# Cisco TelePresence Financial Services Expert

**Q. What is Cisco TelePresence™ Financial Services Expert?**

**A.** Cisco TelePresence Financial Services Expert uses the power of Cisco TelePresence Expert on Demand to enable retail banking organizations to deliver high-touch customer service.

**Q. How does it work?**

**A.** Cisco TelePresence Financial Services Expert integrates with Cisco TelePresence endpoints, Cisco® Unified Contact Center, and Cisco Digital Media Suites to deliver customized customer service for retail banking organizations.

**Q. How is this application different from Cisco TelePresence Expert on Demand?**

**A.** Cisco TelePresence Financial Services Expert augments Cisco TelePresence Expert on Demand by integrating Cisco Digital Media Suites. This integration allows organizations to expand the use of Cisco TelePresence meetings beyond meetings with financial services experts for digital signage use.

**Q. What products do I need?**

**A.** To deliver the Cisco TelePresence Financial Services Expert experience, you need a solution of single-screen Cisco TelePresence systems, Cisco Unified Contact Center, and Cisco Digital Media Suites. The intelligent network architecture and built-in media services deliver this experience.

**Q. What services do I need?**

**A.** Because the Cisco TelePresence Financial Services Expert encompasses a comprehensive solution of Cisco products, you can rely on services from Cisco and our partners to help ensure the highest quality of experience.

**Q. Does it require third-party products?**

**A.** No, the Cisco TelePresence Financial Services Expert uses only Cisco products.

**Q. How does Cisco TelePresence Auto-Collaborate work?**

**A.** Cisco TelePresence Financial Services Expert experiences take advantage of existing features and functions of the Cisco TelePresence solution. Experts can easily share data with customers using auto-collaborate, which allows all participants to view the data either as presentation-in-picture or on an auxiliary screen.

**Q. How many experts can be identified on the phone?**

**A.** The Cisco TelePresence system supports up to 40 entries on the phone.

**Q. How does it route to the appropriate expert?**

**A.** Cisco Unified Contact Center offers services to intelligently route the expert whom your customer selects. Messages appear on the screen that let customers know their place in the queue.

**Q. Can meetings be recorded?**

**A.** Cisco TelePresence solutions do not offer meeting recordings at this time. The comprehensive portfolio includes a Cisco TelePresence Recording Server, which is generally used to transform Cisco TelePresence rooms into high-definition recording studios.

**Q. Can I use it through an intercompany connection?**

**A.** Yes, all standard Cisco TelePresence functions through the Cisco TelePresence codec are maintained.

**Q.** **How does video switching work? Is it voice-activated switching like in a regular Cisco TelePresence multipoint meeting?**

**A.** Yes, all standard Cisco TelePresence functions through the Cisco TelePresence codec are maintained.

**Q.** **How do meetings start? Is it still one-button-to-push start?**

**A.** To connect with an expert, you simply navigate to the preset menu of available agents based on their expertise. When you identify an expert, your call is routed through Cisco Unified Contact Center to the next available agent. When agents become available, the call session is established between the unit in the retail bank and the agent's Cisco TelePresence endpoint.

**Q.** **What is the bandwidth requirement?**

**A.** Cisco TelePresence Financial Services Expert has the same bandwidth requirements as single-screen endpoints, which are recommended at 3 to 4 Mbps (1080p) or 1 to 3 Mbps (720p) for IP quality-of-service (QoS) connections.

**Q.** **Are meetings encrypted?**

**A.** Yes, all standard Cisco TelePresence functions through the Cisco TelePresence codec are maintained.

**Q.** **What are the room requirements?**

**A.** Cisco TelePresence Financial Services Expert has the same room requirements as the endpoints installed at the selected locations.

**Q.** **Does it interoperate with video conferencing systems?**

**A.** Yes, all standard Cisco TelePresence functions through the Cisco TelePresence codec are maintained.

**Q.** **Are there any considerations I should be aware of before deployment? During deployment? And post deployment?**

**A.** Yes, Cisco is currently building collateral around the solutions to help you throughout the PDI process.

**Q.** **When will Cisco TelePresence Financial Services Expert be available?**

**A.** Please check with your Cisco account manager and Cisco Services representative for availability information.

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