Cisco Remote Expert Mobile Configuration

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Introduction
Cisco Remote Expert Mobile (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.

This page provides configuration information for Remote Expert Mobile configuration in a Cisco Unified Contact Center Enterprise (Unified CCE) environment.

The intended audience should be familiar with Cisco Collaboration products and be able to perform system-level configuration of Cisco Collaboration components and deployments.

The configuration information is based primarily on system testing performed on Unified CCE during Cisco Collaboration Systems Release 11.0(1).

This topic does not contain detailed step-by-step procedures. For detailed information about installing, configuring, and administering Cisco Unified Communications Manager (Unified Communications Manager), Unified CCE, or Cisco Unified Border Element (CUBE) refer to respective product documentation.

Design
For information on design considerations and guidelines for deploying Remote Expert Mobile:

Cisco Remote Expert Mobile Design Guide

Topologies
This section provides information about Remote Expert Mobile in a Unified CCE environment.

For information on specific deployments and sites where Remote Expert Mobile testing was performed, see Cisco Unified Contact Center Enterprise Test Bed for Collaboration Systems Release 11.0(1).
Component Deployment

During Cisco Collaboration Systems Release 11.0 testing, various components were installed and tested.

- Remote Expert Mobile: 10.6.1.10000-8
- Cisco Unified Communications Manager (Unified Communications Manager): 11.0(1)
- Unified CCE: 11.0(1)
- Cisco Finesse: 11.0(1)
- Cisco Unified Customer Voice Portal (Unified CVP): 11.0(1)
- OS: Win 7 Ent Sp1, Win 8.1
- Opera 30.0.1835.88, Chrome 43.0.2357.124m, Mozilla Firefox Firefox 37.0.2/38, IE 11.0.9600.17843
- Cisco IOS: 15.5(2.25)M0.5

Call Flow Diagram

The following is a graphical representation of Remote Expert Mobile call flow in a Unified CCE environment.
Configuration

This section provides the high-level tasks and related information for configuring Remote Expert Mobile in a Unified CCE environment.

The following table provides this information:

- **Configuration Tasks**: List of high-level configuration tasks
- **System Test Specifics**: System test variations from procedures and settings documented in the product documentation.
- **More Information**: Links to product documentation for detailed configuration information related to the high-level tasks.
Note: Default and recommended values specified in the product documentation were used during system testing, unless otherwise noted in the System Test Specifics column.

Table 1. Remote Expert Mobile Configuration

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<tr>
<th>Configuration Tasks</th>
<th>System Test Specifics</th>
<th>More Information</th>
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<td><strong>Prerequisites:</strong></td>
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<tr>
<td>Before installation:</td>
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<tr>
<td>• Configure NTP for the ESXi hosts where Remote Expert Mobile VMs reside.</td>
<td></td>
<td></td>
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<tr>
<td>• Ensure that all Remote Expert Mobile nodes are in the same subnet.</td>
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<tr>
<td>• Add the VMs in the DNS for resolution and create a cluster address that resolves to the IP addresses of both the Remote Expert Application Server (REAS) nodes.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Install and configure REAS Master node.</td>
<td>See <a href="#">Cisco Remote Expert Mobile Install and Configuration Guide</a></td>
<td></td>
</tr>
<tr>
<td>2. Install and configure REAS Slave node.</td>
<td>See <a href="#">Cisco Remote Expert Mobile Install and Configuration Guide</a></td>
<td></td>
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<tr>
<td>3. Install Remote Expert Mobile Broker (REMB) nodes.</td>
<td>See <a href="#">Cisco Remote Expert Mobile Install and Configuration Guide</a></td>
<td></td>
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<tr>
<td>5. Configure and license Cisco Finesse gadget.</td>
<td>See: <a href="#">Cisco Remote Expert Mobile Install and Configuration Guide</a></td>
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<td>7. Configure CUBE.</td>
<td>See topic, “CUBE Configuration”</td>
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<td>8. Configure MediaSense for video recording. (Optional based on requirements)</td>
<td>See topic, “MediaSense for Video Recording Configuration”</td>
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<tr>
<td>Configuration Tasks</td>
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<tr>
<td>9. Configure for sharing of contextual information. (Optional based on requirements)</td>
<td>If you assign Call.SIPHeader to an Agent Peripheral Variable, only the hexadecimal value displays in the Cisco Finesse UI while validating Contextual Information passed from Customer in Agent UI. For more detail, see CSCuv42170.</td>
<td>See topic, &quot;Sharing of Contextual Information Configuration&quot;</td>
</tr>
<tr>
<td>10. Install Sample Assist Application in iPad. (Optional based on requirements)</td>
<td></td>
<td>See topic, “iPad Sample Assist Application Installation”</td>
</tr>
<tr>
<td>12. Test Remote Expert Mobile Configuration.</td>
<td>Co-browse does not work with IE 11 though it was found to be working in other test labs. See CSCuv04851. If the Cisco Finesse gadget does not connect and says Checking for connectivity, wait for few minutes. If no certificate appears, then one of the REAS nodes may be down. Bring up both the nodes and sign in to Cisco Finesse. This problem is a known issue under discussion. If the Cisco Finesse gadget says, There were issues rendering this gadget... peer not authenticated, then the HTTPS certificate has not been imported into Cisco Finesse properly and Cisco Finesse has not been restarted. If the Cisco Finesse gadget says, Unexpected response '401' to GET request to, then it usually means that the Cisco Finesse port mentioned in the web controller page is incorrect. The Cisco Finesse URL should have port 8445. If no video appears during the call, make sure the video screening and asymmetric payload full commands in the SIP section are present in the CUBE.</td>
<td>See topic, “Test Remote Expert Mobile Configuration”</td>
</tr>
</tbody>
</table>
CUBE Configuration

This configuration is for a basic audio or video call through CUBE with audio and video recording using MediaSense. In this configuration, all the dial-peers are bound to the internal network. The bold lines are specific to Remote Expert Mobile in the SIP section.

voice service voip
no ip address trusted authenticate
rtp-port range 16384 32000
address-hiding
mode border-element
media-address range 10.8.2.12 10.8.2.12
  port-range 16384 32000
allow-connections sip to sip
no supplementary-service sip refer
no supplementary-service sip handle-replaces
 supplementary-service media-renegotiate
signaling forward unconditional
fax protocol pass-through g711ulaw
sip
  session refresh
  header-passing
    asymmetric payload full
  no anat
  midcall-signaling passthru
  g729 annexb=all
  pass-thru headers unsupp
  no call service stop
video screening
!
voice class codec 264
  codec preference 1 g729r8
  codec preference 2 mp4a-latm
  codec preference 3 g711ulaw
  codec preference 4 g722-64
  video codec h264
!
media class 4
  recorder parameter
    media-recording 4000
!
dial-peer voice 3021100 voip
  description "DP for Incoming call for RE"
  session protocol sipv2
  incoming called-number 533021100[2,3]
  voice-class codec 264
  voice-class sip bind control source-interface GigabitEthernet0/0
  voice-class sip bind media source-interface GigabitEthernet0/0
  media-class 4
dtmf-relay rtp-nte
  no vad
!
dial-peer voice 4000 voip
  description This is the forking dialpeer for RE Video & Audio recording
  destination-pattern 4000
  signaling forward none
  session protocol sipv2
  session target ipv4:10.8.2.41
  no voice-class sip midcall-signaling block
  session transport tcp
  voice-class codec 264
  voice-class sip options-keepalive
  voice-class sip bind control source-interface GigabitEthernet0/0
Cisco Remote Expert Mobile Configuration

Configuration

voice-class sip bind media source-interface GigabitEthernet0/0
!
dial-peer voice 30211002 voip
description "SIT RE Dial Peer-1 to CVP 2"
translation-profile outgoing strip-digit
destination-pattern 5330211002
session protocol sipv2
session target ipv4:10.8.2.16
voice-class codec 264
voice-class sip rel1xx disable
no voice-class sip asserted-id
voice-class sip bind control source-interface GigabitEthernet0/0
voice-class sip bind media source-interface GigabitEthernet0/0
dtmf-relay rtp-nte
!

MediaSense for Video Recording Configuration

1. Sign in to the MediaSense administrator page.
2. To configure MediaSense for video recording, choose Administration > Incoming call configuration > Add.
3. In the Address field, enter 4000 (the media-recording parameter from the CUBE configuration).
4. From the Action drop-down list, choose Record audio and video.

Sharing of Contextual Information Configuration

1. On the iPad, under Settings > Remote Expert Mobile > User To User Information > Platinum Member, configure the information to be passed.
3. On the CUBE-E, enable pass-thru headers unsupp in SIP Section.
4. On Unified CVP Call Server in OAMP, configure the SIP header as User-to-User and deploy the Unified CVP Server.
5. In Unified CCE Routing Script, write a custom function to change the Hexadecimal to a string and pass the Call.SIPHeader to that custom function. Assign the same to an agent call variable (for example, Call.PeripheralVariable1).

Note: If you assign Call.SIPHeader to an Agent Peripheral Variable, only the Hexadecimal Value displays in the Cisco Finesse UI while validating Contextual Information passed from Customer in Agent UI. Case in progress.

iPad Sample Assist Application Installation

Follow these steps to download and install Sample Assist Application in iPad.

1. In Chrome Browser, download and install Remote Expert Mobile.
3. From the Untrusted Application Developer dialog box, press Trust.

URL and Document Push Configuration

1. Sign in as Expert Assist supervisor using the URL: https://<REASclusteraddress>:8443/expertassist/supervisor/
2. For URL push:
   a. Add a new URL category.
b. Add a new URL with type Link.

c. Enter Description and the HTTP or HTTPS URL.

Note: This URL must be accessible from the laptop.

3. For document push:


   b. From the Type of URL drop-down list, choose Document.

Test Remote Expert Mobile Configuration

1. For an external call, register the customer laptop to the internet network (for example, 192.168.194.x) and then open the assist sample page, using the URL: https://<RevProxyInternetIP>/assistsample/?agent=sip:<DN>@<CUBEIP>

2. For an internal call, register the customer laptop to the data center network (for example, 10.14.0.x) and then open the assist sample page, using the URL: https://<REASclusteraddress>:8443/assistsample/?agent=sip:<DN>@<CUBEIP>

3. To call, click the assistsample button and answer the call from Cisco Finesse Agent Desktop.

4. To co-browse, click Expert Assist and Start Co-browse.

Related Documentation

- Cisco Remote Expert Mobile Design Guide
- Cisco Remote Expert Mobile Installation and Configuration Guide
- Cisco Contact Center Solutions and Unified Communications Manager Solution Configuration Guide for Remote Expert Mobile
- Troubleshooting Remote Expert Mobile
- FCSDK With Nginx
- System Release Notes for Contact Center: Cisco Collaboration Systems Release 11.0(1)
- For information on the IOS commands used to configure infrastructure components, see Configuration Command Files for Unified CCE.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see What's New in Cisco Product Documentation at: http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html.

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