

# Remote Expert

Cisco TelePresence System EX Series

# EX Series Expert Solution

## Ensure Confidence and Trust

Connect with experts wherever they are with a touch of a button. Know that the connection and experience will be solid when it really matters.



# Empower the Expert



Connect with an expert on a Cisco TelePresence® EX Series video endpoint.

The high-quality in-person experience helps ensure that you will make the correct decision at anytime from anywhere. When making a critical decision, face-to-face communications is essential and a powerful form of interaction. Collaboration on video is most effective with excellent audio, high-definition (HD) video, and sharp and easy content sharing.

# Connect Your Customers with Experts!



## Customer satisfaction is important.

Make your experts available at anytime, anywhere. Key industries such as call center, medical specialist, pharmacist, financial advisor, educational speaker, and emergency response industries use Remote Expert locations.

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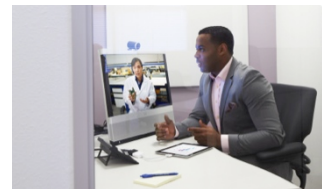


# Scaling

Cisco TelePresence technology can help you reach an expert in several ways. Options scale from a point-to-point impromptu call to the comprehensive Cisco Remote Expert solution.

## Point-to-Point

Connect with an expert on an impromptu conversation.



## Contact Center

Connect with an expert through a contact center solution. This connection provides an opportunity to offer customer satisfaction anywhere at any time.



## Cisco Remote Expert Solution

The Remote Expert Services portfolio includes planning, building, and managing services to support a secure solution that integrates with customers' existing processes and infrastructure to deliver high-quality, on-demand audio and video collaboration with remote experts.



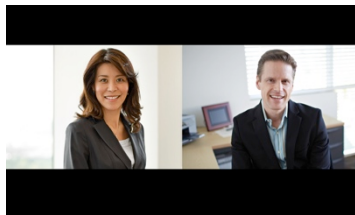
“Seventy percent of customers who were asked to return later to meet with an expert failed to do so.”

Forrester Research estimate, 2008

# Remote Expert User Benefits



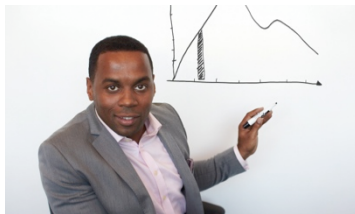
Share Documents and Video



Conduct multiparty meetings



Share content with a document camera



Whiteboard Collaboration over video



Full HD  
Video



Wideband  
Audio



High-Fidelity  
Speakers



Document  
Camera



PC  
Connectivity



Tablet and Smartphone  
Connectivity

## EX90 and EX60 Differentiators



### Screen Size

**EX90:** 24-inch PC Screen with crisp 1920 x 1200 resolution

**EX60:** 21.5-inch PC Screen with clear 1920 x 1080 resolution



### Camera

PrecisionHD™ Camera supports high quality 1080p HD

PrecisionHD™ Camera with optical zoom and F1.7, 45-65° field of view.

PrecisionHD™ Camera with optimal F1.7, 50° field of view.

The Cisco TelePresence System EX90 has optical zoom for a wider view when there are two participants.



### Audio

Stereo front speakers and a full-range microphone provide a high-quality sound experience. The EX90 has an integrated sub-woofer for even richer audio.



### Multiparty Meetings

The EX Series allows connecting with multiple sites using a centralized bridge. It offers an optional embedded video bridge.



### Dual Display

The EX90 allows you to view content on a separate display, leaving the main screen for viewing meeting participants so attendees can retain that in person experience even while sharing content.