A series of black silhouettes of birds in flight, arranged in a circular path that curves from the top center towards the left side of the slide.

CSC China Open Class

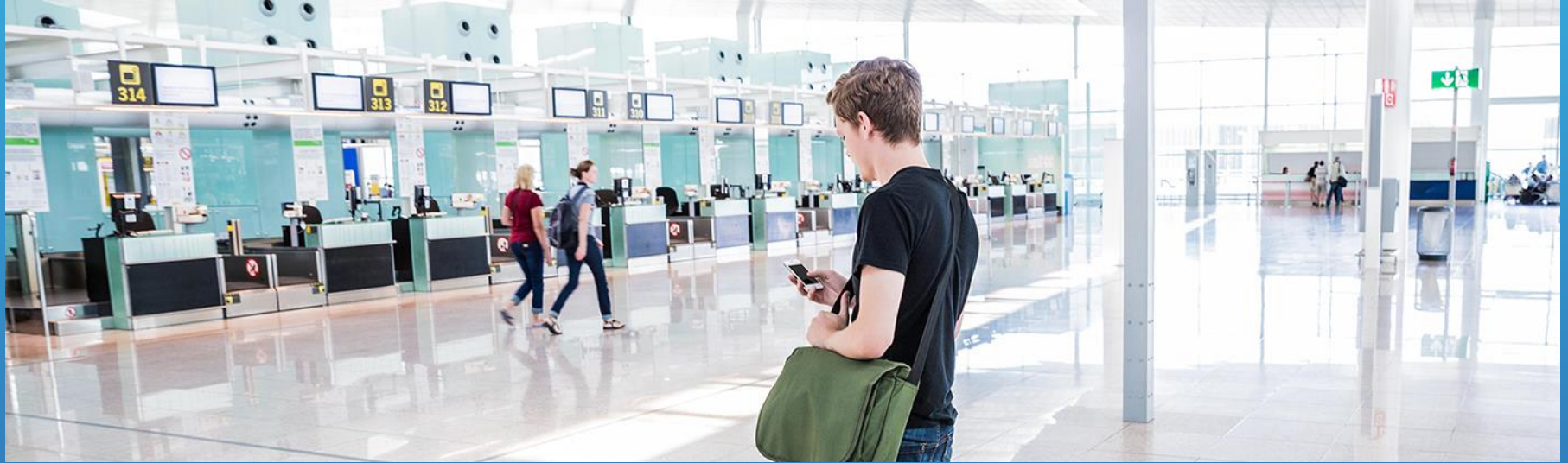
Remote Expert Mobile 10.6

Technical Overview

Sheldon Wang

Technical Solutions Manager

Collaboration Business Applications Business Unit



Remote Expert Mobile

Ignite B2C collaborative experiences from with your apps and website

Part1: Technical Overview

Agenda

- What is Remote Expert Mobile?
- Demonstration
- Solution Architecture
- High level call flow
- Using the SDK
- Deploying REM
- High Availability
- Solution Sizing

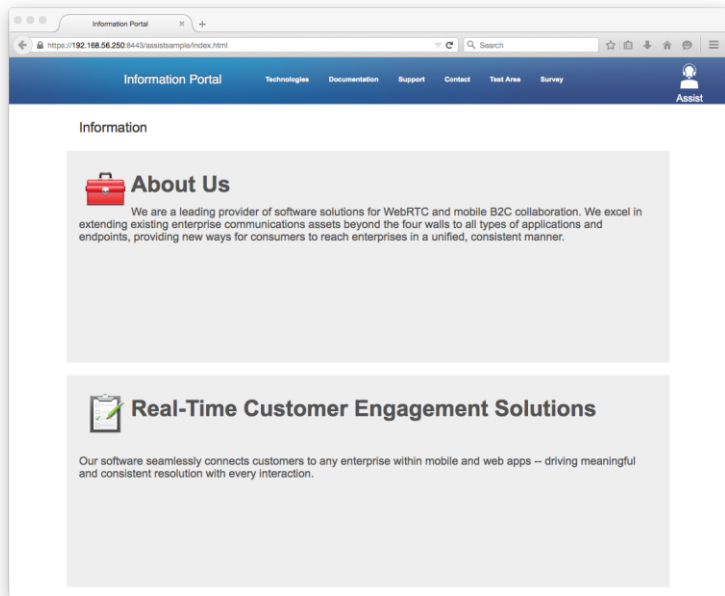
What is Remote Expert Mobile ?

A set of simple SDKs that enable an enhanced user experience:

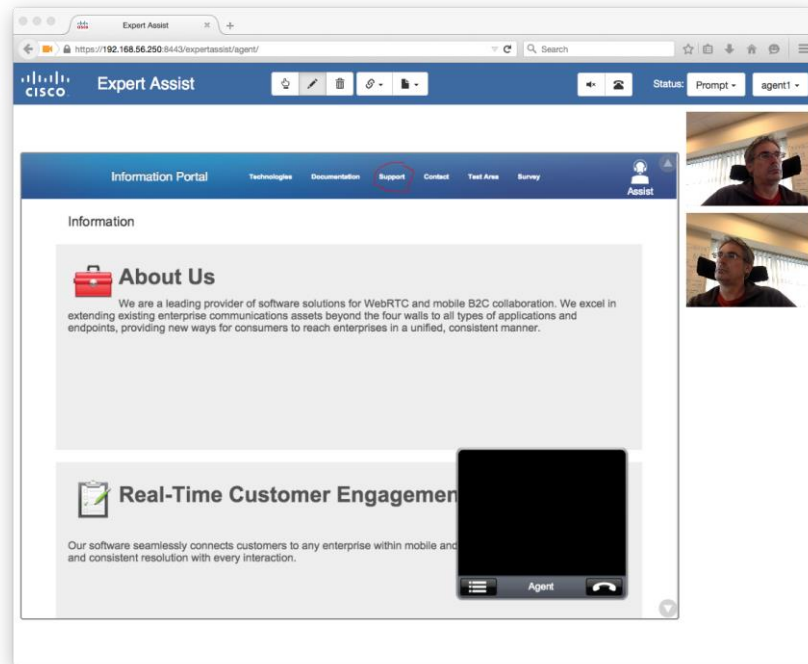
- Voice & Video chat
- Co-browse/application sharing
- Remote control
- Annotation
- Document Push
- URL Push
- Assisted form completion

What is Remote Expert Mobile ?

Consumer clicks the assist button.



Call is routed to expert assist agent console.



Remote Expert Mobile



- Remote Expert Mobile is a software platform that delivers customer experiences above and beyond “traditional” customer care:
 - Web and mobile SDK’s
 - WebRTC gateway for SIP Signaling
 - Media transcoding/ pass-through and firewall traversal
 - Cisco Finesse gadget and web based Expert Console
- Integrates with Cisco’s Collaboration Architecture Portfolio
 - CUCM only
 - Contact Center
 - UCCX
 - P/UCCE
 - HCS-CC

Remote Expert Mobile Key Features

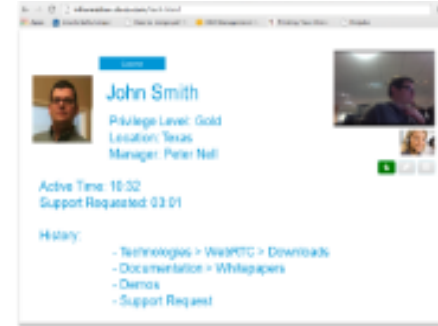
Simplified Integration



Embedded Video Calling



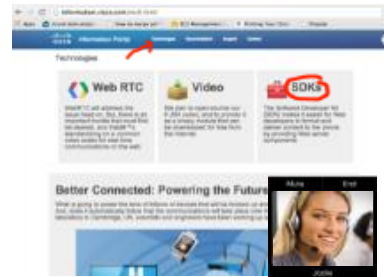
Login Context



Screen Sharing/Remote Control

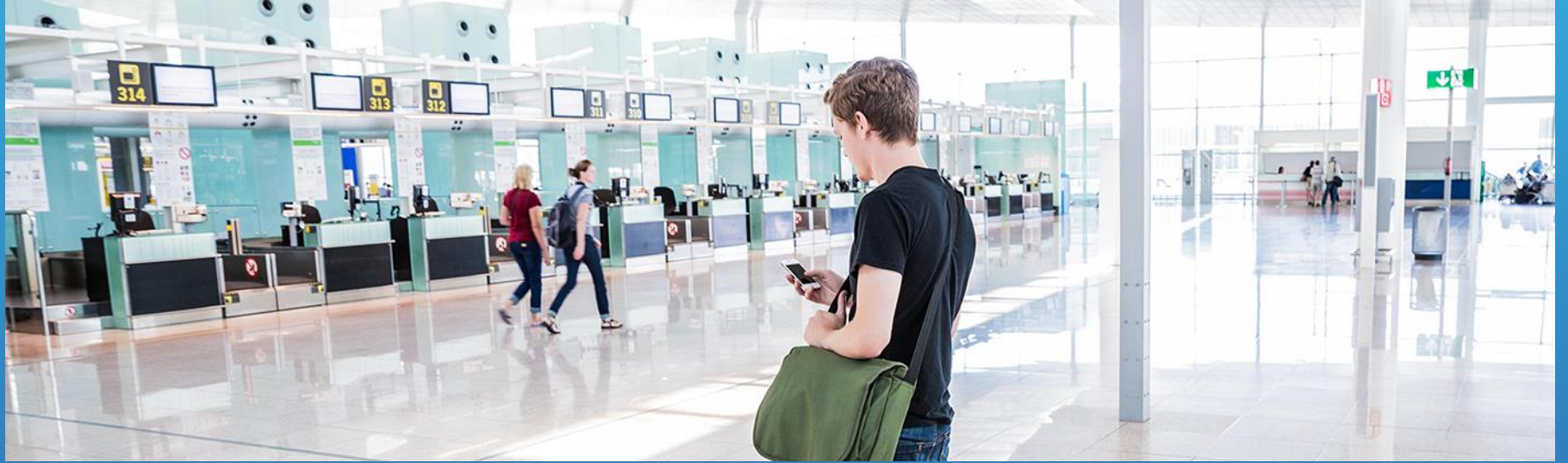


Annotation



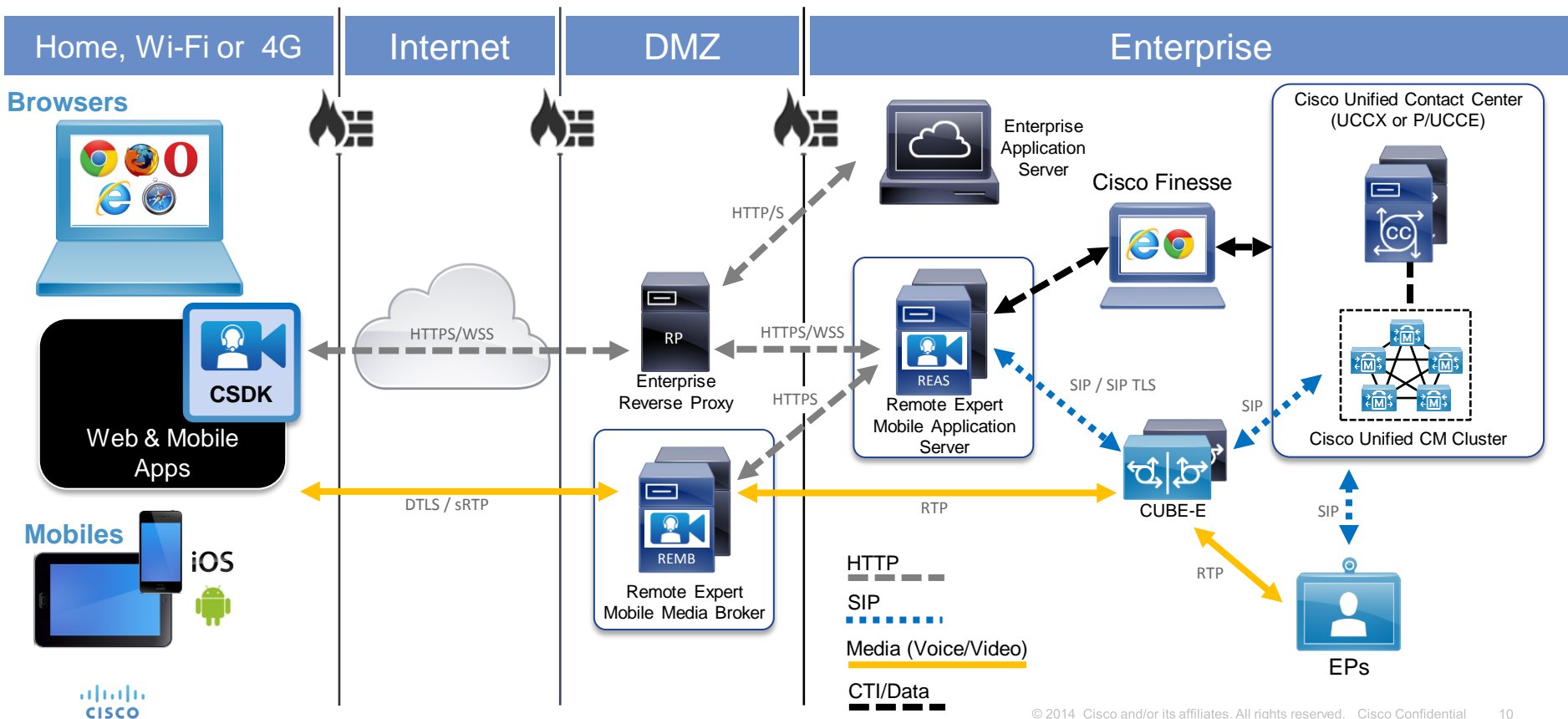
Content Push





Quick Demo

Solution Architecture – expert assist enabled



Remote Expert Mobile Solution Components

Remote Expert Mobile Client SDK – RECSDK – Browser Compatibility

The Web-based CSDK is provided in JavaScript and supports the following browsers for consumer interactions.

| Browser | Version | WebRTC | Plugin | Platforms / Operating System |
|-----------------------------|----------------|---------------|---------------|--|
| Google Chrome | 33+ | Yes | No | Windows, OSX, Android, Linux, Chrome books |
| Mozilla Firefox | 28+ | Yes | No | Windows, OSX, Android, Linux |
| Opera | 28 | Yes | No | Windows, OSX, Android, Linux |
| Microsoft Internet Explorer | 11 | No | Yes | Windows XP, Vista, 7, 8 (32 bit & 64 bit) |
| Apple Safari | 8 | No | Yes | OSX 10.10 (Yosemite), 10.9 (Mavericks) |

Remote Expert Mobile Solution Components

Remote Expert Mobile Client SDK – RECSDK – Mobile Compatibility

Apple iOS

Remote Expert Mobile Client SDK supported on iOS 7.0 or later applications for 32 and 64 bit ARM. The following iOS mobile devices are supported:

| Apple iOS 8/7 devices | Models |
|------------------------------|--|
| iPad | iPad Air 2, iPad Air, iPad 4 th Generation, iPad 3 rd Generation, iPad 2 |
| iPad mini | iPad Mini 3, iPad mini with Retina display, iPad Mini |
| iPhone | iPhone 6/6 Plus, iPhone 5s, iPhone 5c, iPhone 5, iPhone 4S. |
| iTouch | iTouch 5 th generation |

Remote Expert Mobile Solution Components

Remote Expert Mobile Client SDK – RECSDK – Mobile Compatibility

Android

Remote Expert Mobile Client SDK supported on Android 4.1.2+ (Jellybean, KitKat, Lollipop) or later. In general, CPU & memory equivalent to a Samsung Galaxy S4 (1.9 GHz Quad-core Snapdragon GS4, 4G or Wi-Fi a/b/g/n/ac and 2 MP front facing camera) or better is recommended. While not all Android devices have been tested, the following is a list of devices with known Remote Expert Mobile compatibility.

| Android vendors | Models |
|------------------------|--|
| Samsung | Samsung Galaxy SIII, S4, S4 mini, S5, S5 mini, S6 Galaxy Note III (or newer) Samsung Galaxy Tab S, Tab 4 (8.4" & 10.1"), |
| Google | Nexus 5, 6, 7 , 9 and 10 |
| LG | G2, Optimus G3 |
| Motorola | Moto G |
| HTC | HTC One M7, M8, One Max) |
| HP | HP Slate 7, 8, 10 |

Remote Expert Mobile Solution Components

Remote Expert Mobile Application Server – REAS

- Combined SIP and HTTP application delivery platform.
- The core-signaling component.
 - Communicates securely to web and mobile apps via http and WebSockets.
 - Connects to the SIP-based UC infrastructure.
- Handles assist session.
- Controls allocation of a media broker to handle voice & video for a call.
- Can be deployed as a single server or as a cluster of servers providing scale, service availability and fault tolerance.
- Hosts the components used by agents
 - Finesse gadget
 - Expert Assist Agent Console web application

Remote Expert Mobile Solution Components

Remote Expert Mobile Media Broker – REMB

- STUN server
 - handling identification of a client's public IP address for firewall and NAT traversal
- UDP port multiplexing on client side
 - REMB exposes a single port to external clients
- Media Encryption / Decryption
 - Secures media on the client side SRTP
 - RTP in SIP side
- Opus, G.711 & G.729 audio transcoding
- H.264 & VP8 video transcoding
- Can be co-hosted with REAS for simple lab POC deployments.
- For production deployments typically deployed on separate VMs located in the DMZ.

Remote Expert Mobile Solution Components

What about on the agent side?

- Finesse Gadget to handle assist session.
- Expert Assist Agent Console.
 - Browser based.
 - Authenticates against CUCM using AXL interface.
 - CUCM provides routing via hunt group and extend and connect configurations.

REM Documentation Set

Release Notes

Feature Guide

Design Guide

Installation and Configuration Guide

Developer Guides

Finesse Gadget End User Guide

Expert Assist Agent Console End User Guide

Solutions Guide

High Level Call Flow

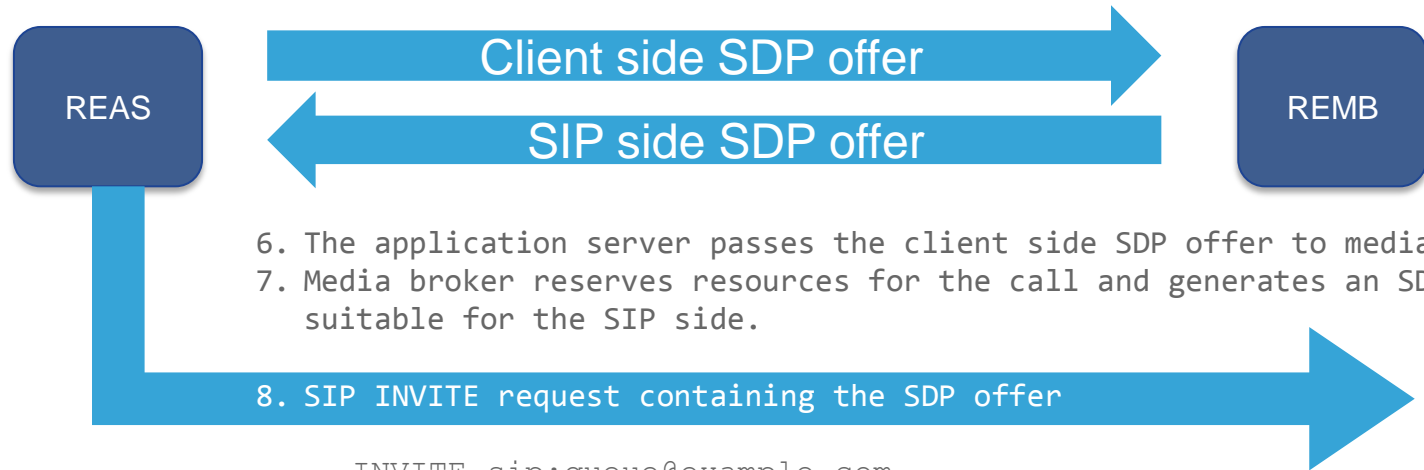


1. Customer clicks on a button to get expert assistance.
2. Client application initiates expert assist session specifying destination for the voice/video call:

```
AssistSDK.startSupport({destination : queue});
```

3. CSDK connects to the application server using WebSockets and instructs REAS to connect a voice/video call to the specified destination.
4. The application server creates an assist session using a correlation id and connects the client to the session.
5. Using WebRTC, CSDK generates an SDP offer which it sends to the application server.

High Level Call Flow



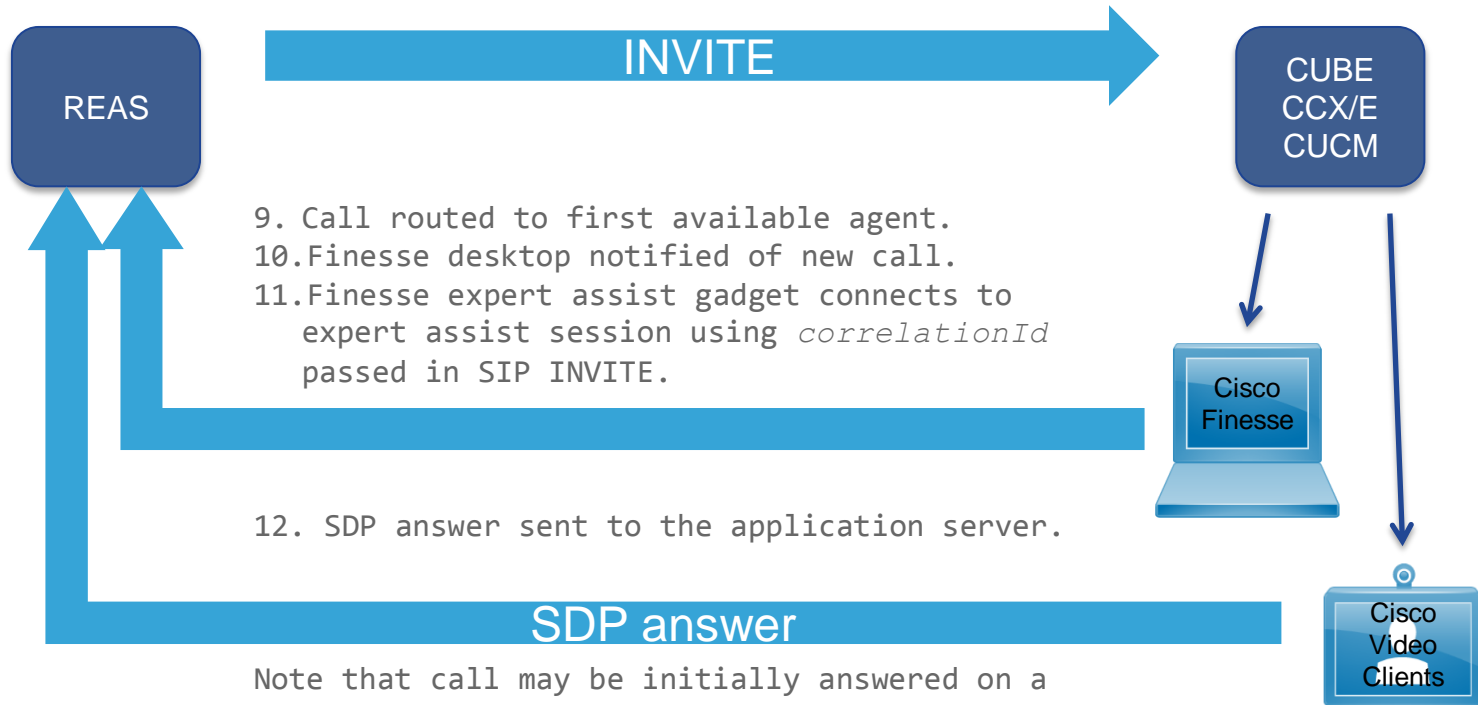
6. The application server passes the client side SDP offer to media broker
7. Media broker reserves resources for the call and generates an SDP offer suitable for the SIP side.

8. SIP INVITE request containing the SDP offer

```
INVITE sip:queue@example.com  
From: sip:correlationID@example.com
```

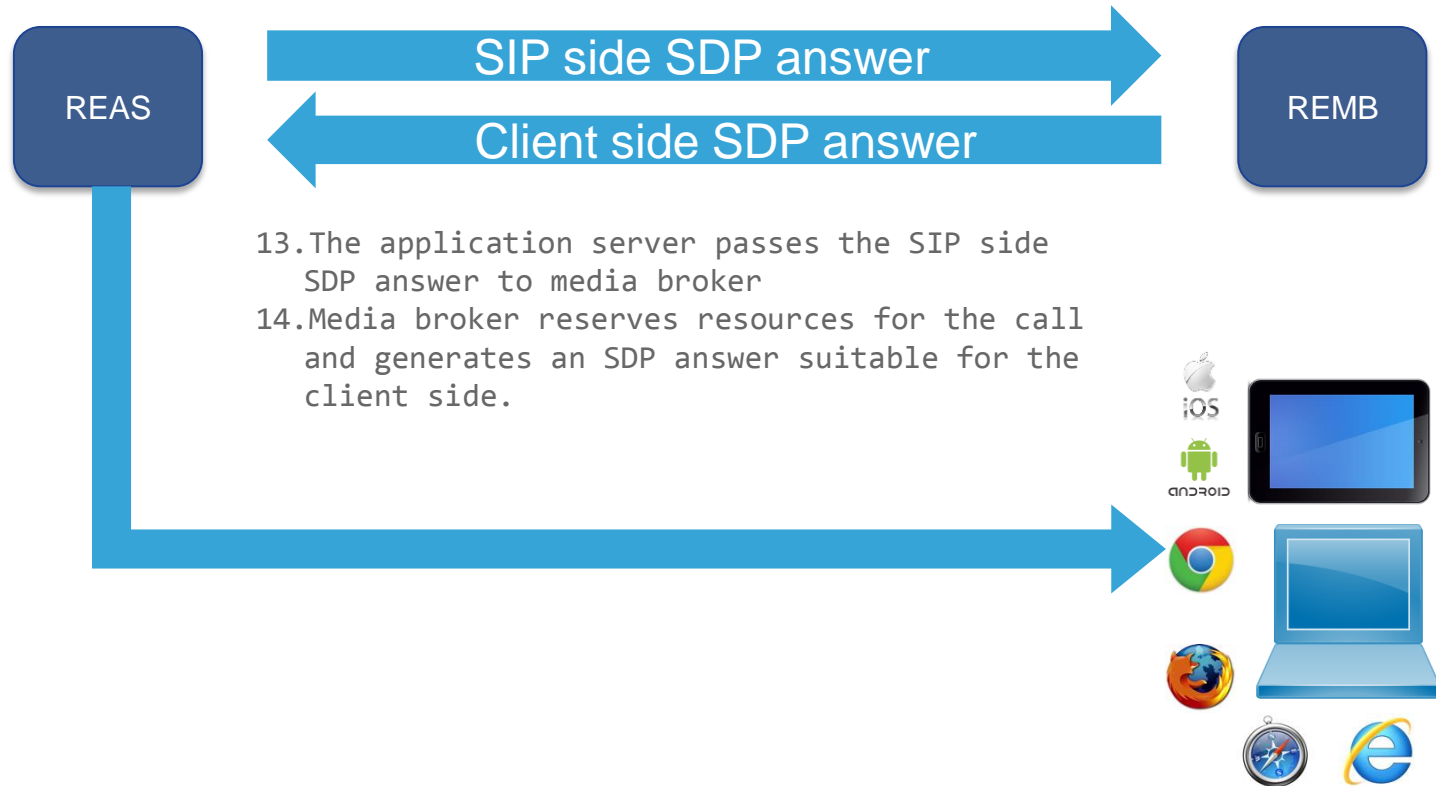
SDP offer

High Level Call Flow



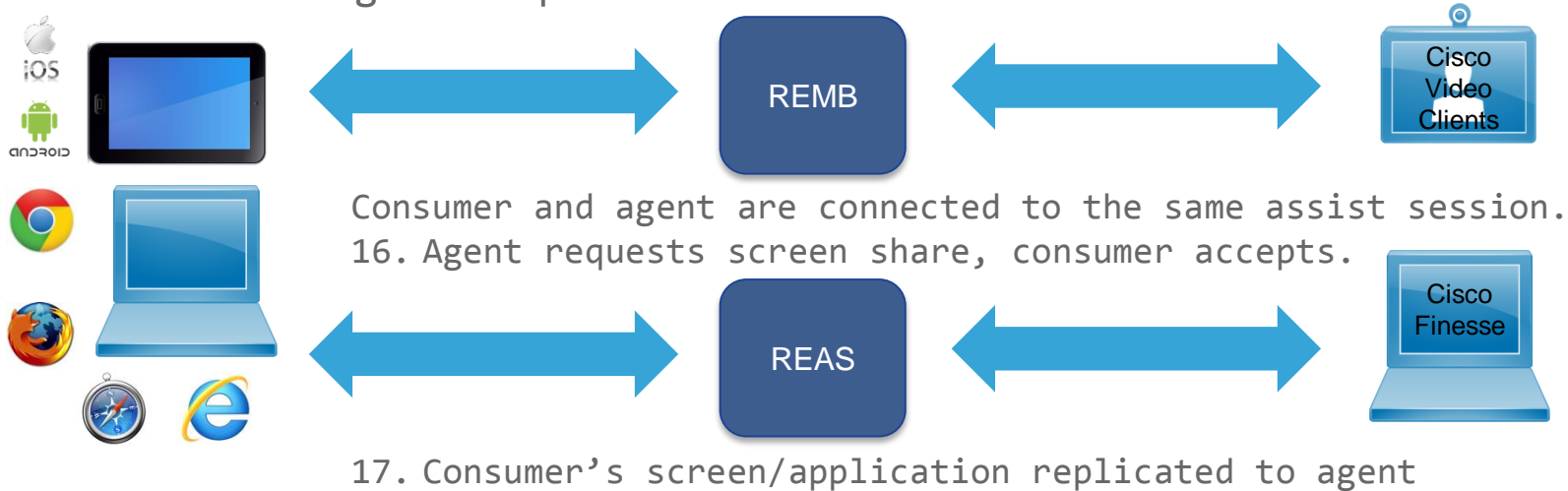
Note that call may be initially answered on a voice/video queue hence the SDP answer may occur earlier in the call flow and this may be an SDP offer in a re-INVITE transaction.

High Level Call Flow



High Level Call Flow

Voice/Video media flows between client and agent endpoint via media broker.



Using the client SDK

JavaScript Integration

- Embed expert assist features with just a few lines of code
- Include Assist JavaScript SDK

```
<script type='text/javascript'  
    src='https://assist.example.com/assistserver/sdk/web/consumer/assist.js'></script>
```

- Start support session

```
var queue = `call centre queue pilot number`  
AssistSDK.startSupport({destination : "queue", url : "https://assist.example.com"});
```

Note that '*queue*' represents the destination in the call centre for the voice/video call.

Using the client SDK – worked example

- Embed expert assist into an existing web framework application.
- 3 simple steps
 1. Include the consumer side SDK in the application.
 2. Add a button for the user to click.
 3. Add a button click handler to initiate the assist session.
- Document:

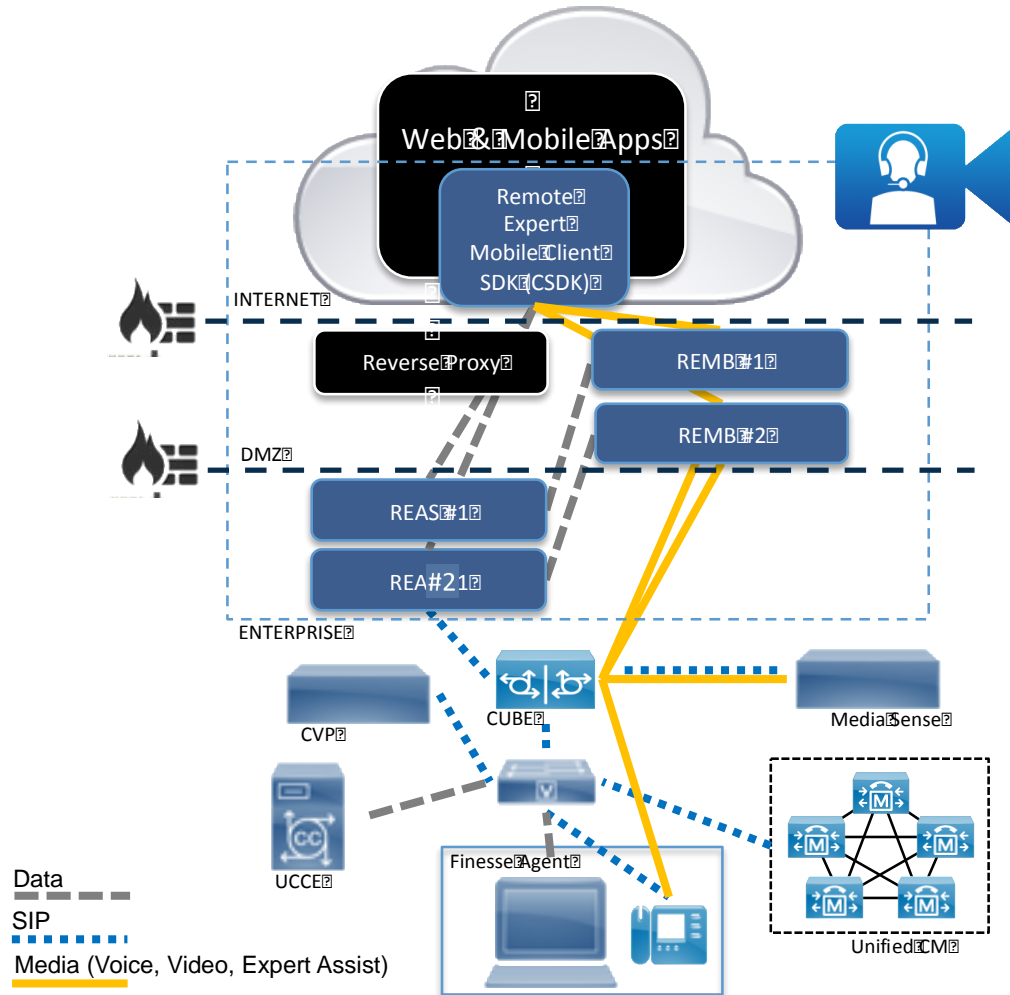
[Cisco REM Development guide:](#)

Deploying REM

- REM shipped as an OVA
 - OS 64-bit distribution of CentOS 6.5
 - Oracle Java 7u67 SE Development Kit.
- 2 OVA templates
 - Small - 4 vCPU, 8400MHz reservation, 4GB RAM, 40GB HD, 1GB NIC
 - Large - 8 vCPU, 16800MHz reservation, 8GB RAM, 40GB HD, 10GB NIC
- Can be deployed as
 - Single master node suitable for proof of concept (POC) lab deployments
 - Multi-node HA suitable for full production deployments

Deploying REM

- HA Multi-node Deployment
- AS and MB running on separate VMs
- An AS cluster consists of a single master node and a number of slave nodes.
- The master node must be installed prior to slave nodes being created.



High Availability – REAS failure

- Session state is replicate across all nodes in a cluster via an Infinispan cache.
- When a node fails one of the other nodes becomes the new owner of the session.
- All subsequent transactions related to the session are directed to the new session owner.
- When a failed node comes back into service it re-joins the cluster and is immediately ready to service traffic.

High Availability – REMB failure

- On failure of an node media for active calls will terminate.
- All application servers in the cluster monitor the status of all media broker nodes.
- When an node fails no new calls will be directed to it
- When failed node comes back into service it is immediately available for handling media.

Solution Sizing – Application Server

- Deployed as a small OVA
- Application Server manages
 - the WSS to SIP signaling for an assist voice/video session
 - the screen share & co-browse traffic between consumer and agent
- Thus sized to handle assist sessions as follows

| Template | vCP U | Expert Assist Sessions |
|-----------|----------|------------------------|
| Small OVA | 4 | 100 |

Solution Sizing – Media Broker

- Deployed in a Large OVA.
- Media Broker manages media for a call, transcoding where required
- Performance when transcoding between VP8 and H.264 varies depending on video resolution, frame rate, bitrate.
- General guidelines.

| Template | vCPU | Transcoded sessions | Non-transcoded sessions |
|-----------|------|---------------------|-------------------------|
| Large OVA | 8 | 5 | 45 |

RE Mobile Deployment Capabilities

| Functionality | UCM | CCX | (P/U)CCE |
|------------------------------|---------------------|----------------------|----------------------|
| Agent video client | Browser Application | Cisco Video Endpoint | Cisco Video Endpoint |
| Call Routing | UCM (Hunt Groups) | CCX | CCE Router |
| Call Transfer and Conference | X | ✓ | ✓ |
| Video on Hold | X | ✓ | ✓ |
| Video in Queue | X | ✓ (no DTMF) | ✓ |
| Expert Desktop | Expert Console | Finesse | Finesse |

RE Mobile Finesse Gadget

The screenshot displays a Cisco Finesse mobile interface. At the top, it shows the agent's name, "Agent John Smith (10) - Extension 27531", and a "Sign Out" button. Below this is a navigation bar with "Home", "Manage Call", and "My Recordings". The main call information bar includes the time "01:00", the customer name "Name: Keith Griffin", and the call ID "assist-7vvum5am...". It also features buttons for "Keypad", "Hold", "Consult", "Direct Transfer", and "End".

Customer and Product details are listed below the call information:

- Customer:** Keith Griffin
- City, State:** Orlando, FL
- Account Number:** 123456
- Account Type:** Personal
- Product:** Insurance
- Segment:** Business
- Origin:** Web
- Journey:** Home Mortgage Prequalify
- Time in Journey:** 12:30 mins

A "Wrap-Up Reason" dropdown menu and an "Apply" button are also visible. Below the call information is the "Expert Assist" section, which includes a search bar with the call ID "assist-7vvum5am3p8jokb3av4p7ioju" and a "Stop share" button. A "Share" dropdown menu and various icons for navigation and actions are also present.

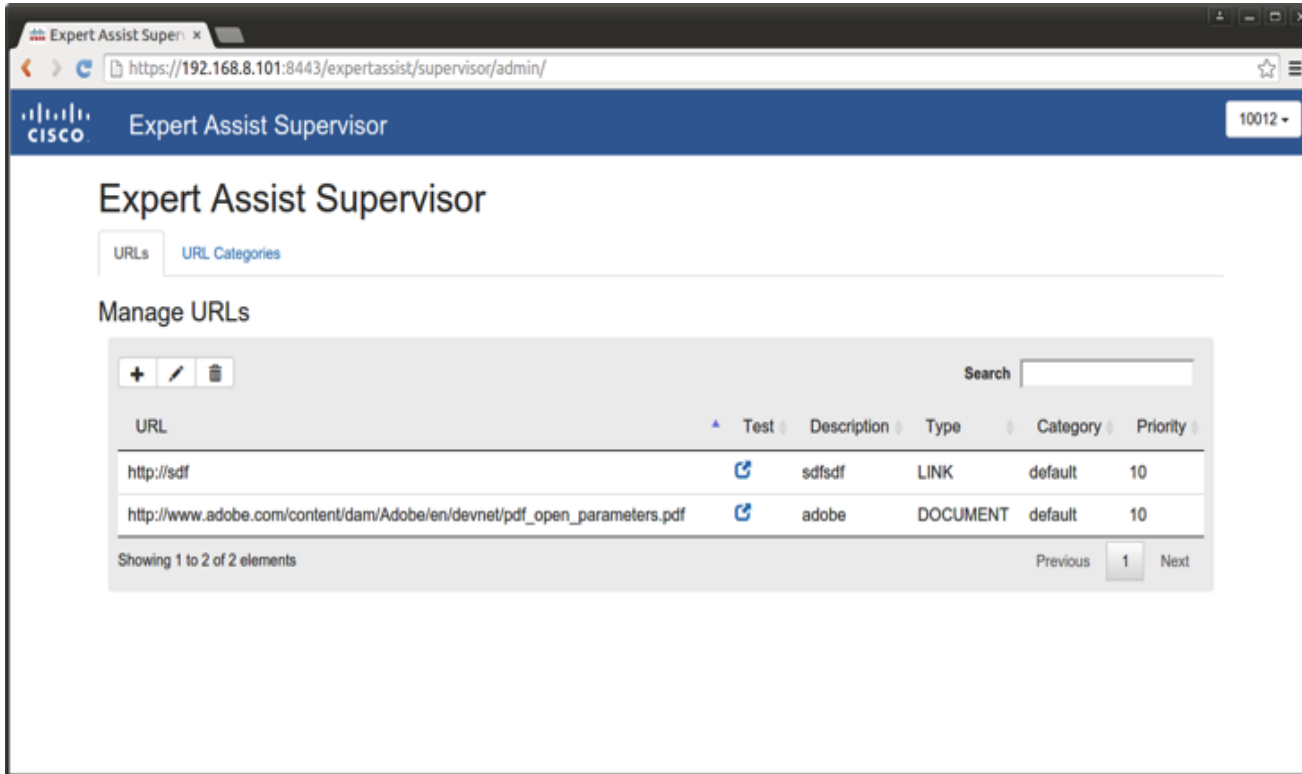
The main content area shows a mobile website for "FRANCISCO FINANCE". The website has a navigation bar with "Personal", "Small Business", "Wealth Management", and "In". The main content includes a "WELCOME LOGIN TO YOUR ACCOUNT" section with "Online Banking" and "Sign out" buttons. There are also links for "CDs", "Money Market", "Savings", "Mortgages", and "Loans". A "WE'RE LISTENING HERE ARE SOME HELPFUL OPTIONS" section includes "Chat" and "Email" buttons. A "Get Prequalified For Your Dream Home" section lists three steps: "1. Complete the form in 10 mins or less", "2. Receive custom rates and prices", and "3. Get expert advice to complete your application". A "What You'll Need" section lists requirements such as "W-2s (for the last 2 years)", "Recent pay stubs (two most recent consecutive)", "Bank statements for all financial accounts, including investments (for the last 2 months, all pages)", "Signed personal and business tax returns (all pages and relevant schedules)", and "If self-employed, a copy of most recent quarterly or year-to-date profit/loss statement". An "Apply for auto insurance" section is also visible.

A mobile phone icon is overlaid on the right side of the website, indicating that the mobile interface is being used to access the website.

Expert Console - Expert

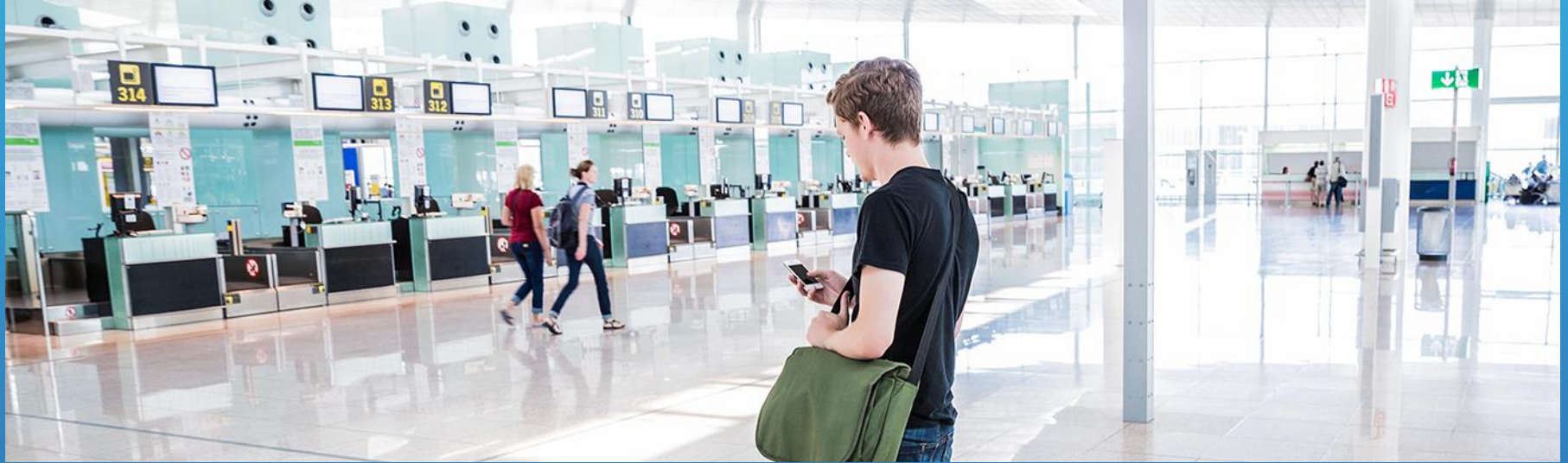
The screenshot displays the Cisco Expert Assist web interface. At the top, the browser address bar shows the URL `https://192.168.8.101:8443/expertassist/agent/`. The page header features the Cisco logo and navigation links for Products & Services, Support, How to Buy, Training & Events, and Partners. A search bar is also present. The main content area is dominated by a large video player with the title "Doctors Use Cisco TelePresence to Treat Sick Kids in over 20 Countries" and a "Watch Video" button. Below this, a "Latest News" section includes articles such as "Get Faster Answers to Little Patients" and "Let's Build Tomorrow Today - Cisco Live San Diego, June 7-11". On the right side of the interface, there is a vertical stack of three elements: a video feed of a woman, a video feed of a man wearing a headset, and a "Form editor" button. At the bottom right, a small video window shows a person named "Kris" with the text "analytics with Cisco Hyperlocation."

Expert Console - Supervisor



The screenshot displays the 'Expert Assist Supervisor' administration page. The browser address bar shows the URL `https://192.168.8.101:8443/expertassist/supervisor/admin/`. The page header includes the Cisco logo and the text 'Expert Assist Supervisor' with a user ID '10012' in the top right corner. Below the header, there are two tabs: 'URLs' (selected) and 'URL Categories'. The main content area is titled 'Manage URLs' and features a search bar and three action icons (add, edit, delete). A table lists the managed URLs with columns for URL, Test, Description, Type, Category, and Priority. Two entries are visible: a 'LINK' and a 'DOCUMENT'. At the bottom of the table, it indicates 'Showing 1 to 2 of 2 elements' and includes 'Previous', '1', and 'Next' navigation options.

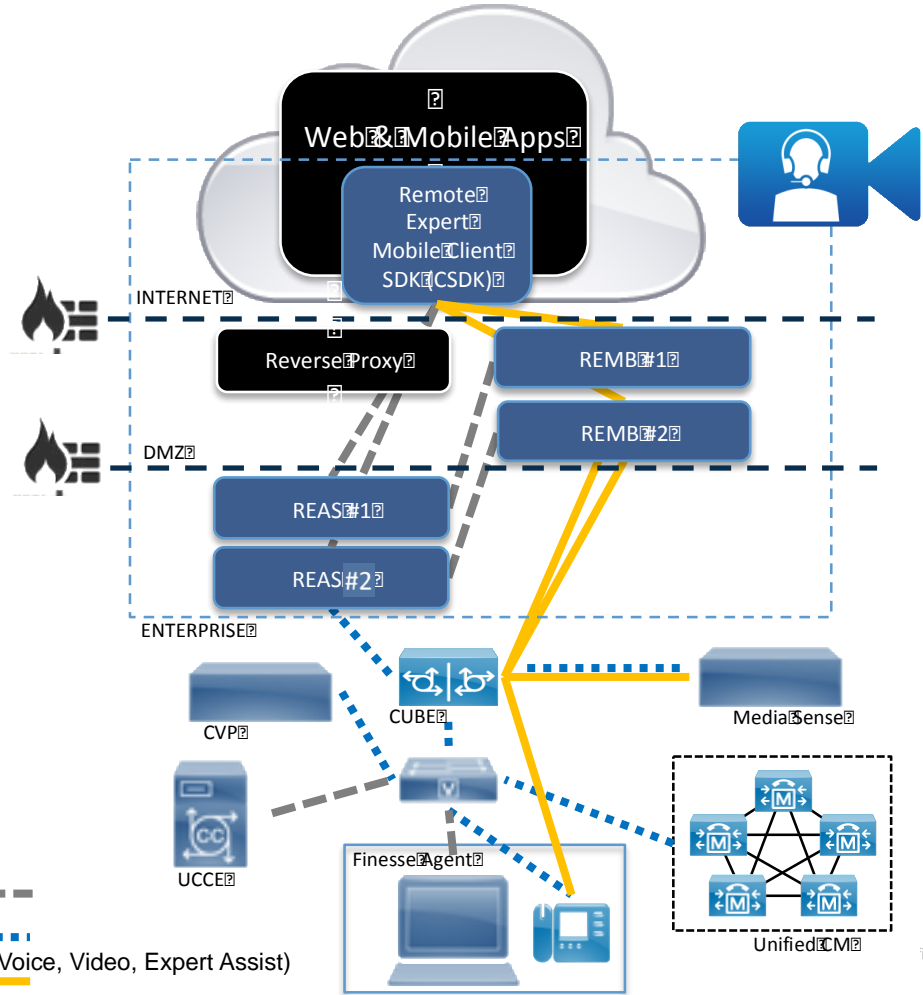
| URL | Test | Description | Type | Category | Priority |
|---|------|-------------|----------|----------|----------|
| http://sdf | | sdfsdf | LINK | default | 10 |
| http://www.adobe.com/content/dam/Adobe/en/devnet/pdf_open_parameters.pdf | | adobe | DOCUMENT | default | 10 |



Remote Expert Mobile

Ignite B2C collaborative experiences from with your apps and website

Installation and Setup



Data
 SIP
 Media (Voice, Video, Expert Assist)

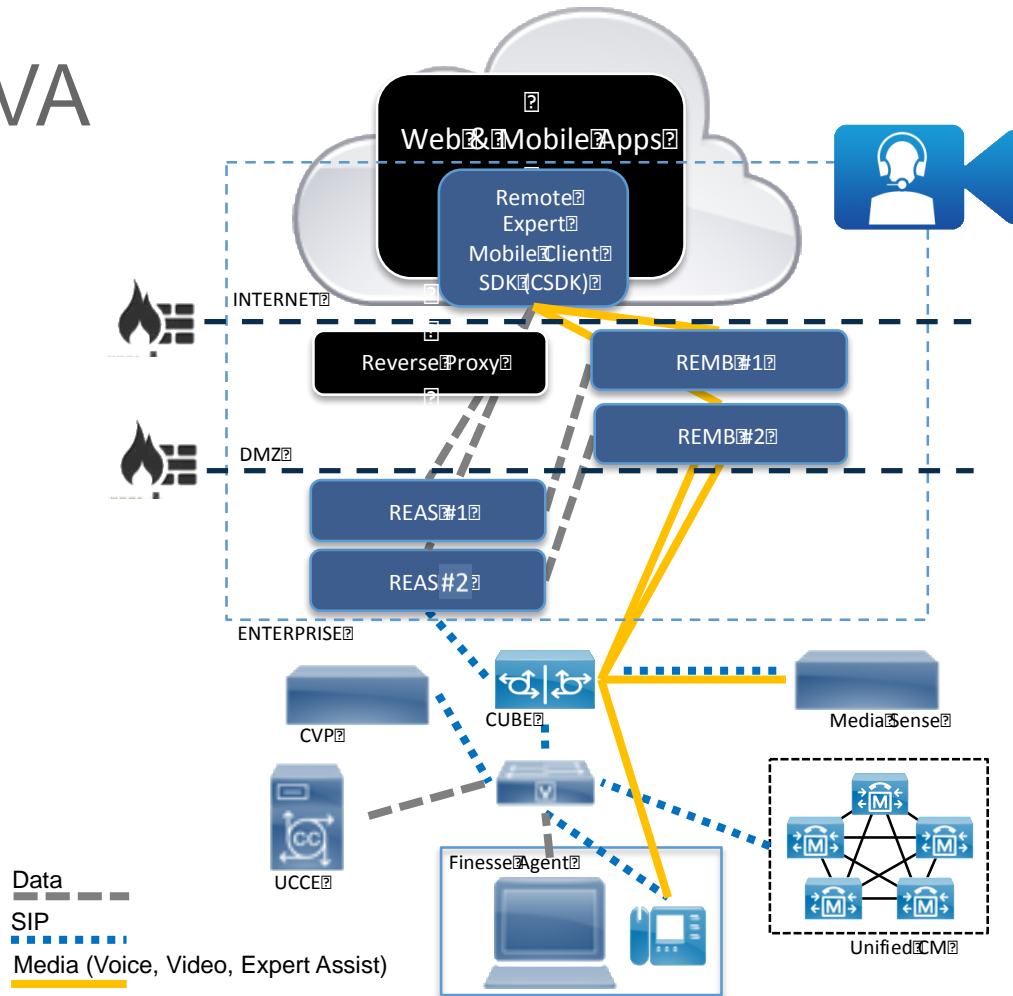


REM OVA

- The OVA will **ALWAYS** create a VM hosting the following:
 - The REM Application Server (REAS)
 - Hosts the WebRTC Gateway, Expert Assist and the Finesse Gadgets
 - The REM Media Broker (REMB)
- Deployment Options
 - Single Node – All in one deployment
 - Multi Node – Clustered deployment



REM OVA

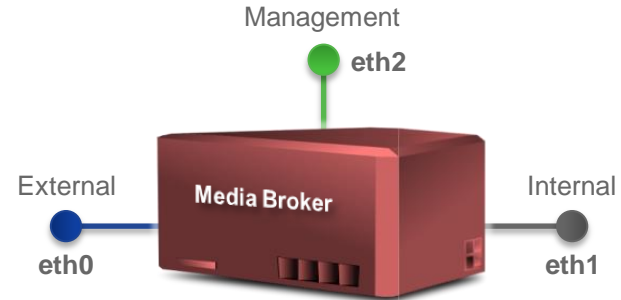
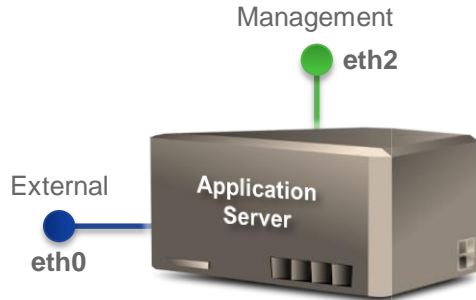


REM OVA

- Interface selection on the OVA
 - “External” – Mandatory
 - “Internal” – Optional
 - “Management” – Optional



REM OVA - Interface Purpose



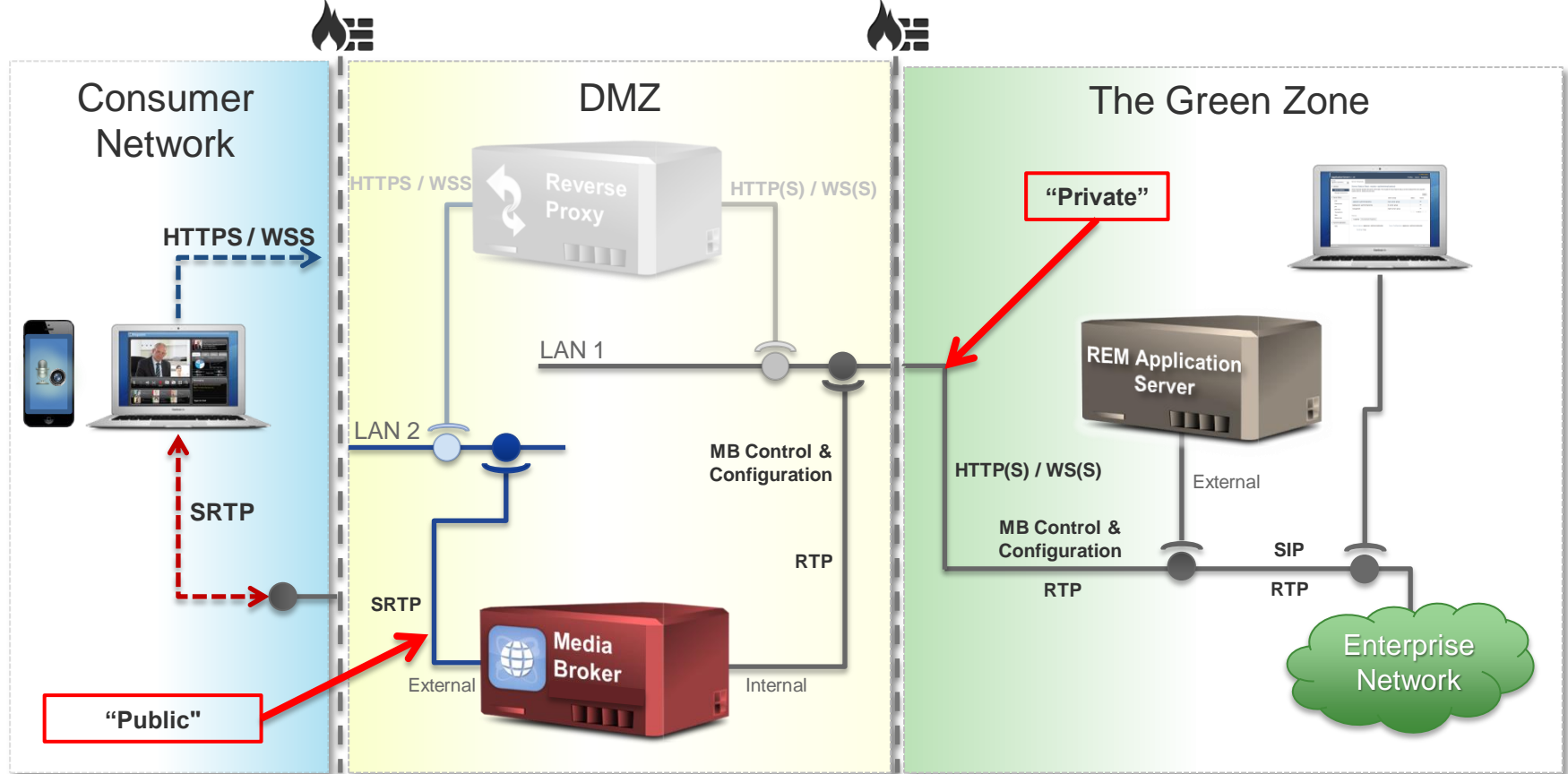
Remote Expert Mobile Application Server

| External | Internal | Management |
|---------------------------|----------|--------------------|
| SIP, HTTP(S) & WebSockets | N/A | Web Administration |

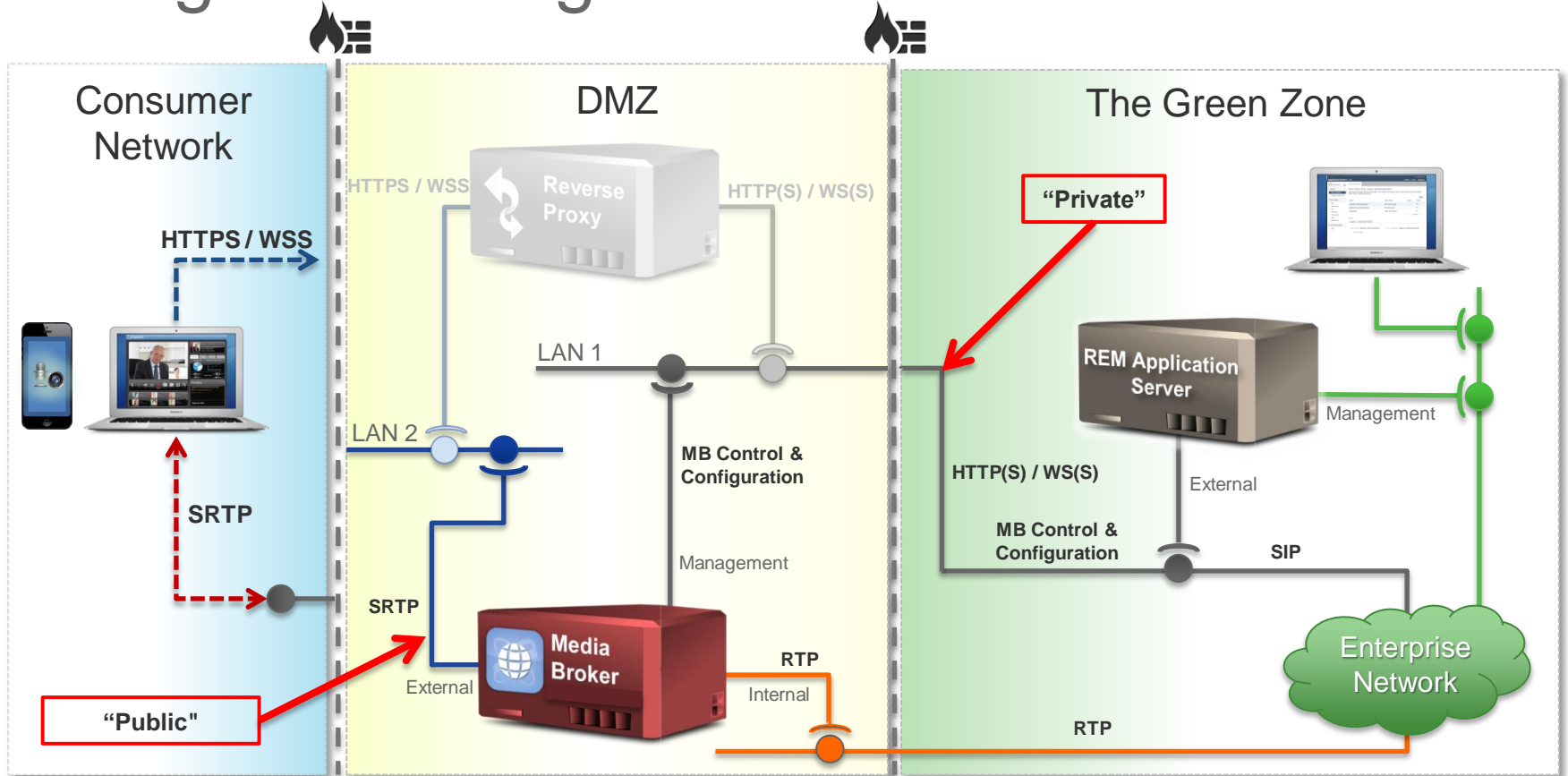
Remote Expert Mobile Media Broker

| External | Internal | Management |
|-------------------------------------|--|---|
| SRTP media to & from WebRTC clients | RTP media to & from internal SIP clients | Control and configuration from Application Server |

REM OVA –Network Architecture



Using the Management Interface



Install Process

- Pre-Requisites
 - VMware vSphere data center
 - NTP
 - HTTP Reverse Proxy that supports WebSockets
 - DNS
- Install REAS – Master Node
- Install REAS – Slave Node
- Install Media Broker x2

Install Process - OVA Configuration

| Server Type | OVA Size | Type of Node | OVA Configuration Notes |
|--------------|----------|--------------|--|
| RE-AS-MASTER | Small | Master | Master: 0.0.0.0 (default) External: 10.10.10.90 Internal(Optional): false Management(Optional): false |
| RE-AS-SLAVE | Small | Slave | Master: 10.10.10.90 External: 10.10.10.190 Internal(Optional): false Management (Optional): false |
| RE-MB-A | Large | Master | Master: 0.0.0.0 (default) External: 198.135.3.99 Internal(Optional): 10.10.10.95 Management (Optional): false |
| RE-MB-B | Large | Master | Master: 0.0.0.0 (default) External: 198.135.3.100 Internal(Optional): 10.10.10.195 Management (Optional): false |

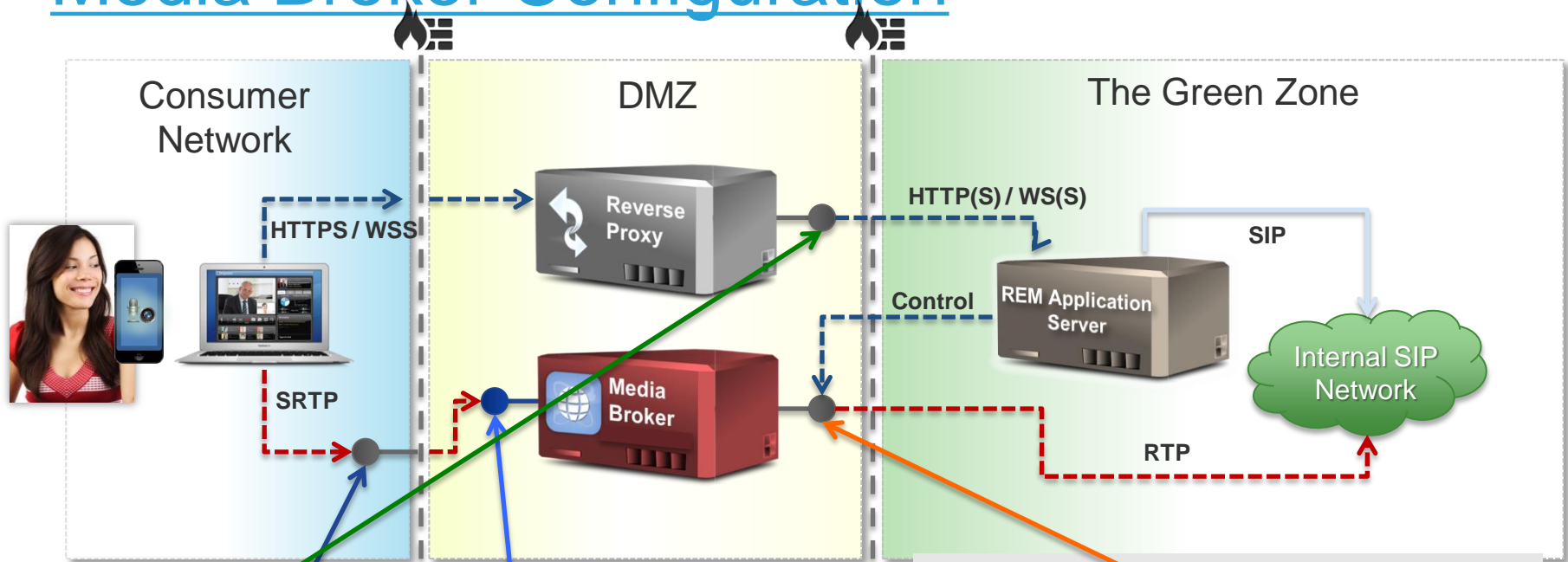
Post-Install Configuration

- The OVA will **ALWAYS** create a VM hosting both REAS and MB
 - **Disable Media Broker** services on REAS VMs
 - **Disable REAS** services on Media Broker VMs



- **Configure all Media Brokers** via the REAS administration console
- Define DNS entry to resolve to all the REAS nodes
- Test call to verify installation using the “locally authenticated user”

Media Broker Configuration



WebRTC Client

| Source Address CIDR |
|---|
| <input checked="" type="checkbox"/> all |

| RTP Public and Local Port | | | |
|---|-------------|---------------|------------|
| Public Address | Public Port | Local Address | Local Port |
| <input checked="" type="checkbox"/> 172.31.252.18 | 16000 | 172.31.252.18 | 16000 |

Add Delete

SIP Network

Add Record

| | |
|--------------------|-----------------|
| Local Address CIDR | 192.168.0.18/32 |
| Start Port Range | 17000 |
| Finish Port Range | 17099 |

Submit Cancel

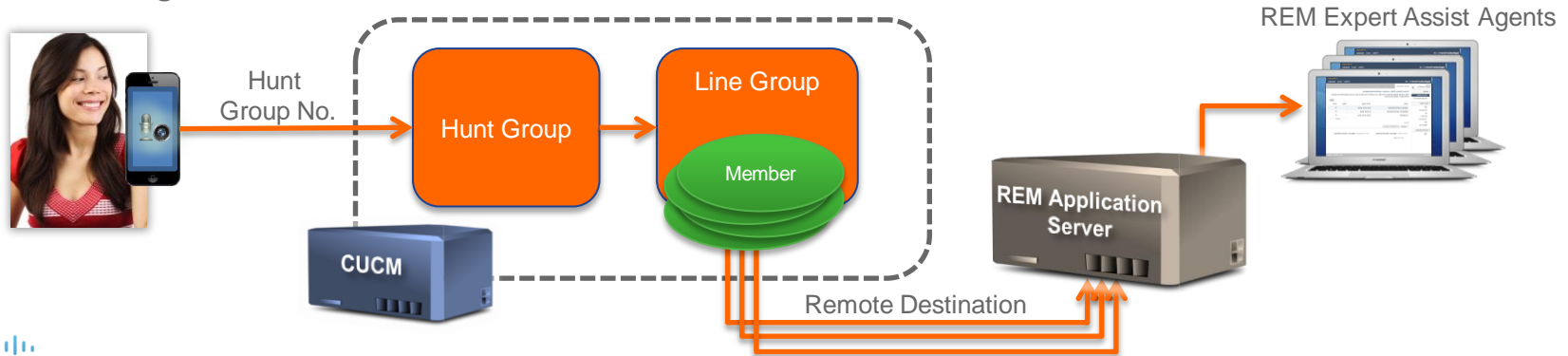


Expert Assist Agent & Supervisor Consoles

- [Configure AXL interface](#) via the REAS administration console
- Demonstrate **Extend & Connect** using the Expert Assist Agent & [Supervisor consoles](#)
 - Configure documents that can be shared
 - Configure URLs that can be pushed

Extend & Connect

- Feature of Call Manager
 - Define a Hunt Group number e.g. 5100
 - Associate it with a number of DNs e.g. 9000, 9001, 9002
 - Define a Routing Pattern to send calls to the REAS cluster e.g. 8XXX
 - Each DN defines a Remote Destination matching the Routing Pattern
 - e.g. 8000, 8001, 8002



Documents and references

- Install and config guide:

http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/remote_expert_mobile/remote_expert_mobile_1061/installation/guide/cisco-remote-expert-mobile-install-and-config-1061.pdf

- Remote Expert Mobile Solution Configuration guide:

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/remote_expert_mobile/remote_expert_mobile_1061/configuration/guide/RCCT_BK_C58889DD_00_cisco-remobile-solution-configuration/RCCT_BK_C58889DD_00_cisco-remobile-solution-configuration_chapter_01001.html

Finesse 10.5 Integration

- Configure Finesse with Agent and Supervisor Gadgets
- Enable SSLv2 support within REAS
- Configure list of Finesse servers within REAS
- Enable outbound HTTPS trust within REAS
- Import REAS identity certificate into Finesse's trust store
 - Make sure to restart the Finesse Tomcat service

Configuring Gadgets within Finesse

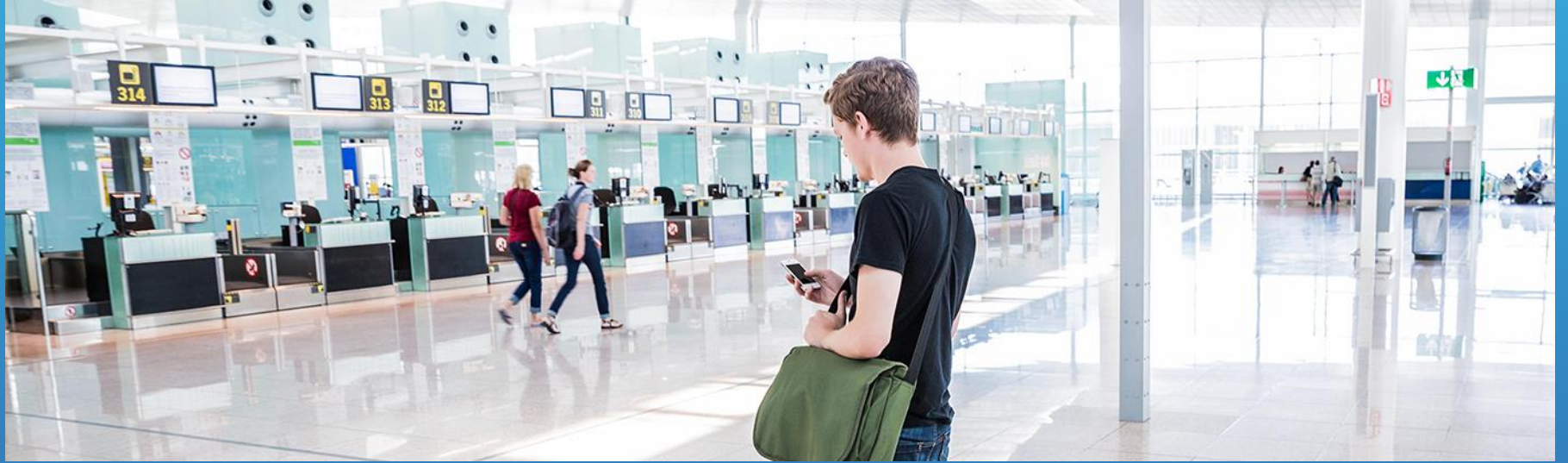
```
...  
<layout>  
  <role>Agent</role>  
  <tabs>  
    <tab>  
      Finesse Agent Gadget Definition  
    </tab>  
  </tabs>  
</layout>  
  
<layout>  
  <role>Supervisor</role>  
  <tabs>  
    <tab>  
      Finesse Supervisor Gadget Definition  
    </tab>  
  </tabs>  
</layout>
```

Agent Gadget Definition

```
<tab>  
  <id>EA</id>  
  <label>Expert Assist</label>  
  <gadgets>  
    <gadget>https://<reas-address>:8443/finesse_assist_gadget/FinesseAssist.xml</gadget>  
  </gadgets>  
</tab>
```

Supervisor Gadget Definition

```
<tab>  
  <id>EAS</id>  
  <label>Expert Assist Supervisor</label>  
  <gadgets>  
    <gadget>https://<reas-address>:8443/finesse_assist_admin_gadget/FinesseAssistAdmin.xml</gadget>  
  </gadgets>  
</tab>
```



Quick Demo

Remote Expert Mobile How to Order



- Available on CCW
- Concurrent session based licence \$1500 (List)
- SWSS for support and upgrade
- SKUs on compliance hold (partner training)
- A2Q reviews
- Partner NFR kit



Remote Expert Mobile Training Availability

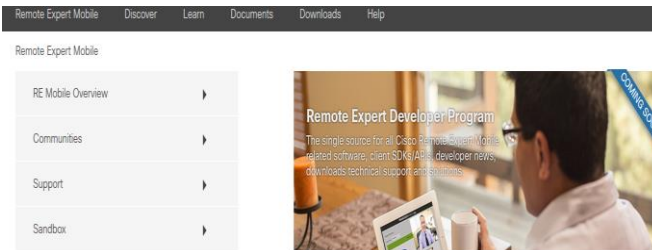
- Partner Community @ <https://communities.cisco.com/community/partner/collaboration/contactcenter/remote-expert>

- Live training offered via webex (1 day)
- Schedule posted on partner community



- Developer Network @ <https://developer.cisco.com/site/remote-expert-mobile/>

- Sandbox environment and access to SDKs/APIs
- Training and Dev Forum



Remote Expert Demo Availability

- Remote Expert dCloud demos @ <https://dcloud-cms.cisco.com/demo/cisco-unified-contact-center-express-10-6-v2>
 - Available in China,EMEAR, APJ and Americas
- dCloud Customer Collaboration News: <https://dcloud-cms.cisco.com/architectures/customer-collaboration>
- **Cisco dCloud 中文资源库**

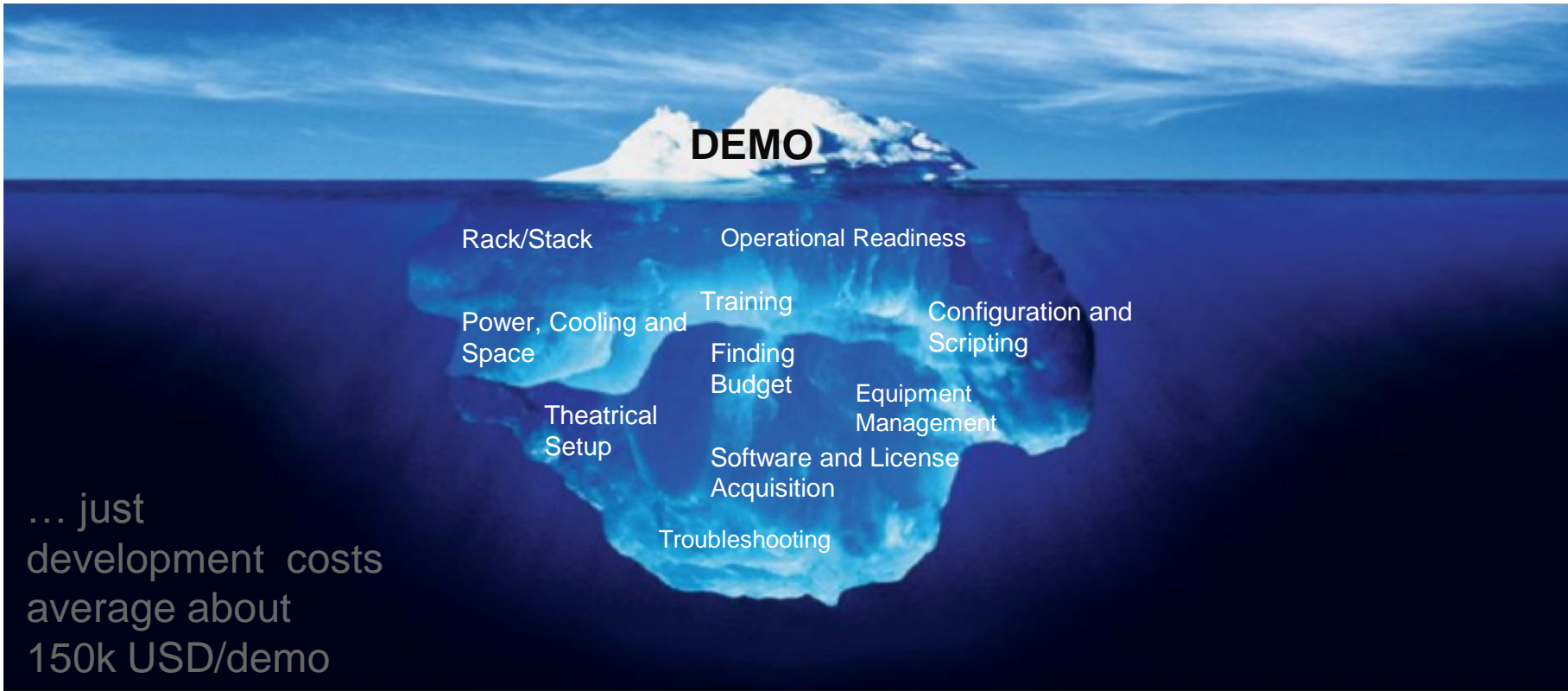
<http://www.cisco.com/web/CN/partners/dcloudchina/menu.html>



dCloud: The Cisco Demo Cloud

anyone • anywhere • anytime

The hidden cost of demo creation...



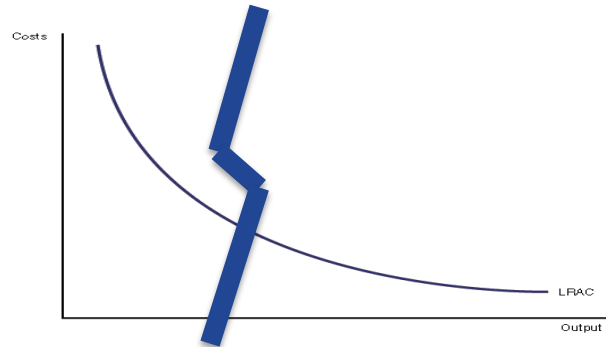
... just development costs average about 150k USD/demo

and grow with complexity

Demo development consumes resources...



“Scaling is limited by demo lifecycle, usually not longer than 6 months, due to the ever changing nature of solutions and technology”



dCloud : The Cisco Demo Cloud

dCloud, Cisco's next generation demonstration platform, provides self-service capabilities for Cisco Field and Partners. From scripted, repeatable demonstrations to fully customized pilots with complete admin access, dCloud gives you a strategic advantage for any customer scenario.

[Get Started!](#)


Welcome to dCloud : The Cisco Demo Cloud

Available Demonstrations

All Demonstrations

Collaboration

Customer Collaboration

Data Center Virtualization



Cisco Cloupia 3.4 v1.2

Show how easy it is for an end user to order services using the self-service catalog via a web browser or iPad. The predefined workflow illustrates the review and approval process when a submitted service request requires authorization.

[Start Now!](#) [Schedule](#) [More Information](#)

Added : 03/8/2013


Cisco Virtualization eXperience Infrastructure v3

This demonstration shows the end-to-end systems approach that delivers the next-generation virtual workspace.

[Start Now!](#) [Schedule](#) [More Information](#)

Added : 09/24/2012


Cisco Virtual Workspace (VXI) 2.7 v1

Show how the Cisco VXME enables Jabber users to leverage the collaboration features in virtual desktop environments.

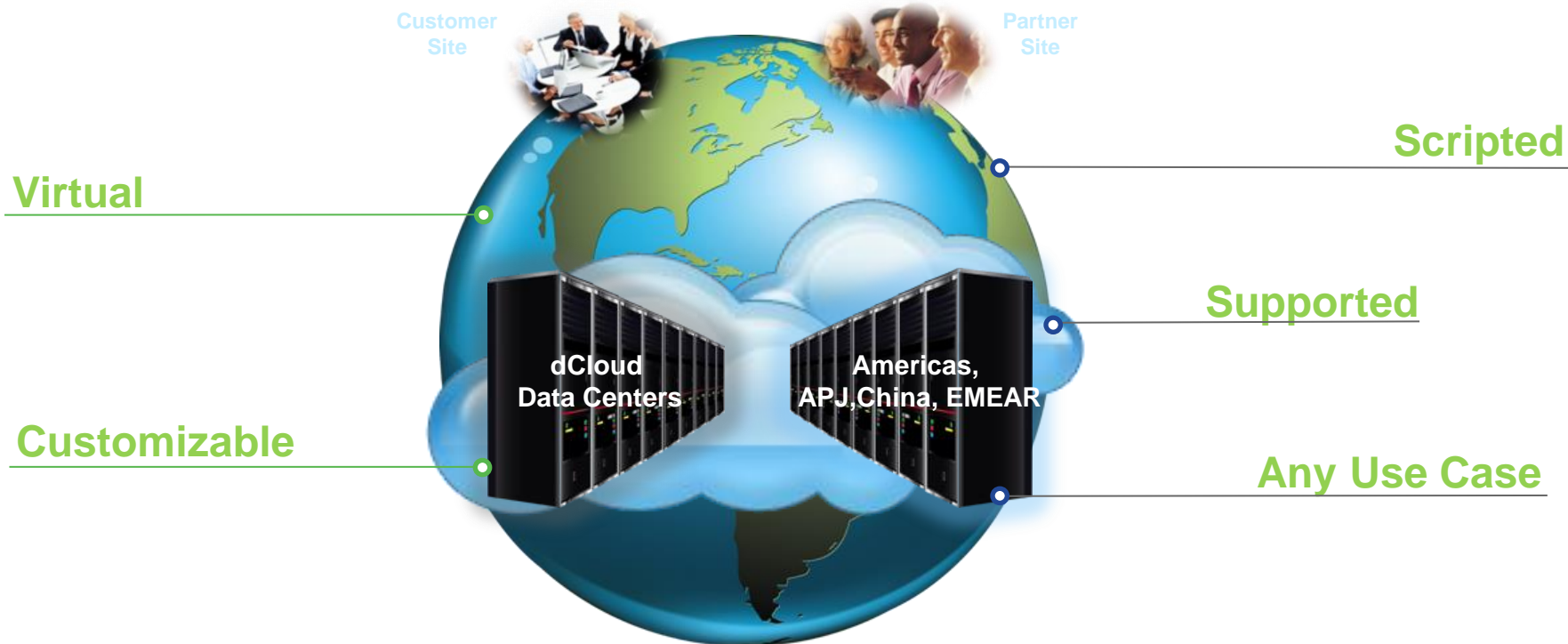
[Start Now!](#) [Schedule](#) [More Information](#)

Added : 04/25/2013

Sales people should focus more on...

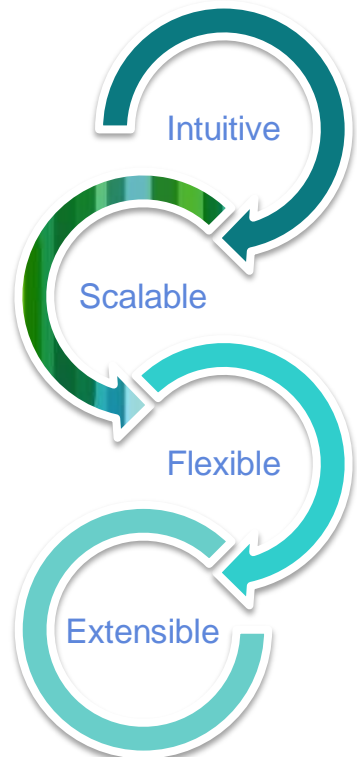


dCloud: The Cisco Demonstration Cloud



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Next Generation dCloud



dCloud : The Cisco Demo Cloud
dCloud is Cisco's next generation demonstration platform that provides self-service capabilities for Cisco Field and Partners. Using the new intuitive user interface, run scalable, customizable, fully supported demonstrations anywhere at any time. [Get Started!](#)

My Dashboard

Available Demonstrations

Borderless Networks

Collaboration

- Cisco Virtualization eXperience Infrastructure v3**
This demonstration shows the end-to-end systems approach that delivers [Start Now!](#) [Schedule](#) [More Information](#)
- Work Your Way with the Cisco Unified Workspace v1**
This demonstration shows mobility, device, and location freedom to allow [Start Now!](#) [Schedule](#) [More Information](#)

Page 1 of 1

Data Center Virtualization

Most Popular

My Demonstrations Show: All

Work Your Way with the Cisco Unified Workspace v1
Start: 09/26/12 15:43:09 End: 09/26/12 19:43:09 Session ID: 853 Status: Starting...

Schedule Demo Thursday, Sep 27, 2012

Select date and time to schedule a new demonstration.

September 2012

| Su | Mo | Tu | We | Th | Fr | Sa |
|----|----|----|----|----|----|----|
| | | | | | | 1 |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| 30 | | | | | | |

Start Time 06:00:04

Hour: 00 04 08 12 16 20

Minute: 00 15 30 45

Duration: 00 02 04 06 08

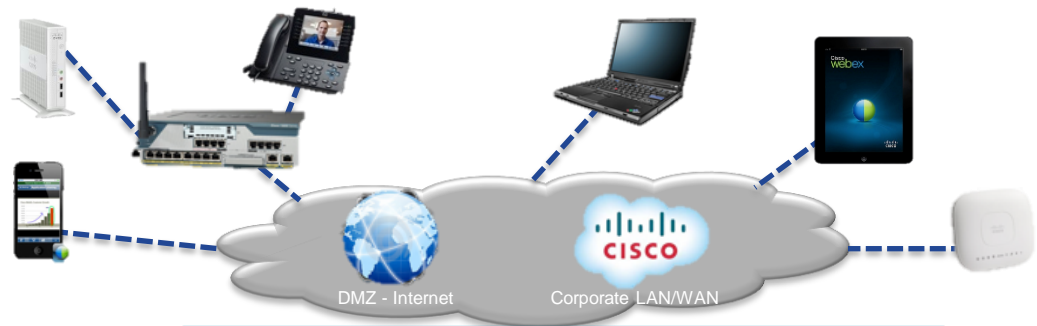
00 01 02 03 04 05 06:00 07 08 09 10 11 12 13 14 15 16 17 18

Thu 27

06:00 - Work Your Way with the Cisco Unified Workspace v1

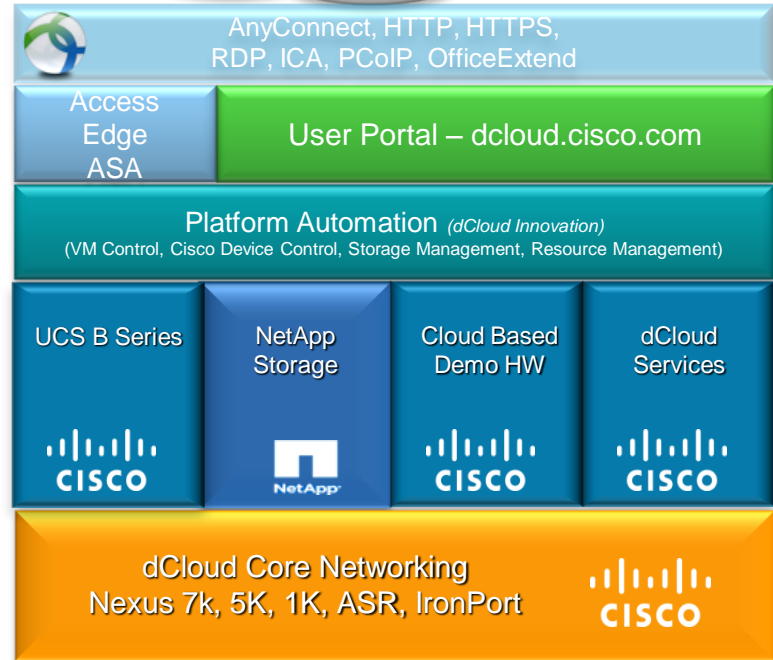
Previous Next

Cancel Next



dCloud: Demonstrations as a Service

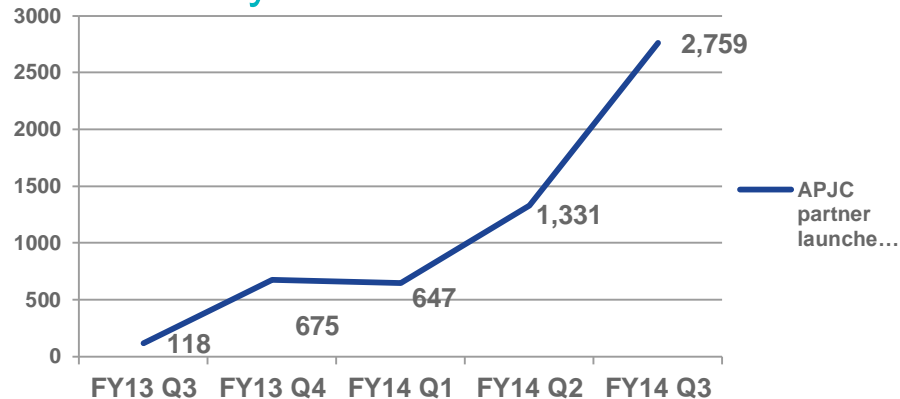
a Cisco on Cisco story



dCloud Metrics Highlights – APJC Channels

- ✓ Over 5070 Demonstrations in Q3 by internal and partners, a 62% increase over Q2 FY14
- ✓ Partner Usage accounts for 54.4% of Launches
- ✓ Overall FSAT of 4.3 in Q3 FY14
- ✓ Over 57,000 hours saved by APJC Partners in Q3
- ✓ 1221 total unique user population in Q3 of which there were 396 internal users and 825 partner users

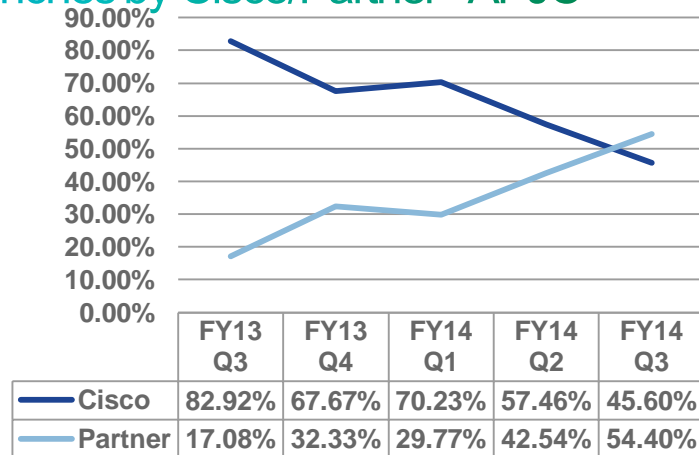
Launches by Partners in APJC Data Center - FY14



Top 5 Countries - dCloud Usage in FY14Q3

| Top 5 Countries for Partner Usage | Top 5 Countries for Cisco Usage |
|-----------------------------------|---------------------------------|
| China | Singapore |
| Korea | Australia |
| Australia | India |
| India | Japan |
| Singapore | China |

Launches by Cisco/Partner - APJC



Using dCloud

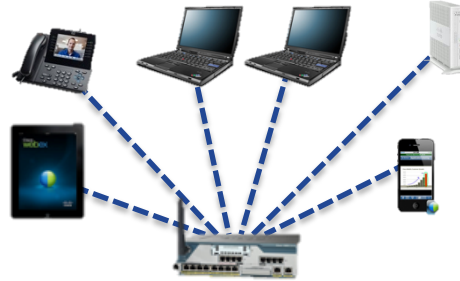


dCloud Adapts to Your Needs!

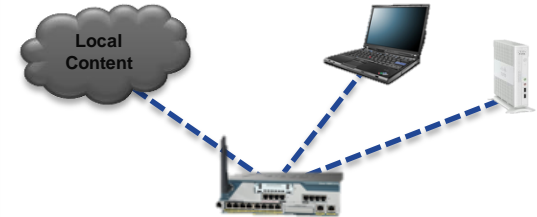
As Easy As...



As Complete As...

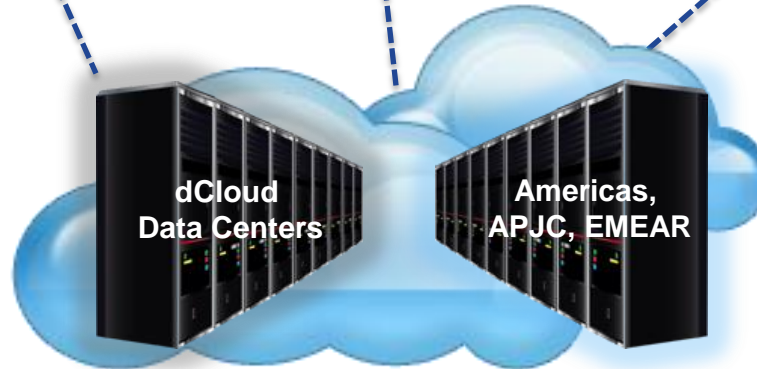


As Flexible As...



- For Cisco & Partners
- Scripted
- Customize, localize, share
- Endpoints optional (BYOD)
- Bring Your Own Devices

- Virtual desktops
- Local clients on laptops
- Room based configuration
- Add your own local servers
- Any Use Case



dCloud : 思科演示云 大中华区数据中心正式上线

于上海运营的思科演示云 dCloud 大中华区数据中心已正式上线!

思科演示云 dCloud 是一个自助的演示平台, 让我们思科员工及合作伙伴可以透过互联网使用各种思科解决方案的演示场景。上海数据中心的上线, 将给大陆地区的用户提供更加卓越的性能和稳定的访问。



现在就行动起来

1. 为客户的演示开始使用思科演示云Cisco dCloud
dcloud.cisco.com

(选择 'GC' 数据中心选项)

2. 获取5天24小时的技术支持
dcloud.cisco.com

3. 联系Eddie Hui (huieddie)或者Andrew Wang (andrewwa)获取更多的信息



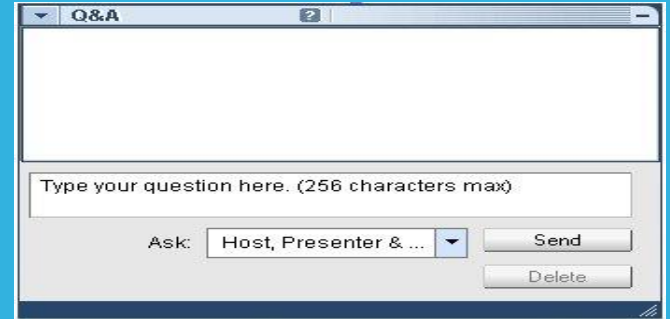
CISCO

TOMORROW starts here.

How to ask a question?

Use the Q&A tool to submit questions at any time during the presentation

- Type your question in the text box and click **SEND**



When in full screen mode use the floating toolbar to

- a) Go from Full Screen view to Meeting Room view
- b) Access the Q&A tool



a)

b)