



eREAD

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Chapter Overview

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eREAD Overview

Just like READ, eREAD allows remote experts to share documents and stream media files to a REIC located at a branch office.

eREAD 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

If using Cisco Finesse 10.5(1), eREAD is available in both English and Simplified Chinese.

Cisco Finesse and Internet Explorer

REM 1.9.6 supports Internet Explorer(IE)11 when Cisco Finesse is used on an agent's workstation.



Note

A proper CA certificate installed on the REM server is required for eREAD to populate in IE11.

Refer to the Cisco Finesse links below for information on supported browser versions and the steps for configuring IE browser settings to ensure all features of Cisco Finesse work properly.

- Cisco Finesse client requirements including supported platforms and browsers:

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/finesse/finesse_1051/release/notes/CFIN_BK_R34A18D2_00_release-notes-for-cisco-finesse-1051/CFIN_BK_R34A18D2_00_release-notes-for-cisco-finesse_chapter_00.html#CFIN_RF_HCBB012D_00

- Configuring IE browser settings for Cisco Finesse:

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/finesse/finesse_1051/user/guide/CFIN_BK_CF3279DF_00_cisco-finesse-desktop-user-guide-1051/CFIN_BK_CF3279DF_00_cisco-finesse-desktop-user-guide-1051_chapter_01.html#CFIN_RF_B8C90C29_00

How to Use eREAD

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** If you have Cisco Finesse 9.1(1), 10.0(1), or 10.5(1) using Cisco Unified Contact Center Enterprise (UCCE), open your web browser and type **https://[IP address]:8443/desktop** (for example, **https://135.4.27.134:8443/desktop**). If you have Cisco Finesse 10.0(1) using Cisco Unified Contact Center Express (UCCX), open your web browser and type **https://[IP address]:8445/desktop** (for example, **https://135.4.27.134:8445/desktop**).



Note If the customer is using the default setting for Cisco Finesse, Cisco Contact Center Enterprise (CCE) will use port 8443 while Cisco Contact Center Express (CCX) will use port 8445. Also, in the CCE setup, Finesse is a different VM. In CCX, on the other hand, Finesse is actually running on the CCX VM itself with a different port. However, those port numbers may be reconfigured to different ones, depending on customer's requirements. Check with your administrator for the correct port number.

The Cisco Finesse login page appears.

- Step 2** RE can be viewed in either English or Simplified Chinese. English is the default language. If you want to view the GUI in Simplified Chinese, use the language menu located on the right-hand side of the screen and choose Simplified Chinese.



Note The Simplified Chinese option is only available with Finesse 10.5(1).

- Step 3** Enter your agent ID number.

- Step 4** Enter your password.

- Step 5** Enter your extension number.

- Step 6** Click the **Sign In** button.

A secure connection message is displayed.

The next set of steps will enable the browser to trust the connection.

- Step 7** Right click on the READ page and open it in a different tab by choosing **Open Frame in New Tab**.

- Step 8** Go to the new tab and click **I Understand the Risks**.

- Step 9** Click **Add Exception**. The Add Security Exception dialog will appear.

- Step 10** Check the **Permanently store this exception** check box and click **Confirm Security Exception**.

READ loads in the tab.

- Step 11** Close the tab and go back to Finesse.

- Step 12** Right click on the READ page and choose **Reload Frame**.

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.

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.

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- Step 1** Choose the **Not Ready** state in the upper left corner of the application.
- Step 2** Click the **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.
- Step 4** Click the green **Call** button within the keypad to place the call.
- 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”.

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- Step 1** Choose **Ready** from the state drop-down menu at the upper left of the screen.
The “Welcome to the Remote Expert Agent Desktop” message will appear in the eREAD area of the 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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End a Call

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

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

Conference with Another Agent

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

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- 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.
A new Call Variable bar for the agent that you are trying to conference in appears and displays the "Dialing" message.
 - Step 4** When the call has connected, go to the Call Variable bar for the customer pod and click the **Conference** button.
 - Step 5** When you want to disconnect from the conference, click the red **Leave Conference** button.
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Transfer Call to Another Agent

Follow these steps to transfer a call to another agent:

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- 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.
A new Call Variable bar for the agent that you are trying to transfer to appears and displays the "Dialing" message.
 - Step 4** When the call has connected, go to the Call Variable bar for the customer pod and click the **Transfer** button.



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

You will be disconnected from the call.
