Cisco Remote Expert Solution Configuration

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Introduction

This page provides configuration information about Remote Expert Solution.

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

Remote Expert Solution 1.8.X version has been tested with the Unified Contact Center Enterprise 9.X version.

The Remote Expert Solution connects customers with experts in an immersive, virtual face-to-face interaction regardless of their physical location. Telepresence video and content sharing technologies and Remote Expert Solution combine to create a complete business solution. The solution includes the necessary office peripherals such as screen sharing, credit card readers, and printers, in each Remote Expert Solution session. Remote Expert Solution simplifies and enhances the experience through touchscreen controls, database access to customer preferences, and custom automation software.

This topic does not contain detailed step-by-step procedures. For detailed information about how to install, configure, and administer Remote Expert Solution, refer to the appropriate documentation in Related Documentation.

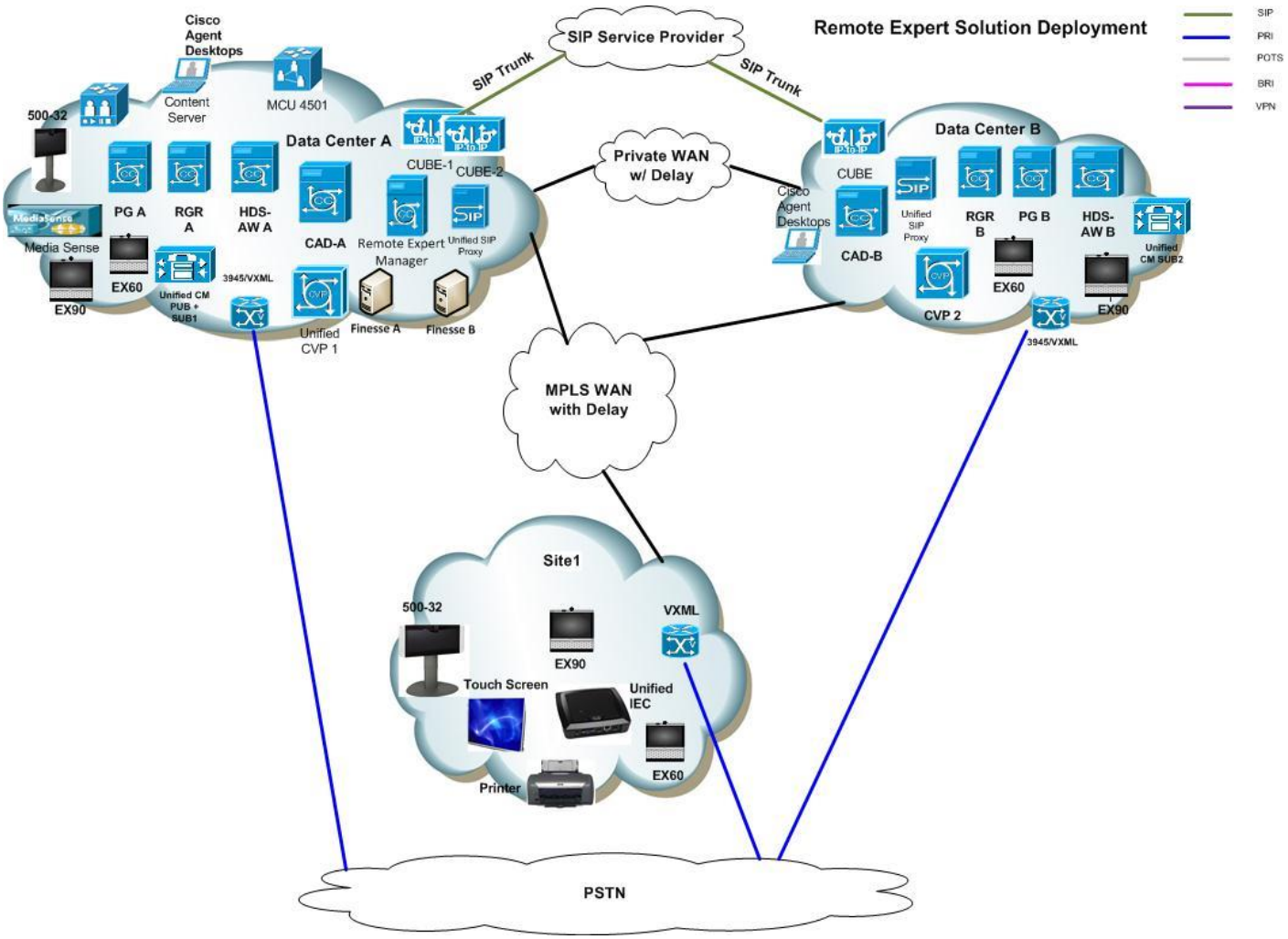
Design

For information about design considerations and guidelines for deploying Remote Expert Solution, see *Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND)* at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_implementation_design_guides_list.html

Topologies

The following graphic provides a view of the Remote Expert Solution topology.



The Cisco Unified Border Element (CUBE) is used in this call flow to fork the media to Cisco MediaSense recording.

Component Deployment

The Remote Expert Solution testbed has two data centers separated across a private WAN. It also has Cisco Interactive Experience Client, Cisco TelePresence System 500-32 (500-32), and Cisco TelePresence System EX60 and EX90 (EX60 and EX90).

The Remote Expert Solution creates a virtual face-to-face communication through the Cisco Interactive Experience Client 4600 (Cisco IEC 4600) integrated with other devices.

This section provides information about the topology of Remote Expert Solution. During Cisco Collaboration Systems testing, various components are installed and tested, including Unified CM, Remote Expert Manager, Cisco IEC, 500-32, EX60 and EX90, MediaSense, and CUBE.

Call Flow Diagram

The following is a graphical representation of call flows tested for Remote Expert Solution.

Figure 1: Video Call from Remote Expert Solution Kiosk to Cisco Agent Desktop EX60/90 through Unified CM to Unified CVP to Unified CCE

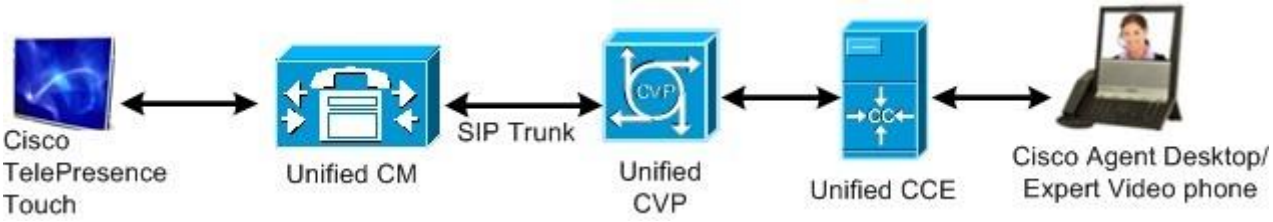
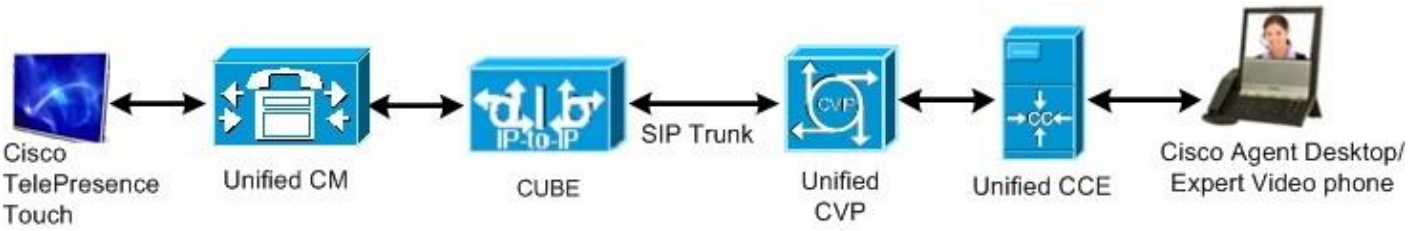


Figure 2: Video Call from Remote Expert Solution Kiosk to Cisco Agent Desktop EX60/90 Through Unified CM to CUBE to Unified CVP to Unified CCE



The following Remote Expert Solution features were tested:

- Direct Connect
- Video Push
- Video on Hold
- Recording using MediaSense

These supplementary services were tested with the supported endpoints:

- Hold and Resume
- Conference
- Transfer

Configuration

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 Solution Configuration

Configuration Tasks	System Test Specifics	More Information

Configuration Tasks	System Test Specifics	More Information
1. Configure the REM server and the IEC.		Cisco Remote Expert Smart Solution 1.8 Implementation Guide

Related Documentation

- For related information about installation and configuration, see Component Installation and Configuration Guides
- Installation: Cisco Remote Expert Smart Solution 1.8 Implementation Guide
- Configuration: Cisco Remote Expert Smart Solution 1.8 Implementation Guide
- For more information about the IOS commands used to configure the infrastructure components, see Configuration Command Files for Contact Center

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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