

2012

# Workstation Requirements



**CXm**

Recording and Quality Monitoring

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# Overview

This Document is intended to be used by customer to scope minimum workstation requirements as it pertains to CXM features and functionality. Software compatibility testing is available upon request with consideration.

## Required Workstation Software

### CXM 4.3 or Older

- Operating System: Windows 2000 or Windows XP
- Browser: IE 6, IE 7, IE 8
- Media Player: Windows Media Player 7.0 or Higher
- .Net 1.1

### CXM 4.5

- Operating System: Windows XP or Windows 7
- Browser: IE 6, IE 7, IE 8
- Media Player: Windows Media Player 7.0 or Higher
- .Net 2.0

### CXM 4.6

- Operating System: Windows XP or Windows 7
- Browser: IE 6, IE 7, IE 8, IE 9
- Media Player: Windows Media Player 7.0 or Higher
- .Net 2.0 or .Net 4.0

## Recommended Workstation Hardware

- Monitor
- Keyboard
- Mouse
- Speakers/Headphones
- 1 gigahertz (GHz) or faster 32-bit (x86) or 64-bit (x64) processor
- 1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)
- 16 GB available hard disk space (32-bit) or 20 GB (64-bit)
- DirectX 9 graphics device with WDDM 1.0 or higher driver

## CXM Footprint on Workstation

Record of Calls	None.	Done VIA Network Integration.
Search for Calls	Web Based.	No Desktop Client Installed.
Playback of Audio	Web Based.	No Desktop Client Installed.
Admin of System	Web Based.	No Desktop Client Installed.
Performance Evaluation	Web Based.	No Desktop Client Installed.
Coaching	Web Based.	No Desktop Client Installed.
Survey	Web Based.	No Desktop Client Installed.
Workforce Management	Web Based.	No Desktop Client Installed.
CXM Media Player	Size 1.67MB	(Required for Screen Capture Playback)
CXM Screen Capture	Size 18.97MB	(Required to Record Agent Desktop Activity)
CXM Live Monitor Viewer	Size 13.29MB	
CXM Record on Demand	Size 1.89MB	(Optional)
CXM Instant Playback	Size 3.10MB	(Optional)
CXM Multi Playback	Size 2.31MB	(Optional)
CXM Desktop Monitor	Size 7.73MB	(Optional)

## CXM Bandwidth Considerations

Recording of Calls	1.7kbps	Per concurrent conversation recorded.
Playback of Audio	1.7kbps	Per concurrent recorded conversation played back.
Recording of Screens	4kbps	Per concurrent conversation recorded.
Playback of Screens	4kbps	Per concurrent recorded conversation played back.