Cisco Remote Expert Smart Solution for Government Services

Governments all over the world face increasing budget constraints. At the same time, citizens expect the quality of services, including advice and support on taxation, legal matters, social security, disability payments, and pensions, to be maintained or improved. Governments are striving to reduce their service delivery costs and increase employee productivity, while helping to ensure greater transparency and consistency in services they provide to their community, all with reduced budgets. Moreover, citizens want quick and easy access to services and government experts.

Cisco Remote Expert Smart Solution for Government Services

The Cisco® Remote Expert Smart Solution for Government Services offers national, federal, state, and local agencies a comprehensive way to provide high-quality services to citizens, while reducing overall operating costs. It helps governments modernize their approach with their constituents by moving the point of service closer to the citizen while making more services accessible for longer hours. This approach enables governments to realize economic savings and provide value-added services for their constituents. The solution helps to improve the quality of life for citizens by providing them with fast and easy access to expert government services. Furthermore, it facilitates environmental sustainability by reducing traffic flow to the city centers, thereby reducing carbon footprint.

Cisco Remote Expert for Government supports a wide range of use cases, including:

- Driver's license applications and renewals
- Land registry and planning enquiries
- Citizens' advice
- Pension enquiries
- Tax queries
- Legal procedures, such as issue of e-warrants for property searches

Features and Benefits

The Cisco Remote Expert Smart Solution for Government Services helps enable governments to connect with citizens remotely. The solution gives citizens remote access to interactive government services through high-definition video and high-quality voice. This approach combines an interactive video experience with remote expert management software capabilities, which allow citizens to access centrally-located experts and services. The solution supports real-time collaboration services between government agents and citizens for extensive live interactions in multiple locations and languages. Features include:

- Allowing citizens to identify, locate, and connect with experts for specific services
- Helping experts to conduct a complete service transaction, including document sharing and printing
- Enabling citizens to have personalized experiences, maintaining complete confidentiality throughout the session
- Allowing for the creation of a centralized, virtual pool of experts, thereby increasing efficiency and enabling the full utilization of the available knowledge base
- Providing a secure and confidential setting via the remote expert kiosk (POD)

Table 1 illustrates the high-level features of the Cisco Remote Expert for Government Services solution.

Table 1 Features of Cisco Remote Expert Smart Solution for Government Services

Feature	Sub-Feature
Citizen side	
POD	Private and secure conversation with government expert
Cisco TelePresence®	In-person like experience using high definition video and high quality audio
Document Camera	Share physical documents and submit the document (via a picture) within a live collaboration
Printer	Take printouts of documents and forms
Touchscreen	• Contact an expert by selecting an icon on the touchscreen; icon selection puts you in direct contact with the correct expert • Touchscreen is also used to view the expert's desktop
Agent Side	
Expert-based Call Routing	Automatically routes call to the correct expert based on citizen's service selection
Information Sharing / Capturing	• Capture the documents (screen shots) shared via the document camera • Ability to share documents, photos, videos, etc. • Virtual keypad to control the document camera remotely • Laser pointer • Zoom control • Document notes and tasks • Print final documents for the citizen • Save documents for future reference
Assurance	Audio recording of consultation stored for future reference (optional)
Administration	• Common data sharing between experts. For example, a form can be placed in the secure repository to make sure all agents share the same form, ensuring a consistent experience for the citizen • Database can be shared and history can be retrieved on repeat citizen visits, no matter which agent attended the previous call
Reporting	• Call data records including citizen call duration and hold time • Survey questions can be configured and reported across agent work areas and PODs
Internationalization and Localization	Internationalized application

Remote Expert for Government Services PODs

At the center of the solution is a self-contained POD integrating Cisco TelePresence technology which provides a confidential and fully interactive video experience, just as if the citizen and the public service expert were sitting together at a desk in a private office. The POD comes fully integrated with the following equipment:

- LED controlled lighting
- Desktop power
- Ethernet and VGA cable
- Supply/extract fans
- 19" LCD Open-Frame Touchscreen
- 40" LED display and cables
- Amplifier
- Speakers
- Document camera with streaming dongle
- HP LaserJet Printer

Customers can select from one of three different POD configurations based on their needs. Below is a high-level description of the available POD types. Table 2 provides the individual POD specifications.

Remote Expert for Government Services Standard POD

The Cisco Standard POD, shown in Figure 1, is a large, ruggedized design with high acoustic noise resistance. This POD is best used in places where privacy is critical and wheelchair access is not required. Air conditioning is optional. The Standard POD is easy to deploy and takes approximately one day to get set up. Building permits may be required, depending on location.

Figure 1 Cisco Standard POD

Exterior View

Interior View

Remote Expert for Government Services Premium POD (wheelchair accessible)

Figure 2 shows the largest of the PODS, the Premium POD, designed for wheelchair access and including high acoustic noise resistance. This POD is best used in places where privacy and wheelchair access is important. Air conditioning is optional. The Premium POD is easy to deploy and takes approximately one day to get set up. Building permits may be required, depending on location.

Figure 2 Cisco Premium POD (wheelchair accessible)
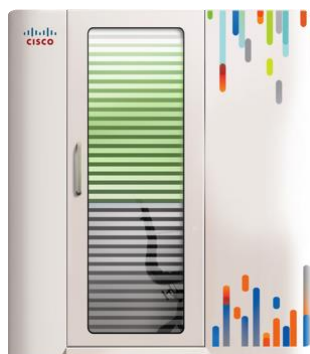
Exterior View

Interior View

Remote Expert for Government Services Lite POD

The Lite POD, shown in Figure 3, is a compact, remote end point that is easy to deploy. This POD is best used in places where real estate is tight, wheelchair access is not required, moderate privacy is needed, and the ambient temperature is moderate (the unit does not support air conditioning). The Lite POD is easy to deploy and takes approximately 3-4 hours to install. Because of its compact size, building permits are typically not required.

Figure 3 Cisco Lite POD

Exterior View

Interior View

Table 2 Cisco Remote Expert Government Solution POD specifications

Specifications	REGS Standard POD	REGS Premium POD (Wheelchair Accessible)	REGS Lite POD
Physical attributes			
Dimensions (W x L X H)	1298x2144x2400 (mm) 51.10x84.41x94.5 (in)	1838x2498x2300 (mm) 72.36x98.35x90.55 (in)	1120x1990x2100 (mm) 44.10x78.34x82.67(in)
Fully-enclosed POD	Yes	Yes	Yes
ADA* Compliant (US)	No	Yes	No
DDA** Compliant (UK & Europe)	No	Yes	No
Environmental			
Acoustic Privacy	High	High	Medium
Air Conditioning	Optional	Optional	Not Available
Power			
Power requirements	110V / 240V Single Phase 50 - 60Hz supply is required	110V / 240V Single Phase 50 - 60Hz supply is required	110V / 240V Single Phase 50 - 60Hz supply is required
Setup			
Installation time (approximate)	1 day	1 day	4-5 hours

Notes:
*   Americans with Disabilities Act
**   Disability Discrimination Act

Remote Expert for Government Services Hardware and Software Requirements

Table 3 lists the hardware and software required for the POD, data center, and the government expert station. Note: these requirements apply to all POD types.

Table 3 Hardware and Software Components

Cisco Components	Software Version
Unified Communications Manager	9.1 and 10.0
Unified Contact Center Express (UCCX)	9.0
Cisco TelePresence® SX Series Endpoints	6.1 or greater
IEC-4600	5.126.151
Remote Expert Manager (REM)	1.9.0
Unified Contact Center Enterprise (UCCE)	9.0 and 10.0
Customer Voice Portal	9.0 and 10.0

Cisco Components	Software Version
MediaSense	10.0
VXML Gateway	15.3M
Cisco Agent Desktop Software (Premium)	9.0
Cisco Finesse® for UCCE	10.0
Expressway Control, and Edge	8.1
Cisco Unified Border Element (CUBE)	15.3.3M
Interactive Experience Manager (IEM)	2.1

Remote Expert Manager Software Features

Cisco Remote Expert Manager Software is the brains behind the Remote Expert for Government Services solution. It provides control and management for every session, orchestrates the expert/citizen interactions, and interfaces with external applications and servers. Different versions of the software are available based on the customer need. Table 4 is a summary of the software features available.

Table 4 Remote Expert Manager Software Features

Feature	Remote Expert POD Experience
Audio Recording Using MediaSense	Yes
EX, and SX TelePresence Endpoint Support	Yes, customer and expert sides
Call Conference and Transfer	Yes, with CCE
Document and Application Sharing	Yes
Grant Consumer Permission to Control Expert's Shared Application or Document	Yes
Peripherals Support (Bar Code Reader, Magnetic Card Reader, Document Cam, Printer, Scanner)	Yes
Video on Hold	Yes
Video in Queue	Yes, using IEC or CVP with MediaSense 10.0
Web-Based Expert Desktop with API (Cisco Finesse)	Yes, with CCE

Ordering information

Cisco Remote Expert for Government Services solutions are available worldwide and can be ordered via your Cisco sales representative (see Table 5). Additional components beyond the POD may be required.

Table 5 Cisco Remote Expert for Government Services POD Ordering Information

Product Name	Part Number
Remote Expert for Government Services Standard POD	SC-REGS-POD-A
Remote Expert for Government Services Premium POD (Wheelchair accessible)	SC-REGS-POD-B
Remote Expert for Government Services Lite POD	SC-REGS-POD-C

Warranty

Find warranty information on Cisco.com at the Product Warranties page.

Cisco Services

Cisco offers a wide range of services to accelerate customer success. These innovative programs can help customers plan, build, and manage Remote Expert for Government Services deployments by using a unique combination of people, processes, tools, and partners, resulting in high levels of customer satisfaction. For more information about Cisco Services please visit: www.cisco.com/web/services/portfolio/index.html

For More Information

For more information about the Cisco Remote Expert Smart Solution for Government Services please contact your Cisco sales representative or visit: http://www.cisco.com/web/strategy/smart_connected_communities/government_services.html