



# **Customer Site Requirements for inContact Workforce Management v2 16.3**

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**WFM**

# Customer Site Requirements for inContact Workforce Management v2

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- **About inContact** – inContact (NASDAQ: SAAS) is the cloud contact center software leader, with the most complete, easiest, and most reliable solution to help organizations achieve their customer experience goals. inContact continuously innovates in the cloud and is the only provider to offer a complete solution that includes the customer interaction cloud, an expert service model, and the broadest partner ecosystem. Recognized as a market leader by Gartner, IDC, Frost & Sullivan, Ovum, and DMG, inContact supports over 6 billion interactions per year for enterprise, midmarket, government organizations, and business process outsourcers (BPOs) who operate in multiple divisions, locations, and global regions. To learn more about inContact, visit [www.incontact.com](http://www.incontact.com).
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## Introduction

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### Audience

This document is written for customers and prospective customers interested in using inContact WFM v2. Readers should have a basic level of familiarity with general networking and their organization's LAN, their organization's PBX, the business rules in their contact center(s), usage of a PC and its peripherals, and the Windows operating system.

### Goals

The goal of this document is to provide knowledge and reference information necessary to support deployment and configuration of an inContact WFM v2 system in an organization's IT environment.

While the majority of components and modules reside in the inContact Cloud, certain services may need to reside on a server or servers at your location(s) if the deployment includes integration to a third-party ACD.

**Note:**

This document is NOT intended as a specific system or network design document, nor is it designed to educate the reader on contact center concepts or best practices.

### Assumptions

This document assumes the reader has access to an inContact WFO Sales Engineer, Project Manager, or other resource to assist in applying this information to the reader's environment.

### Need-to-Knows

inContact WFO is a robust platform with multiple modules that can be used alone or in any combination with each other. These modules include:

- inContact Call Recording
- inContact Screen Recording
- inContact Quality Management
- inContact Workforce Management v2
- inContact Desktop Analytics

This document covers requirements for inContact WFM v2 systems.

# Server Requirements

**Warning:**

The specific hardware and system software required for your implementation is determined by inContact WFO Sales Engineering during the discovery and system design process. No system hardware or software should be purchased or requisitioned until the final system design document is complete.

## Hardware Requirements

inContact WFM v2 can be deployed as part of an inContact WFO system, or as a standalone system without any other inContact WFO modules. If you are using inContact WFM v2 with an integration to the inContact Cloud Contact Center, all functionality is in the cloud and no server hardware is needed at your site.

If your inContact WFM v2 system integrates with a third-party ACD (such as Avaya or Cisco), a server is required at your site for deployment of the integration components.

In general, inContact recommends a server with at least 4 GB of RAM and a quad-core processor. The server can be physical or virtual, and must have a public-facing IP address. This server is referred to as the PREMISES server.

In a scenario where the integration is to a third-party ACD, and you are deploying inContact WFM v2 along with inContact WFO (which also requires a PREMISES server), a single PREMISES server may be shared.

## Software Requirements

inContact WFM v2 has been tested with and supports the following software environment for system servers:

- **Operating System:** inContact WFM v2 – Windows 2012 R2
- **Protocols** – IPv4

## Licensing

inContact WFO Sales Engineering explains licensing requirements during the sales process. If SSL is used in the network, a certificate file must be purchased from a third-party vendor (such as VeriSign). SSL is recommended for inContact WFM v2 systems.

## PC Requirements

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The following requirements apply to workstations using inContact WFM v2.

### Software Requirements

inContact WFM v2 has been tested with and is supported for:

- **Operating Systems** – Windows 7, Windows 8.0 (8.1), and Windows 10 (the Microsoft Edge browser included with Windows 10 is still being tested and is not yet supported)
- **Web Browsers** – Internet Explorer v11, Google Chrome, and Firefox ESR 31 and ESR 38.

### Hardware Requirements

The minimum workstation specifications for users who simply view information in a web portal are:

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

Users who perform forecasting, planning, and scheduling runs, or who in general use the web portal more heavily will normally benefit from more powerful PCs. For these users, inContact recommends:

- 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

### Virtual Desktop Infrastructure (VDI) Support

inContact WFM v2 supports the following virtual desktop systems:

- Microsoft Terminal Services
- Citrix XenDesktop
- VMWare View

## Environmental Requirements

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inContact WFM v2 uses only standard internet ports, and can support either standard HTTP or secure HTTPS. Therefore, one of the following should be open on the PREMISES server, client PCs, and firewalls:

Port	Transport	Description
80	HTTP	For communication using the Workstation site, the Portal site, or both
443	HTTPS	For secure (SSL) communication using the Workstation site, the Portal site, or both