Preface

Note
All advertising materials mentioning features or use of this software must display the following acknowledgement: “This product includes software developed by the University of California, Berkeley and its contributors.”

Overview

This preface describes the audience, organization, and conventions of the Cisco Remote Expert Manager Installation Guide for release 11.0. It also provides information on related documentation. This preface includes the following sections:

- “Audience”
- “Purpose”
- “Organization”
- “Related Documentation”

Audience

This guide is intended for Partners and the Advanced Services team who will install the hardware and software at the data center, contact center, and branches. This guide is not intended for Administrators of the solution.

Purpose

This guide provides the information that you need to install and configure the components of the Cisco Remote Expert solution.

Note
REAC configuration is not included in this guide.
Organization

This guide is organized into the following chapters:

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Related Documentation

These documents provide additional information about the Cisco Remote Expert Smart Solution:

Cisco Remote Expert Manager Port Usage Guide

Cisco Remote Expert Manager Agent’s Workstation Setup Guide

Cisco Remote Expert Manager Administration Guide

Cisco Remote Expert Manager Troubleshooting and Serviceability Guide

Cisco Remote Expert Manager eREAD User Guide

Cisco Remote Expert Manager Release Notes