remote Expert Mobile Finesse Agent and Supervisor Gadget User Guide, Release 11.6 (1)**

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## Preface

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## Change History

This table lists the major changes made to this guide. The most recent changes appear at the top.

Changes	Section	Date
Initial release of document for Release 11.6(1)		Aug 2017
Single stylesheet for all documents. Spelling and punctuation corrections.	Throughout	
Note added to Sign In section	<a href="#">Sign In—Finesse Agent Gadget on page 5</a>	
Added Co-browse only (with code) section	<a href="#">Co-browse (with code) on page 12</a>	

# About this Guide

This guide is intended for Unified Contact Center Enterprise and Unified CCX agents and supervisors who use the Remote Expert Mobile with a Finesse desktop.

## Audience

The primary audience for this guide is users, whether agents or supervisors, who need to use the Remote Expert Mobile Finesse Gadgets.

## Related Documents

Consult these documents for details of these subjects that are not covered in this guide.

Subject	Link
<i>Compatibility Matrix</i> for information on which versions of which products are supported for a contact center enterprise solution.	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html</a>
<i>Cisco Unified Contact Center Enterprise Features Guide</i> for detailed information on the configuration and administration of integrated features in your solution.	<a href="http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-feature-guides-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-feature-guides-list.html</a>
<i>Cisco Collaboration Systems Solution Reference Network Designs</i> for detailed information on the Unified Communications infrastructure on which your solution is built.	<a href="http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-implementation-design-guides-list.html">http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-implementation-design-guides-list.html</a>

You can find the full documentation of each of the components in the Unified CCE solution at these sites:

Component	Link
Cisco Unified Contact Center Enterprise	<a href="http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/tsd-products-support-series-home.html">http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/tsd-products-support-series-home.html</a>
Cisco Finesse	<a href="http://www.cisco.com/c/en/us/support/customer-collaboration/finesse/tsd-products-support-series-home.html">http://www.cisco.com/c/en/us/support/customer-collaboration/finesse/tsd-products-support-series-home.html</a>
Cisco MediaSense	<a href="http://www.cisco.com/c/en/us/support/customer-collaboration/mediasense/tsd-products-support-series-home.html">http://www.cisco.com/c/en/us/support/customer-collaboration/mediasense/tsd-products-support-series-home.html</a>
Cisco SocialMiner	<a href="http://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/tsd-products-support-series-home.html">http://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/tsd-products-support-series-home.html</a>
Cisco Unified Customer Voice Portal	<a href="http://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/tsd-products-support-series-home.html">http://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/tsd-products-support-series-home.html</a>
Cisco Unified Intelligence Center	<a href="http://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/tsd-products-support-series-home.html">http://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/tsd-products-support-series-home.html</a>
Cisco Virtualized Voice Browser	<a href="http://www.cisco.com/c/en/us/support/customer-collaboration/virtualized-voice-browser/tsd-products-support-series-home.html">http://www.cisco.com/c/en/us/support/customer-collaboration/virtualized-voice-browser/tsd-products-support-series-home.html</a>

# Organization of this Guide

The guide includes the following sections:

<b>Introduction</b>	Introduction and brief overview of Remote Expert Mobile and its SDKs, software server components, agent integrations and key technologies.
<b>Expert Assist Finesse Gadgets Overview</b>	Description of the Finesse Agent and Supervisor Gadget
<b>Finesse Agent Gadget</b>	
<b>Sign In— Finesse Agent Gadget</b>	Procedure for signing into the Finesse Agent Gadget
<b>Finesse Agent Gadget Details</b>	Detailed features and descriptions of the Finesse Agent Gadget
<b>Sign Out— Finesse Agent Gadget</b>	Procedure for signing out of the Finesse Agent Gadget
<b>Finesse Supervisor Gadget</b>	
<b>Sign In— Finesse Supervisor Gadget</b>	Procedure for signing into the Finesse Supervisor Gadget
<b>Finesse Supervisor Gadget Details</b>	Detailed descriptions and procedures for supervisors to manage URLs and URL categories in the web agent console.
<b>Sign Out— Finesse Supervisor Gadget</b>	Procedure for signing out of the Finesse Supervisor Gadget
<b>Acronym List</b>	Lists some common industry and Cisco specific acronyms relevant to Remote Expert Mobile.

## Obtaining Documentation and Submitting a Service Request

To receive new and revised Cisco technical content directly to your desktop, you can subscribe to the [What's New in Cisco Product Documentation RSS feed](#). RSS feeds are a free service.

## Field Alerts and Field Notices

Cisco products may be modified or key processes may be determined to be important. These are announced through use of the Cisco Field Alerts and Cisco Field Notices. You can register to receive Field Alerts and Field Notices through the Product Alert Tool on Cisco.com. This tool enables you to create a profile to receive announcements by selecting all products of interest.

Log into [www.cisco.com](http://www.cisco.com) and then access the tool at <http://www.cisco.com/cisco/support/notifications.html>.

## Documentation Feedback

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We appreciate your comments.

## Conventions

This document uses the following conventions:

Convention	Indication
<b>boldface font</b>	Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example: <ul style="list-style-type: none"> <li>■ Choose Edit &gt; Find.</li> <li>■ Click Finish.</li> </ul>
<i>italic font</i>	Italic font is used to indicate the following: <ul style="list-style-type: none"> <li>■ To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills.</li> <li>■ A syntax value that the user must replace. Example: IF (<i>condition, true-value, false-value</i>)</li> <li>■ A book title. Example: See the <i>Cisco Unified Contact Center Enterprise Installation and Upgrade Guide</i>.</li> </ul>
[ ]	Elements in square brackets are optional.
{ x   y   z }	Required alternative keywords are grouped in braces and separated by vertical bars.
[ x   y   z ]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A non-quoted sequence of characters. Do not use quotation marks around the string or the string will include the quotation marks.
window font	Window font, such as Courier, is used for the following: <ul style="list-style-type: none"> <li>■ Text as it appears in code or that the window displays. Example:  <pre>&lt;html&gt;&lt;title&gt;Cisco Systems, Inc. &lt;/title&gt;&lt;/html&gt;</pre> </li> </ul>
< >	Angle brackets are used to indicate the following: <ul style="list-style-type: none"> <li>• For arguments where the context does not allow italic, such as ASCII output.</li> <li>• A character string that the user enters but that does not appear on the window such as a password.</li> </ul>
[ ]	Default responses to system prompts are in square brackets.
!, #	An exclamation point (!) or a pound sign (#) at the beginning of a line of code indicates a comment line.





## CHAPTER

# 1

## Introduction

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[Remote Expert Co-browse](#)

1

[SDKs](#)

1

Cisco Remote Expert Mobile is a software solution that enables personal and actionable customer interactions within mobile and web applications. These interactions range from simple click-to-call to a complete voice, video and Expert Assist customer engagement session interconnected to a full contact center environment. For example, Cisco Remote Expert Mobile can connect individual investors to the next available financial adviser within a mobile trading app (B2C—Business to Consumer) or a field employee's mobile call to an internal help-desk (B2E—Business to Employee).

## Remote Expert Co-browse

With Cisco Remote Expert Co-browse (previously called Meet Me), developers can deliver Expert Assist co-browse and application sharing. The Finesse Gadgets will work with either mobile or web applications (see [Co-browse \(with code\) on page 12](#)).

## SDKs

Cisco Remote Expert Mobile includes Software Development Kits (SDKs) to provide voice over IP, video over IP and expert assist (app share and web co-browse, annotation and document push) features within pre-existing mobile and web applications. Whether placing or receiving calls, Cisco Remote Expert Mobile supports web application in every major browser such as: Google Chrome, Mozilla Firefox, Opera, Internet Explorer and Apple Safari. With WebRTC at its core, in-app communications are enabled without the need for plugins. Where WebRTC is yet to be supported in Internet Explorer and Safari, WebRTC plugins are provided for voice and video. Cisco Remote Expert Mobile also delivers integrated communications in iOS 7+ and Android 4.1.2+ apps thru native libraries.





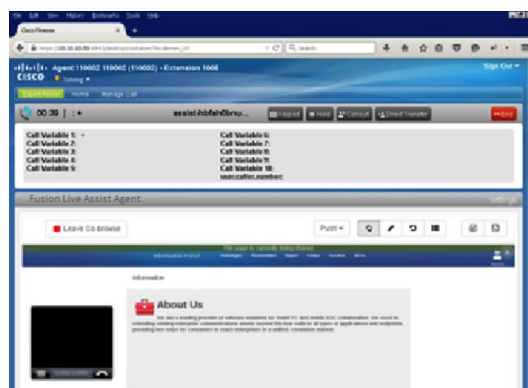
# CHAPTER 2

## Finesse Gadgets Overview

Remote Expert Mobile may be used in the Cisco Finesse® agent and supervisor desktop for Cisco Unified Contact Center Enterprise and Unified Contact Center Express. In addition, for those that do not have Cisco Finesse desktop, agent and supervisors can use the Expert Assist Web Agent Console and Expert Assist Web Supervisor Console to receive web-based voice/video calls. Agents and experts may also co-browse with customers or consumers that have initiated a support session from an RE Mobile enabled website or mobile application. For more information, please refer to the *Remote Expert Mobile—Expert Assist Web Agent and Supervisor Consoles User Guide*.

**Figure 1: Finesse Agent Gadget**

For Agents—receive calls and co-browse with customers

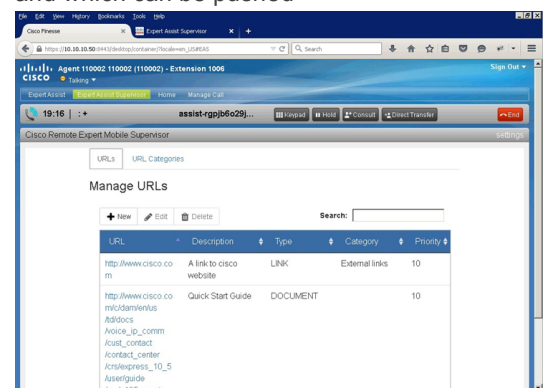


**Features:**

- Agent sign in/out
- Co-browse, Remote Control and Annotation

**Figure 2: Finesse Supervisor Gadget**

For Supervisors—manage aspects of the agent desktop, such as which documents can be shared and which can be pushed



**Features:**

- Supervisor Sign in/out
- Manage Pushed Links and Documents

- Co-browse (with code)
- Document and URL push  
**Note:** Document push supports HTTP or HTTPS URLs only, not FTP
- Transfer and Conference co-browse
- Form Editor

- Add/Edit/Delete URLs
- Add/Edit/Delete URL Categories
- Add/Edit/Delete Documents



## CHAPTER 3

# Finesse Agent Gadget

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## Sign In—Finesse Agent Gadget



Note

- For compatibility of browsers with the Finesse Gadget, see <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html>.
- The Finesse Agent Gadget does not support Single Sign On agents—such agents cannot be authenticated.

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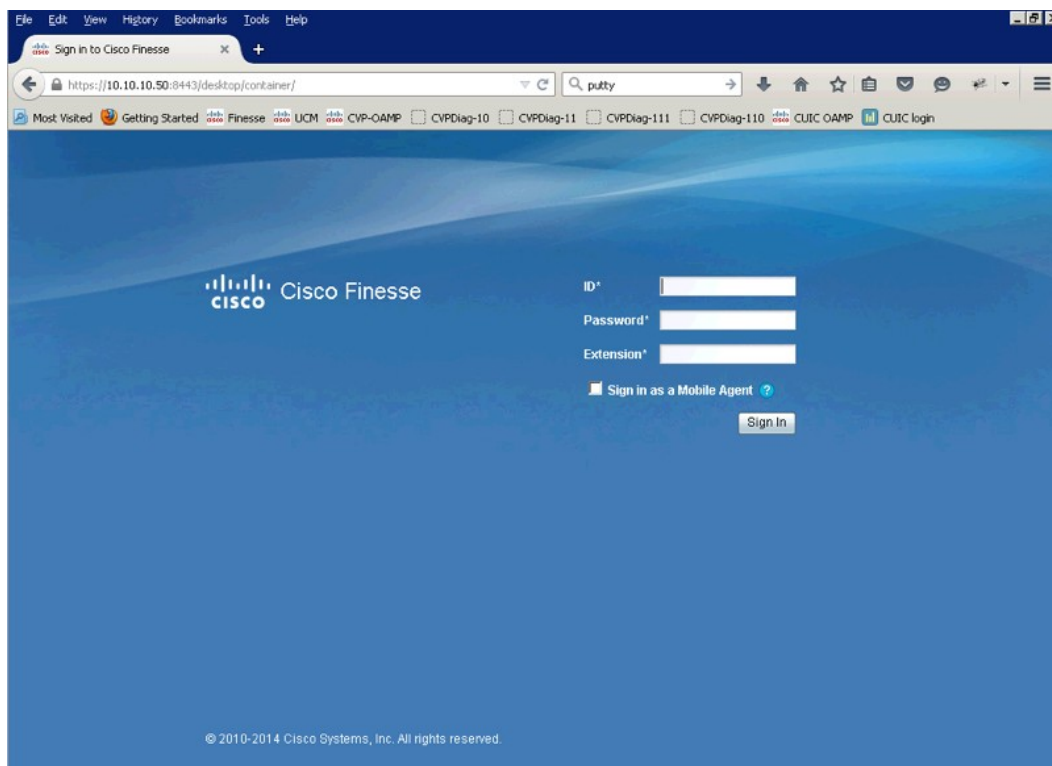
### Procedure

1. Launch the Finesse Desktop and use the standard Finesse sign in procedure as defined in the *Cisco Finesse Agent and Supervisor Desktop User Guide*.

## Sign In—Finesse Agent Gadget

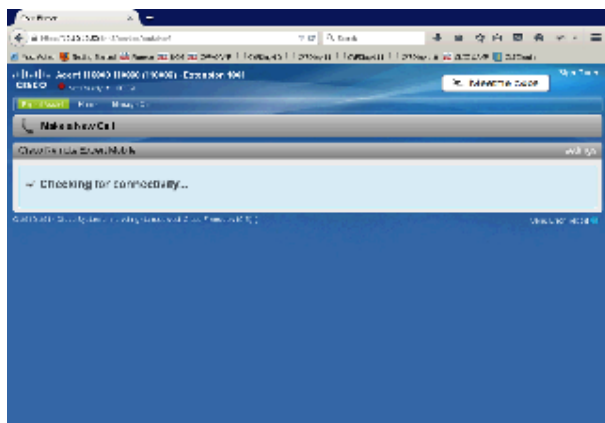
You may be asked to accept a security certificate. Contact your administrator for instructions specific to your browser.

This action opens a Sign-In page for Finesse Agent Console.



2. As an agent, enter the username that you administrator or supervisor gave you.
3. For **Password**, enter your agent password that your administrator provided.
4. For **Extension**, enter the phone extension that your administrator provided.
5. Click **Sign In**.
6. After a successful sign-in, the Finesse gadget tries to connect with the RE Mobile server.

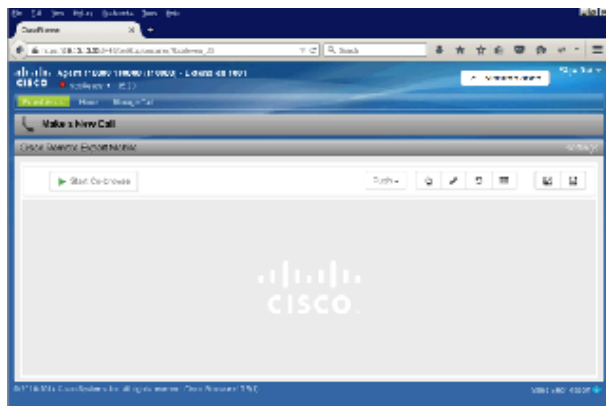
While this check is taking place it displays the following image.



- On successful login, the Finesse Gadget shows the agent's view window in the main viewing area.

**Note**

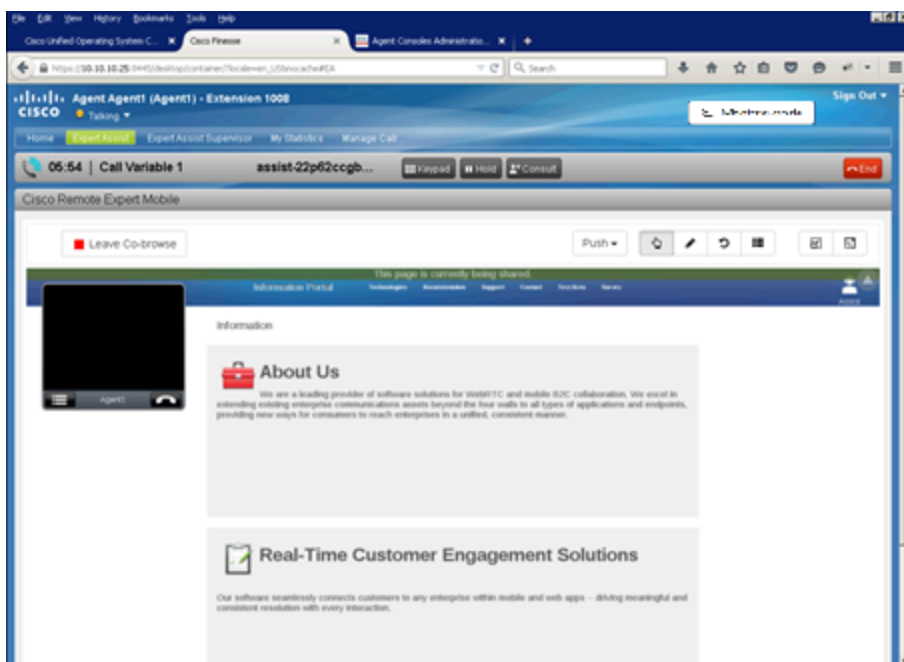
Information on the Agent Gadget gets enabled upon receiving an assist call through the Remote Expert Mobile application



## Finesse Agent Gadget Details

The following is a view of the Finesse Agent Gadget in the middle of a voice, video and Expert Assist session:

**Figure 3:**

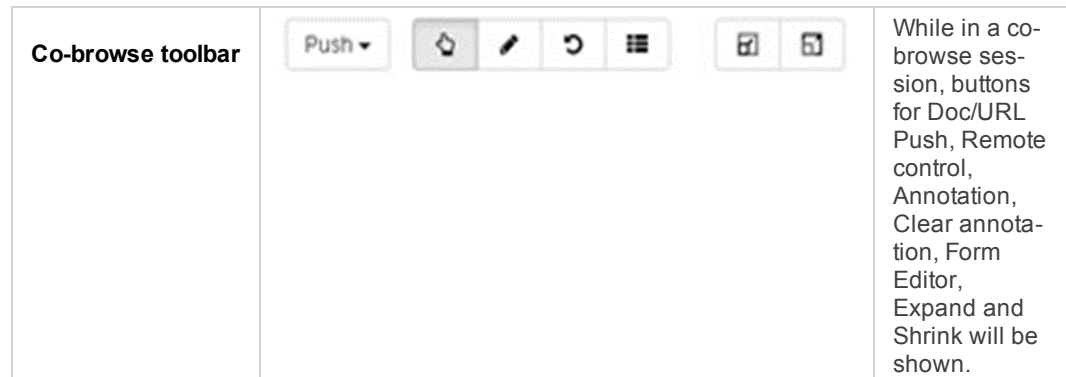


- The Finesse Agent Gadget displays the *Co-browse window*—this is a view of the customer's remote browser tab or mobile application screen (i.e. the co-browse share session)
- At the top of the Finesse Desktop is the Finesse header / other gadgets—this area contains:
  - The Finesse Desktop header which provides the ability to sign out and change agent state. It also has a row of tabs which controls which gadgets are displayed

- Other gadgets may also be visible. These may be displayed above or below the Expert Assist Agent gadget depending on your particular deployment configuration
- The **Expert Assist Agent toolbar**—contains buttons and drop-downs relating to the expert assist agent gadget
- The **Expert Assist Agent co-browse area**—displays the customer's browser, i.e. the co-browse session

When appropriate, the Finesse Agent Widget presents the following tool bars:

**Figure 4:**



- **Form editor area**—The form editor area only becomes visible when the consumer browses a page with a form, and the agent clicks the form editor button. The form editor area displays an agent tool for completing customer forms rapidly. The tool presents an easily editable list of fields outside of the co-browse window to simplify agent entry.



**Note**

Agents may select specific fields with the pointer and enter them on behalf of the customer within the Co-browse window as well.

## Prior to call—Finesse Agent Gadget

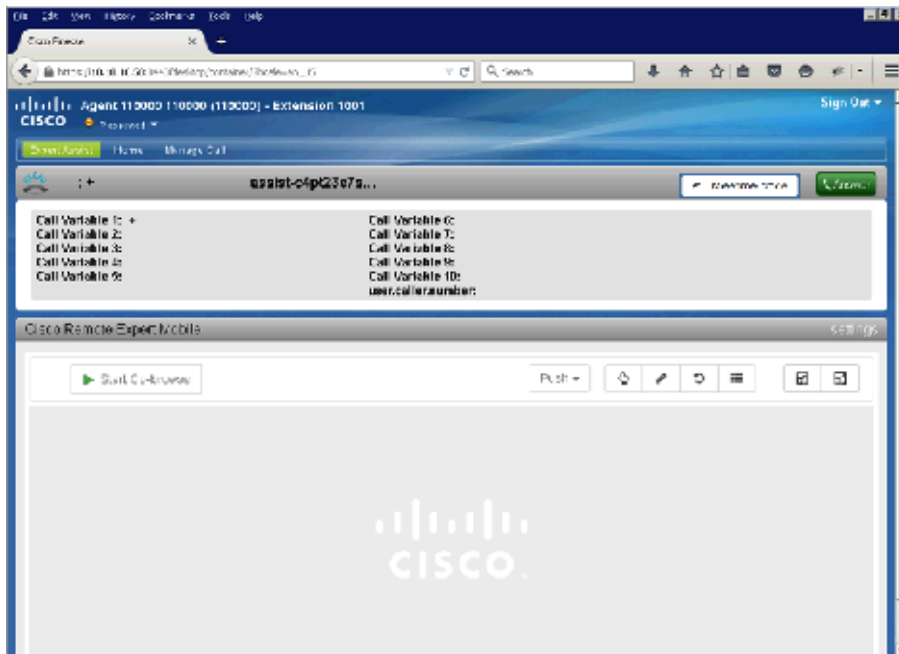
When the Agent is logged in, but not in an active call, co-browse cannot be started until the call is answered.



## Active voice and video call—Finesse Agent Desktop

When it detects an incoming call, the Finesse Desktop alerts the agent.

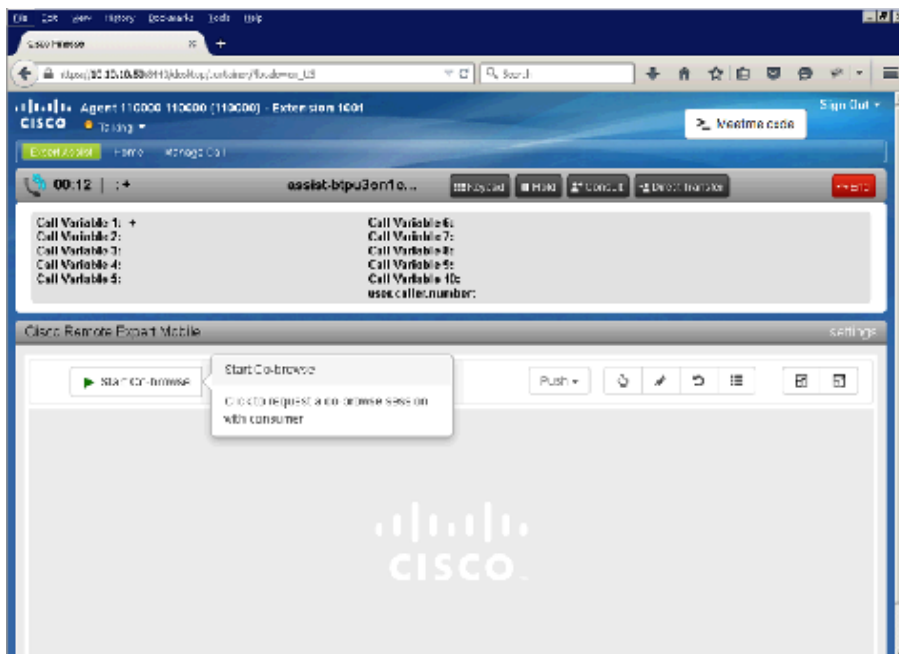
Figure 5:



After the agent answers the call, they receive voice and video through their endpoint or softphone.

The agent can request a co-browse session via the **Start Co-browse** button in the toolbar. Once pressed, the agent must wait for the consumer to accept the co-browse session.

Figure 6:



While in a co-browse session, the consumer will know that their browser is being shared to the agent as a message (“This page is currently being shared”) is displayed at the top of the screen. The message will disappear when the agent clicks the **Leave Co-browse** button, puts the call on hold, or ends the call.

## Active voice, video and co-browse session—Finesse Agent Gadget

When the consumer in their mobile application or web browser accepts a co-browse session, Expert Assist shows the Co-browse window to the agent. The agent views the content of the browser tab of the remote consumer or the application screen of the mobile device. For security, the agent does not have access to the remote consumer’s desktop. The developer may mask or hide portions of the remote screen to protect sensitive information such as passwords or credit card numbers.

While in the co-browse session the co-browse toolbar is displayed.

**Figure 7:**



Using these tools, agents can do the following:

- Point and click in the remote browser**—Agent can click areas of the web-site viewed by the consumer, and can traverse menus. The agent may also focus on a form element and then use their keypad to complete information on the behalf of the remote user. The agent may also vertically scroll the remote screen with the scroll buttons on the right side of the co-browse window.
- Annotate**—As depicted in the diagram, the agent can draw on the remote screen to highlight specific sections of the remote application or a pushed document. Annotations will also automatically clear when the screen/page changes or is scrolled.
- Clear annotation**—The agent uses this to remove previous annotations.
- Push a URL or Link**—The agent may push the consumer another Remote Expert enabled link enabling the remote application to jump to a specific web page or portion of the application. These URLs are added via the supervisor in the Expert Assist Web Supervisor Console.

**Figure 8:**



**Note**

If a URL or Link is pushed while a document is shared, then the document window closes.

- **Push a Document** (PDF or images)—The agent may push the consumer a document (PDF), or image (PNG, JPEG, GIF) to review. As shown in the following diagram, the document can be jointly browsed, the agent can annotate and the document may be closed.

Figure 9:



The agent can place the user on hold through the Finesse desktop or by using the hold button on the phone. The Finesse gadget will end the co-browse session when the agent is no longer talking to the consumer. When the agent retrieves the call, the co-browse session resumes.

The agent can click **Leave Co-browse** to end the co-browse session while the call is in progress. They can resume the co-browse session by clicking **Rejoin Co-browse** while the consumer is still on the call.



Note

the consumer will not be prompted to re-accept the co-browse session.

The consumer will know when co-browse is being shared as a sharing message banner is displayed at the top of the screen.

**Direct Transfer**—If the agent performs a direct transfer to another agent, the co-browse session ends. The agent cannot rejoin the co-browse session.

**Consult Transfer**—During a consult transfer:

- The co-browse session ends while the agent is on the consult call. The agent cannot see the consumer screen when the agent is not talking to the consumer.
- The first agent can click retrieve, transfer or conference during the consult call
  - **Retrieve**—the co-browse session can be resumed as the call with consumer resumes.
  - **Transfer**—the co-browse session ends permanently (cannot be rejoined) after the call is transferred to the other agent
  - **Conference**—the co-browse session can be resumed as the call with consumer is placed in a conference. The second agent can choose to join co-browse by clicking the **Start Co-browse** button.

The consumer is only asked once to approve co-browsing during the entire call duration.

Once they have approved co-browsing by the agent, they will not be asked again.

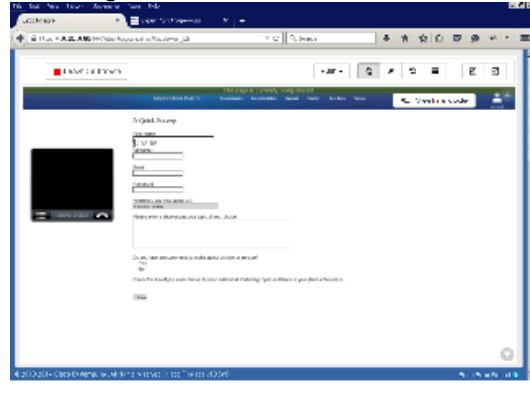
In the conference call, if the first agent has not already requested to enable co-browse, and the second agent requests to enable co-browse, the consumer is asked to approve it.

## Active voice, video and co-browse session with a form—Finesse Agent Gadget

Complete forms on the co-browse window—When there is a form to be completed by the consumer visible in the web page or mobile application, the agent can complete it by selecting the field with the Agent Remote Control tool and then typing

The agent's changes will be sent when the agent presses **Enter** or **Tab**.

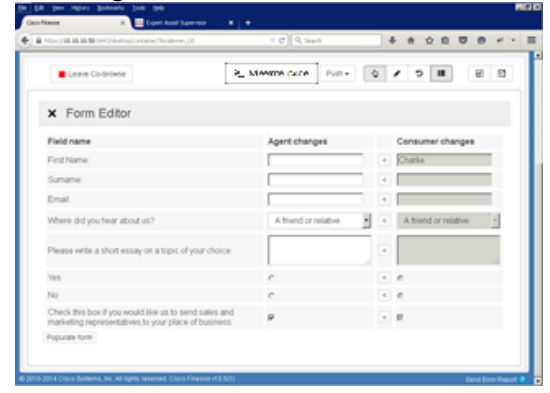
**Figure 10: Form in co-browse window**



Complete forms using the Form Editor tool—The form editor button will place a form editor tool in the main window thereby enabling the agent to quickly complete the customer's form.

The agent's changes will be sent when they click the **populate form** button.

**Figure 11: Form editor**

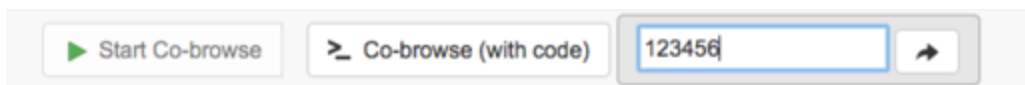


## Co-browse (with code)

Typically, a call uses voice and video from the start, so implementing a co-browse is easily accomplished.

There may be a situation where a customer already has a voice call in progress with an agent, that they need to escalate to include co-browsing. To match the customer's screen to the agent's co browse, the customer can display a short code on their screen—when they tell the agent this code, the agent should click the **Co-browse (with code)** button and enter this short code (for example, 962013) into the displayed text box.

**Figure 12:**



This enables the agent and consumer to connect to the same support session (see the *Remote Expert Mobile Developer Guide, Release 11.6 (1)* (available at <http://www.cisco.com/c/en/us/support/customer-collaboration/remote-expert-mobile/products-programming-reference-guides-list.html>) for details of how this short code is obtained).

There is a similar case in which a consumer and agent are already in a support session, and the agent wishes to include a second agent in the same support session. In this case, the agent should click the **Co-browse (with code)** button as above, but in this case (because there is already a support session in progress) the console generates a short code, associates it with the correlation ID of the session, and displays it to the agent (again, see the *Remote Expert Mobile Developer Guide, Release 11.6 (1)* (available at <http://www.cisco.com/c/en/us/support/customer-collaboration/remote-expert-mobile/products-programming-reference-guides-list.html>) for details of how the short code is generated). The agent can then communicate the short code to their colleague, who can follow the preceding procedure to connect to the same support session.

## Sign Out - Finesse Agent Gadget

Follow the standard Finesse sign out procedure as defined in the *Cisco Finesse Agent and Supervisor Desktop User Guide* document.





## CHAPTER 4

# Finesse Supervisor Gadget

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## Sign In - Finesse Supervisor Gadget



Note

For browser compatibility information, see the *Cisco Remote Expert Mobile—Solution Configuration Guide* (available at <http://www.cisco.com/c/en/us/support/customer-collaboration/remote-expert-mobile/products-installation-guides-list.html>).

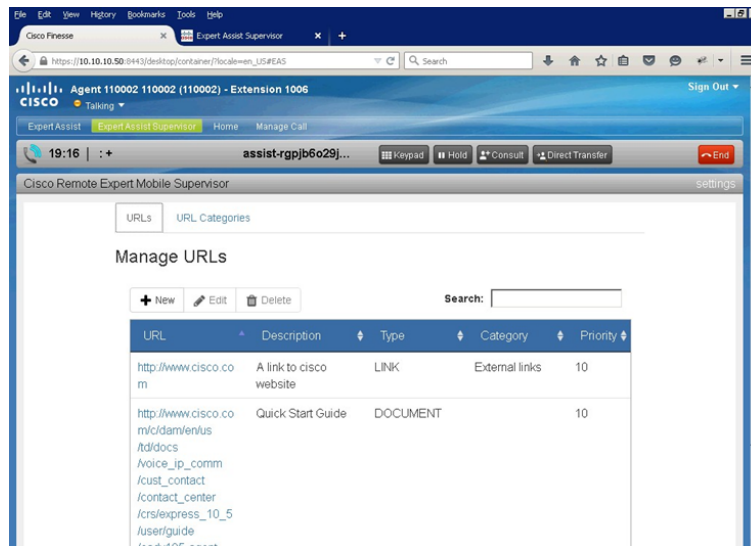
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### Procedure

1. Launch the Finesse Desktop and use the standard Finesse sign in procedure as defined in the *Cisco Finesse Agent and Supervisor Desktop User Guide*. You may need to accept a security certificate. Contact your administrator for instructions specific to your browser.  
This action opens a Sign In page for Finesse Supervisor Gadget.
2. As a supervisor, enter the username your administrator provided.
3. For **Password**, enter the agent password that your administrator gave you.
4. For **Extension**, enter your phone extension that your administrator provided.
5. Click **Sign In**.

## Finesse Supervisor Gadget Details

6. After a successful log in, you will see the URL list window in the main viewing area:



## Finesse Supervisor Gadget Details

The Supervisor Gadget is used to manage content pushed from the Agent Console to the consumer application:

- URLs
- URL categories



Note

For more information on this Agent Console feature refer to [Push a URL or Link](#) above

## Manage Document Add / Edit / Delete URLs

There are two types of URLs available to Agents:

- **LINK URLs**—this type of URL provides a link to a web page. An agent can choose to 'push' one of these links to the customer in order to direct the customer's browser to a new web page.
- **DOCUMENT URLs**—this type of URL provides a link to a file or document. An agent can choose to 'push' one of these documents to the customer for display in the customer's browser.



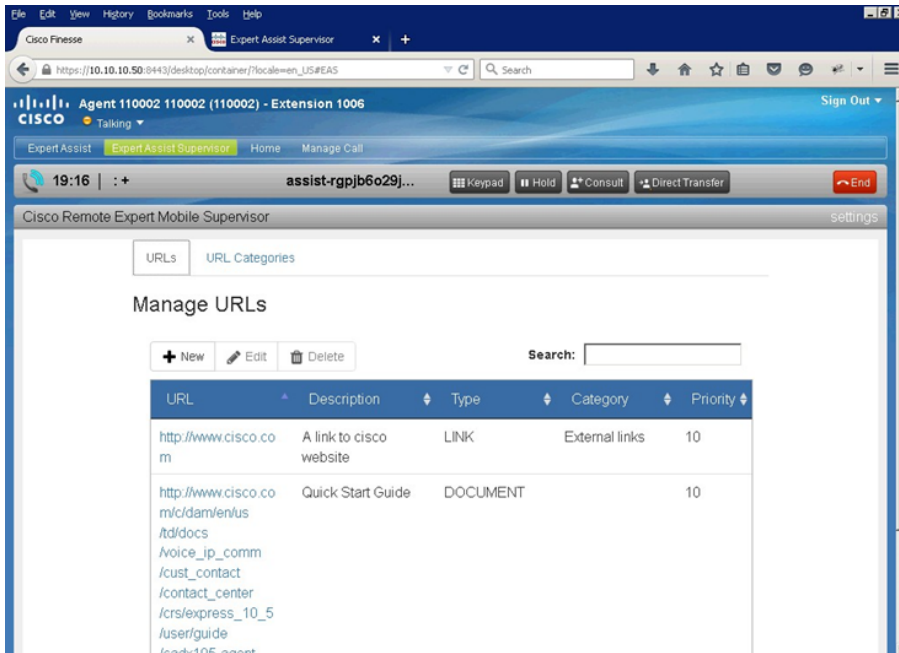
Note

Document URLs should link to PDFs. PDF files should be limited in size because when they are pushed, they are downloaded into the consumer's application. Load time varies based on file size (MB) and Internet connection speed. As a best practice, these files should not exceed 2 MB.

The supervisor manages (adds, edits, deletes) these URLs. These URLs appear in the **push** drop down in the agent Finesse Gadget or Web Console.



Figure 13: URL management screen:

**Note**

URLs must reference a server which does not require authentication, because the Finesse gadget cannot include authentication information in its request. For a similar reason (the Finesse gadget cannot include the access control headers), documents should be on a server which will not block a request due to access control restrictions on cross-origin resource sharing (CORS) requests.

## URL properties

Each URL managed by the supervisor and available to agents has the following properties:

- **URL**—A URL which the agent can resolve.
  - For a LINK URL, the consumer application must also be able to resolve it.
  - For a DOCUMENT URL, the REAS must be able to resolve it, and it **must** end with the document's extension type (such as `.../userguide.pdf`).
- **Description**—A description of the URL to help the agent understand how document or link might be used.
- **Type**—Either **DOCUMENT** or **LINK**.
  - **DOCUMENT**—supported document types (pdf, gif, png, jpeg) can be pushed and displayed on the customer's browser.
  - **LINK**—represents a web page. When the link is pushed to the customer, their web page redirects to the LINK URL.
- **Category** (optional)—The category of the URL. Used to group and categorize similar URLs.
- **Priority**—The order in the list of documents which Expert Assist displays to the agent. Higher priority values come first. The default value is a priority of 10; enter a value in the range 10 – 10000.

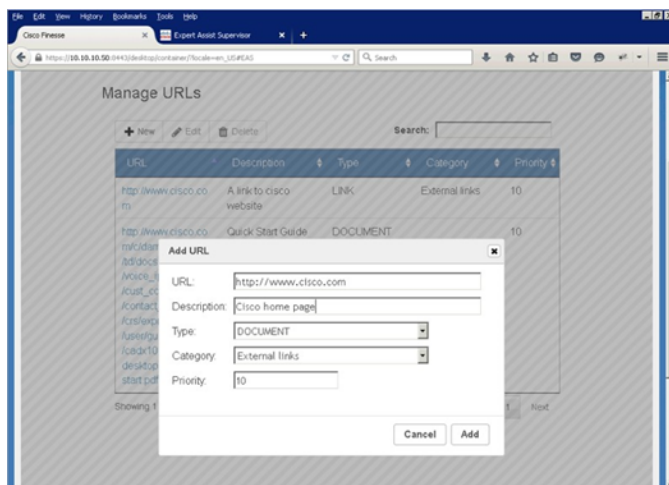
## Adding a URL

### Procedure

1. Sign In to the Finesse Supervisor Gadget.
2. Select the **URL** tab to display a table of URLs.

## Manage Document Add / Edit / Delete URLs

3. Select the **New (+)** button above the table to display the **add** dialog:



4. Enter **URL**, **Description**, **Type**, **Category** and **Priority** fields.
5. Click **Add**. The **add** dialog closes and the new URL is added to the URL table.

## Editing a URL

### Procedure

1. Sign In to the Finesse Supervisor Gadget.
2. Select the **URL** tab to display a table with URLs.
3. Select the row to edit in the table and then click the **Edit** (pencil) button to display the **edit URL** dialog.
4. Edit the **URL**, **Description**, **Type**, **Category** and **Priority** fields.
5. Click **Update**. The dialog closes and the row in the URL table updates to reflect the changes.

## Deleting a URL

### Procedure

1. Sign In to the Finesse Supervisor Gadget.
2. Select the **URL** tab to display a table with URLs.
3. Select the row to delete in the table and then click **Delete** (trashcan) button to display the **Delete confirmation** dialog.
4. Click **Confirm**. The dialog closes and the URL table updates to remove the URL.

## URL Categories

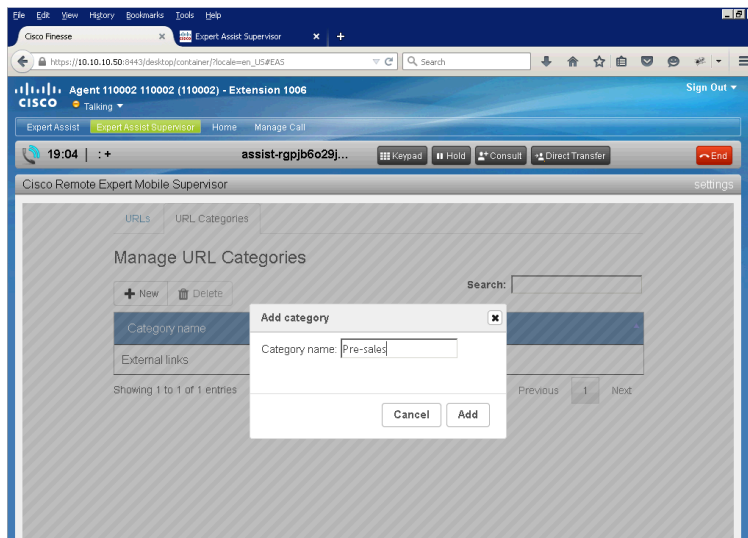
URL categories are like Windows folders, used to group similar documents and links. URL categories help agents more easily find related documents and URLs.

## Adding a URL Category

### Procedure

1. Sign In to the Finesse Supervisor Gadget
2. Select the **URL Category** tab to display a drop down of URL categories.

3. Select the **New (+)** button to display the **Add Category** dialog.



4. Enter the **Category name** and click **Add**. The URL Category is added to the drop down.

## Deleting a URL Category

### Procedure

1. Sign In to the Finesse Supervisor Gadget.
2. Select the **URL Category** tab to display a drop down of URL categories.
3. Select the row in the table to delete and then click **Delete** (trashcan) button to display the **Delete confirmation** dialog.
4. Click **Confirm**. The dialog closes and the Category is removed from the drop down.

## Sign Out—Finesse Supervisor Gadget

Follow the standard Finesse sign-out procedure as defined in the *Cisco Finesse Agent and Supervisor Desktop User Guide* document.





## CHAPTER 5

# Co-Browse Behavior

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## Request for Co-browse

- When a consumer grants permission for an agent to co-browse, that permission persists—if the agent stops the desktop shar-ing, and later returns, they do not need to re-request permission, regardless of the length of time between leaving and re joining. On the user's screen, the normal "This page is currently being shared" message is displayed.

## Co-Browse Behavior When Call Is Put On Hold

- When an agent places a call on hold, the co-browse stops for all participants—if the call has more than one agent, the co-browse stops for all agents.

## Agent Video Window

- When co-browsing, a floating black or gray window appears within the co-browse, to represent what the consumer is seeing. The video of the agent that the consumer sees does not appear in the co-browse at the agent side—the agent would simply see themselves, which is not beneficial.

# Acronym List

Item	Description
<b>CODEC</b>	“Coder-decoder” encodes a data stream or signal for transmission and decodes it for playback in voice over IP and video conferencing applications.
<b>G.711</b>	PCMU/A 8-bit audio codec used for base telephony applications
<b>G.729a</b>	Low-bitrate audio codec for VoIP applications
<b>H.264</b>	Video codec. H.264 is the dominant video compression technology, or codec, in industry that was developed by the International Telecommunications Union (as H.264 and MPEG-4 Part 10, Advanced Video Coding, or AVC). Cisco is open-sourcing its H.264 codec (Open H.264) and providing a binary software module that can be downloaded for free from the Internet. Cisco covers MPEG LA licensing costs for this module.
<b>Opus</b>	Low bit rate, high definition audio codec for VoIP applications. Opus is unmatched for interactive speech and music transmission over the Internet, but is also intended for storage and streaming applications. It is standardized by the Internet Engineering Task Force (IETF) as RFC 6716 which incorporated technology from Skype's SILK codec and Xiph.Org's CELT codec ( <a href="http://www.opus-codec.org">www.opus-codec.org</a> )
<b>REAS</b>	Remote Expert Mobile Application Server
<b>REMB</b>	Remote Expert Mobile Media Broker
<b>VP8</b>	Video codec—VP8 is a video compression format owned by Google. Google remains a staunch supporter of VP8 after buying On2 Technologies in 2010; Google then released VP8 software under a BSD-like license, as well as the VP8 bitstream specification under an irrevocable license, and free of royalties. VP8 is roughly equivalent in processor usage, bandwidth, and quality to H.264.
<b>WebRTC</b>	Web Real Time Communications for communications without plug-ins