

Cisco Remote Expert Mobile 10.6

Product Overview

Cisco® Remote Expert Mobile allows your customers to integrate real-time voice and video communications. With Expert Assist they can interactively collaborate as they co-browse, annotate, and file share directly into iOS and Android applications and websites.

Part of the Cisco Collaboration portfolio, Remote Expert Mobile smoothly integrates with our customer care and unified communications products incorporating capabilities such as expert routing, video in queue, video on hold, and Cisco Finesse® desktop integration. The software supports WebRTC-capable browsers without the need for additional plug-ins for video and voice. For browsers that are not WebRTC-capable, customers can use a plug-in.

Expert Assist interactive customer collaboration experiences are as follows:

- Two-way voice or video or one- or two-way voice or video selectable by customer
- Co-browsing of customer application or web screen visible to Remote Expert
- Application or web control by Remote Expert
- Remote Expert annotation and/or cursor spotlight
- Remote Expert joint form fill (sensitive data cells can be masked on the Expert screen)
- Ability of Remote Expert to push files and URLs to customer

Business Value

Businesses and organizations have multiple customer care channels deployed today to interface with their customers on everything from basic account servicing, to troubleshooting, to general selling. Many organizations recognize that their application and website channels are increasingly more important to reach their business objectives. For some industries such as financial services, their mobile application channels are quickly becoming the customer's channel of choice. However, the growth in these channels has started to create a customer inflection point. Today if a customer interested in a product or service is browsing your website and needs to talk with someone for additional advice, the customer has to change channels or devices, typically calling into a customer service center for help; the customer then must start the journey all over again. Increasingly organizations are having a difficult time connecting a customer's journey from one channel to another. This connection is commonly referred to as omnichannel, and today many organizations are researching ways to improve business process and system capabilities to connect a customer's journey moving from one channel to another.

Remote Expert Mobile empowers organizations to enable real-time engagement directly in their application and website channels, making it easy for customers to interact with "experts" how, when, and where they choose. No longer will your customers have to leave one channel and start on another. Remote Expert Mobile harmonizes multiple channels into one connected experience that ultimately could lead to improved business outcomes and customer loyalty.

Table 1 lists the features and benefits of Cisco Remote Expert Mobile 10.6

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Feature	Benefits
Expert Assist web and application SDKs	<p>These kits enable Expert Assist Interactive Collaboration integration into client applications and websites:</p> <ul style="list-style-type: none"> • Two-way voice or video or one- or two-way voice or video selectable by customer • Customer application and web screen sharing; that is, co-browsing • Remote control of co-browsing • Annotation and cursor spotlight • Document push • Platform-specific SDK libraries for iOS, Android, and JavaScript for web
Expert Assist SDK video options	<ul style="list-style-type: none"> • Remote Expert Mobile uses WebRTC standards-based video for supported browsers. If you want to support non-WebRTC browsers, a H.264 or VP8 video plug-in is provided and can be presented to your customer for download • Video can be one-way (Expert visible to customer) or two ways if customer opts in to enable video • Bandwidth check is performed to help ensure video quality • Video can also be made optional and present only on an audio channel
Application server	<p>Cisco Remote Expert Mobile Application Server orchestrates each session and helps ensure Session Initiation Protocol (SIP) interoperability, removing any signaling complexities.</p> <ul style="list-style-type: none"> • Supports HTTP-to-SIP signaling conversion • Supports HTTP secure socket through firewall and reverse proxy • Establishes and manages session collaboration capabilities including voice and video
Media broker	<p>Cisco Remote Expert Media Broker resides in your demilitarized zone (DMZ) and helps ensure compatibility with customer-owned devices and enterprise devices</p> <ul style="list-style-type: none"> • Video transcoding includes VP8 to and from H.264 • Audio transcoding includes Opus HD to G.711 and G.711 to G.729 • You can convert between client application Secure Real-Time Transport Protocol (SRTP)- and SIP-compatible Real-Time Transport Protocol (RTP) streams • You can translate Secure Device Provisioning (SDP) for enterprise use • Media Broker supports network impairment handling (NACK/PLI) • It supports adaptive rate control (REMB/TMMBR) • The broker supports load balancing • SRTP and serial tunnel (STUN) termination point are supported • Media port multiplexing is supported
Supported browsers	<ul style="list-style-type: none"> • Firefox Version 26+ for WebRTC; otherwise requires plug-in for voice and video • Chrome Version 28+ for WebRTC; otherwise requires plug-in for voice and video • Safari Version 7+; also requires plug-in for voice and video • IE Version 8; also requires plug-in for voice and video
Contact center integration	<p>Cisco Remote Expert Mobile smoothly integrates with all of Cisco Contact Center platforms, enabling customers to integrate traditional customer care experiences</p> <ul style="list-style-type: none"> • Cisco Unified Contact Center Enterprise (UCCE) with support for up to 100 concurrent sessions • Cisco Packaged Contact Center Enterprise (PUCCE) with support for up to 100 concurrent sessions • Cisco Unified Contact Center Express (CCX) with support for up to 100 concurrent sessions
Cisco Finesse desktop integration	<ul style="list-style-type: none"> • Cisco Remote Expert Mobile includes a web gadget that enables simple integration with Cisco Finesse Agent Desktop
Expert Assist and Cisco Unified Communications (UCM) integration	<ul style="list-style-type: none"> • Web bases agent desktop for Remote Expert Mobile deployments with Cisco Unified Communications Manager only
Security and encryption	<ul style="list-style-type: none"> • Secure HTTP (HTTPS) and SRTP
Audio and video conversation recording	<ul style="list-style-type: none"> • Remote Expert Mobile uses Cisco MediaSense and the media forking capability of Cisco Unified Border Element (CUBE) to record up to two video and two audio tracks per conversation. You can record video up to 1080p resolution, and play back recorded video and audio tracks using MediaSense or export them to other systems

Platform Support, Compatibility, and Specifications

Consult the hardware and system software specifications for hardware and operating system requirements for compatibility with other Cisco and third-party products, and for additional product specifications.

Licensing

This product is licensed by the number of concurrent sessions.

Warranty Information

You can find warranty information on Cisco.com at the [Product Warranties](#) page.

Ordering Information

To place an order, visit the [Cisco Ordering Home Page](#). To download software, visit the [Cisco Software Center](#).

Cisco Technology Partners

Cisco Remote Expert Mobile software is orderable by all certified partners and will be placed into a New Product Hold process upon ordering. To ensure successful design, deployment, and operations of Cisco Remote Expert Mobile, Cisco Authorized Technology Partner for Contact Center Enterprise is required for deployments based on Cisco Unified Contact Center Enterprise or Cisco Packaged Contact Center Enterprise. The release of New Product Hold, independent from the underlying platform (Cisco Unified Contact Center Enterprise, Cisco Packaged Contact Center Enterprise, Cisco Contact Center Express, and Cisco Unified Communications Manager), requires a minimum of two partner individuals to complete the 1-day, free Webex[®] delivered hands-on technical training.

A list of partners who meet these criteria is available here:

<https://communities.cisco.com/community/partner/collaboration/contactcenter/remote-expert>.

Cisco Authorized Partners

Cisco Advanced Technology Partners (ATPs) have completed rigorous training and validation of their knowledge of Cisco Contact Center product and can offer customers some or all of the following capabilities:

- Planning, design, and implementation
- Operation
- Optimization
- Product resale
- Professional services
- Postsales support

Information about Cisco Contact Center ATP partners is available at:

http://www.cisco.com/web/partners/pr11/atp/ucc_enterprise/index.html.

Cisco Developer Network Partners

The Cisco Developer Network program offers a formalized means for developers to certify value-added applications and solutions for use with this product. Information about Cisco Developer Network partners is available at: <https://marketplace.cisco.com/catalog>.

Cisco Capital

Financing to Help You Achieve Your Objectives

Cisco Capital can help you acquire the technology you need to achieve your objectives and stay competitive. We can help you reduce CapEx. Accelerate your growth. Optimize your investment dollars and ROI. Cisco Capital financing gives you flexibility in acquiring hardware, software, services, and complementary third-party equipment. And there's just one predictable payment. Cisco Capital is available in more than 100 countries. [Learn more.](#)

For More Information

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