Genesys Multicloud CX system requirements

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Contents

Learn about the requirements for hardware and software.

System Requirements

- 4 GB RAM minimum (8 GB RAM recommended)

- 5 GB of available disk space (minimum when using the Screen Recording Client; more may be required depending on Screen Recording configuration)

- Dual-core processor, 2 GHz CPU

- 32-bit or 64-bit operating system (64-bit required for hybrid services from Genesys Cloud CX)

- For desktop apps – Genesys Softphone

    - Windows – 10 and 11

    - macOS 11.2

- For desktop apps – Screen Recording Client

    - Windows - 10

- For web-based apps

    - Any desktop operating system, like Linux and Chrome, that meet the other system requirements and can install a supported web browser.

- JavaScript must be enabled

- Screen resolution: 1024 x 768 minimum (primarily a requirement for Genesys Multicloud CX WFM)

Important

- There are no drivers, applets or any other downloads that need to be made to the PC, with the exception of the Genesys Softphone and Screen Recording Client.

- Genesys recommends against multiple simultaneous logins to the same Genesys Multicloud CX account. For example, the same account logged in to multiple tabs or browsers will cause an inconsistent user experience.

- Genesys recommends that PCs exceed the minimum system requirements when WebRTC voice, video, or third-party, resource-intensive software is used. For example, third-party applications can be more resource-intensive than Genesys Multicloud CX. Since the type and number of additional applications in any machine is different, Genesys cannot provide specific guidance. The best approach is experimentation with the desired agent configuration to ensure that the machine has enough CPU, memory, and networking to support all applications comfortably.

- For Genesys Multicloud CX embedded clients, the minimum system requirements are based on the host or browser running the client, and vary based on the implementation.

Web Browsers support

Full Support

- Microsoft Edge Chromium — Requires current release.

- Chrome: Requires current release or one version previous.

- Firefox: Requires current release, one version previous, current ESR release, or transitional ESR release.

  - Genesys supports the transitional ESR release only during the time period in which the new ESR release is tested and certified. For more information, see Firefox ESR release cycle.

  - Firefox scripts may not load unless AdBlocker or AdBlockPlus are disabled.

Important

Firefox and Chrome update themselves automatically. Versions of Firefox and Chrome are only an issue if the customer's IT department restricts automatic updates.

Limited support

- Microsoft Edge (Legacy) — Requires current release.

Important

To run WFM Web for supervisors, do either of the following:

- Configure Microsoft Edge to run in IE mode. For more information on the Microsoft Edge functionality, refer to this page - https://docs.microsoft.com/en-us/deployedge/edge-ie-mode

- To use Google Chrome or any other supported browser, configure WFM to run Java Plug-In in the Java Web Start or UI Launcher mode. Refer to the topic WFM UI Launcher supports Java Plug-ins on this page to learn more about the steps involved.

Virtual Desktop Infrastructure (VDI) support

For best results, Genesys recommends that customers using VDI have an optimized telephony configuration – either physical phones or the Genesys Softphone (only with Citrix VDI using Windows or specific eLux Linux clients). Customers can choose to use WebRTC (with any VDI environment) or Genesys Softphone (on non-optimized VDI environments); however, successful use requires tuning and additional testing at scale by your VDI provider.

Screen recording

Genesys Multicloud CX screen recording technology can work in a VDI environment with the proper VDI configuration. Therefore, successful use of screen recording requires tuning and additional testing at scale by your VDI provider.

Supported hard and softphones

- Genesys: 420HD, Genesys Softphone
- AudioCodes: 420HD, 430HD, 440HD
- Polycom: SPIP_321, SPIP_331, SPIP_335, SPIP_450, SPIP_550, SPIP_560, SPIP_650, SPIP_670, VVX_300, VVX_310, VVX_400, VVX_410, VVX_500, VVX_600, VVX_1500
- Yealink: SIP-T19P, SIP-T20P, SIP-T21P, SIP-T22P, SIP-T26P, SIP-T28P

Bandwidth requirements

Table copied existing Genesys Multicloud CX requirements page.

Traffic	Bandwidth	Transport Via	When
Voice (SIP/RTP)	100 kbps G.711, (40 kbps G.729)	MPLS	Per call
LDAP	Negligible	MPLS	Per use logon
Web Service	Typically low	MPLS or Internet (HTTPS)	Varies based on the app
Desktop/CTI	16 kbps	MPLS or Internet (HTTPS)	Per call
Screen Recording	350 kbps two screens	MPLS or Internet (HTTPS)	Per recorded call/screen

Call playback	50 kbps	Internet (HTTPS)	User initiated
Report download	Varies	MPLS or Internet (HTTPS)	User initiated or can be (sFTP)