

# Remote Expert Mobile 11.6

## Product Overview

Cisco® Remote Expert Mobile is a software-based product and solutions offer that enables customers to integrate real-time voice and video communications with Expert Assist interactive collaboration experiences such as co-browsing, annotation, and file sharing directly into customer-facing iOS/Android applications and websites. Remote Expert Mobile is part of the Cisco collaboration portfolio and seamlessly 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. Remote Expert Mobile supports WebRTC-capable browsers without the need for additional plug-ins for video and voice. To add support for non-WebRTC-capable browsers, a plug-in can be presented. Remote Expert Co-Browse is the co-browse/screen share capability of Remote Expert Mobile. It allows customers to integrate digital touchpoints into traditional deployments by enabling easy escalation to co-browse sessions. Using Co-Browse to see what the customer is seeing helps agents guide customers efficiently and identify issues rapidly. On the customer side, it reduces customer effort and improves satisfaction.

Expert Assist interactive customer collaboration experiences are as follows:

- 2-way voice, 1- or 2-way video selectable by customer
- Co-browsing of customer application or web screen visible to Remote Expert
- Remote Expert Co-Browse (meet-me) allows you to add share capability to any existing customer care or unified communications deployments (mobile, public switched telephone network [PSTN], etc.)
- Application or web control by Remote Expert
- Remote Expert Annotation and cursor spotlight
- Joint form fill (sensitive data cells can be masked on the expert screen)
- Ability 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 and general selling. Many organizations recognize that their application and website channels are becoming increasingly important for reaching their business objectives. In some industries, such as financial services, 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 is browsing your website and is interested in a product or service but needs to talk with someone for additional advice, he or she will have to change channels or devices, typically calling into a customer service center for help and having to start the journey all over again. Organizations are having a difficult time connecting a customer's journey from one channel to another, a capability commonly referred to as omnichannel. Many organizations today are researching ways to improve business processes and system capabilities by providing customers with an omnichannel experience.

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 over again on another. Remote Expert Mobile harmonizes multiple channels into one connected experience that ultimately leads to improved business outcomes and customer loyalty.

**Table 1.** Features and Benefits of Cisco Remote Expert Mobile 11.6

Feature	Benefits
<b>Expert Assist web and application SDKs</b>	<p>Enables integration of Expert Assist interactive collaboration into client applications and websites</p> <ul style="list-style-type: none"> <li>• 2-way voice, 1- or 2-way video, customer selectable</li> <li>• Customer application and web screen sharing (co-browsing)</li> <li>• Remote Expert Co-Browse (meet-me) allows you to add share capability to any customer care or unified communications deployments (mobile, PSTN, etc.)</li> <li>• Remote control of co-browsing</li> <li>• Annotation and cursor spotlight</li> <li>• Document push</li> <li>• Includes platform-specific SDK libraries for iOS, Android, and JavaScript for web</li> </ul>
<b>Expert Assist SDK video options</b>	<ul style="list-style-type: none"> <li>• Remote Expert Mobile uses WebRTC standards-based video for supported browsers. If you want to support non-WebRTC browsers, an H.264 or VP8 video plug-in is provided and can be presented to your customer for download</li> <li>• Video can be 1-way (expert visible to customer) or 2-way by customer opting in to enable their video</li> <li>• Bandwidth check is performed to help ensure video quality</li> <li>• Video can also be made optional and present only an audio channel</li> </ul>
<b>Application Server</b>	<p>Cisco Remote Expert Mobile Application Server orchestrates each individual session and helps ensure Session Initiation Protocol (SIP) interoperability by removing any signaling complexities</p> <ul style="list-style-type: none"> <li>• HTTP-to-SIP signaling conversion</li> <li>• HTTP secure socket through firewall and reverse proxy</li> <li>• Establish and manage session collaboration capabilities, including voice and video</li> </ul>
<b>Media Broker</b>	<p>Cisco Remote Expert Media Broker resides at your network edge (DMZ) and helps ensure compatibility with customer-owned devices and enterprise devices</p> <ul style="list-style-type: none"> <li>• Video transcoding includes VP8 to and from H.264</li> <li>• Audio transcoding includes Opus HD to G.711 and G.711 to G.729</li> <li>• Convert between client application Secure Real-Time Transport Protocol (SRTP) and SIP-compatible RTP streams</li> <li>• Translate Secure Device Provisioning (SDP) for enterprise use</li> <li>• Network impairment handling (NACK/PLI)</li> <li>• Adaptive rate control (Media Broker, Temporary Maximum Media Stream Bit Rate Request [TMMBR])</li> <li>• Load balancing</li> <li>• SRTP and serial tunnel (STUN) termination point</li> <li>• Media port multiplexing</li> </ul>
<b>Supported browsers</b>	<ul style="list-style-type: none"> <li>• Firefox Version 47+, WebRTC support</li> <li>• Chrome Version 50+, WebRTC support</li> <li>• Opera Version 37+, WebRTC support</li> <li>• Safari Version 8+, requires plug-in for voice and video</li> <li>• Internet Explorer Version 11 (32/64bit), requires plug-in for voice and video</li> <li>• Edge Version 14+ (co-browse only)</li> <li>• Edge Version 15+, WebRTC support (for voice and video)</li> </ul>
<b>Contact center integration</b>	<p>Cisco Remote Expert Mobile seamlessly integrates with all Cisco contact center platforms, enabling you to integrate traditional customer care experiences</p> <ul style="list-style-type: none"> <li>• Cisco Unified Contact Center Enterprise (UCCE) and Packaged Contact Center Enterprise (PCCE)</li> <li>• Cisco Hosted Collaboration Solution for Contact Center (HCS-CC)</li> <li>• Cisco Unified Contact Center Express (UCCX)</li> </ul>

Feature	Benefits
<b>Cisco Finesse desktop integration</b>	<ul style="list-style-type: none"> <li>• Cisco Remote Expert Mobile includes a web gadget that enables simple integration with Cisco Finesse Agent Desktop</li> </ul>
<b>Cisco Expert Assist agent SDK</b>	<ul style="list-style-type: none"> <li>• Cisco Remote Expert Mobile includes SDKs to develop agent console applications</li> </ul>
<b>Expert Assist integration with Cisco Unified Communications Manager</b>	<ul style="list-style-type: none"> <li>• Web-based agent desktop for Remote Expert Mobile deployments with Cisco Unified Communications Manager only</li> </ul>
<b>Security and encryption</b>	<ul style="list-style-type: none"> <li>• HTTP(S) and SRTP</li> </ul>

## 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. For more information on Cisco Remote Expert Mobile, please visit <https://www.cisco.com/c/en/us/products/customer-collaboration/remote-expert-mobile/index.html>.

## 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 help ensure successful design, deployment, and operation of Cisco Remote Expert Mobile, a partner must hold a Cisco Authorized Technology Provider (ATP) for Unified Contact Center Enterprise designation for deployments based on UCCE or PCCE. The release of New Product Hold, independent from the underlying platform (UCCE, PCCE, UCCX, or Cisco Unified Communications Manager), requires a minimum of two partner individuals to complete the 1-day, free Cisco WebEx<sup>®</sup> delivered hands-on technical training. A list of partners who meet these criteria can be found here:

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

## Cisco ATP Partners

Cisco ATP Partners have completed rigorous training and validation of their knowledge of Cisco contact center products and can offer customers some or all of the following capabilities:

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

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Information about Cisco ATP UCCE Partners is available at:  
[https://www.cisco.com/web/partners/pr11/atp/ucc\\_enterprise/index.html](https://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

For more information, please visit <https://www.cisco.com>.




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