

cc: Discover Requirements

The requirements cover cc: Discover, On-Demand, Screen Capture, Insight, and Fusion. cc: Fusion, cc: Survey, cc: Analytics, and cc: Clarity have requirements in addition to those listed here. PBX-specific integration overviews explain additional hardware, software, and licensing requirements for call recording. Your Uptivity contact can provide integration overviews and Uptivity license information.

Server Requirements

Hardware Requirements

Hardware requirements vary depending on the telephony integration type, components running, and the number of concurrent users in the system. cc: Analytics must be installed on a dedicated machine due to CPU usage. Hardware specifications are determined by the Uptivity Sales Engineering team during the sales process.

Software Requirements

- Operating System – Windows Server 2008/2008 R2
- Database – Microsoft SQL Server 2008 with SQL Server Reporting Services. R2 requires SP1. R2 support depends on PBX integration. See the *cc: Discover 64-bit Compatibility Brief*.
- Web Server – Microsoft Internet Information Services v7.0, 7.5 with ASP.NET 4.0 Extensions
- Protocols supported – IPv4

Prerequisites

The following software packages are required for the operation of the Uptivity software and will be installed on the server prior to installation of the cc: Discover software.

- .NET Framework v4.0 or greater
- Microsoft Visual C++ Runtime v8.0.50727.4053 – For more detail on this software see knowledgebase article 973544 on Microsoft's support site.
- Microsoft PowerShell v2.0 or greater – For more detail on this software see knowledgebase article 968929 on Microsoft's support site.
- Windows Installer v4.5 or greater
- Microsoft Report Viewer Redistributable 2008 AND 2010– For more detail on this software see knowledgebase article 971119 on Microsoft's support site.

PC Requirements

These requirements are for PCs using the cc: Discover Web Portal, cc: Screen Capture client, On-Demand client, cc: Fusion, and cc: Insight desktop displays.

Users working with the portal's Web Player component normally require more powerful PCs due to the processing required for full audio and video playback. With those tasks in mind, Uptivity recommends exceeding the minimum system requirements.

Software Requirements

- Operating Systems: Windows XP/2003/Vista/2008/7
- Internet Explorer 8, Internet Explorer 9 (In Compatibility mode), Firefox ESR17 – ESR 23
- Microsoft Silverlight browser plug-in, v5.0.61118.0 – Required for Web Portal call playback.
- .NET Framework v4.0 or greater – Required for the operation of the Screen Capture Client software and will be installed on the workstation prior to installation of the software.

Hardware Requirements

Minimum Specifications:

- 2.0 GHz Processor
- 1 GB RAM
- 50 MB hard drive space
- 1280 X 800 – minimum screen resolution at 16-bit color depth

Recommended Specifications:

- 3Ghz or 1.6Ghz dual core
- 2 GB RAM
- 50 MB hard drive space
- 1280 X 1024 or higher screen resolution at 16-bit color depth

cc: Insight

The Insight requirements are in addition to the Discover requirements. See the *cc: Insight Widget Developer Guide* for requirements and prerequisites for widget development.

Hardware

Hardware requirements vary depending on the components running and the number of concurrent users in the system. Hardware specifications are determined by the Uptivity Sales Engineering team.

Software

In addition to the cc: Discover software requirements, cc: Insight requires for billboard displays:

- Internet Explorer 8, Internet Explorer 9 (In Compatibility mode), Firefox ESR 17- ESR 23

Licensing

The Uptivity Sales Engineering team explains licensing requirements during the sales process.

If SSL is used in the network, a certificate file must be purchased from a vendor (e.g., VeriSign).



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What boosts the bottom line for any company with a contact center? How about getting the best that every agent can deliver from their first day on the job and constantly optimizing contact center management and performance? Only Uptivity gives you the tools you need to continuously improve every aspect of each step of every agent's life cycle and enhance customer satisfaction. You get exactly what you need thanks to a modern, integrated, and easy-to-use suite of tools that offers a unified system for performance management, workforce management, speech analytics, and call recording. Unparalleled customer service and support from our in-house staff combine with a better bundle for a better value, and a lower total cost of ownership.