

Specifications for required hardware, operating system and additional software for AgentView Enterprise 5.0.

(Please read this document thoroughly prior to purchasing
hardware and software components)

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Overview

AgentView Enterprise 5.0 is an advanced real-time and historical reporting solution for the contact centers that combines ease-of-use with powerful publishing options.

Please refer to your 'Statement of work' for the exact hardware and operating system requirements. The requirements are dependent on a number of factors including your environment, type of data source, number of users among other things.

Upgrading from an earlier version of AgentView to 5.0 may require you to change your hardware and/or operating system.

Please read this document carefully and refer to the "Notes" section at the end of this document for additional information.

Versions

AgentView Enterprise 5.x

AgentView Enterprise Performance Management 5.x



System Hardware

AgentView Server

Application	Operating System	CPU/ Speed	Memory	Free Disk Space	Notes
<u>AgentView Server</u>	Windows 2003 Enterprise, Windows 2003 Standard	Dual Pentium IV 2.4GHz or better	2 Gb or more 4GB Recommended	80 Gb (min) after OS installed.	Multiple Data Sources, Large number of DataSets with historical information
Additional server requirements: <ul style="list-style-type: none"> • Parallel (printer) or USB port for connecting the AgentView license key. • Serial port(s) to drive Wallboards • Network card 100MB or better • Optional packages may be required, depending on additional modules ordered (MAPI compliant mail program etc.) 					

PowerUser – Supervisor Desktop Application

Application	Operating System	CPU/ Speed	Memory	Free Disk Space	Notes
<u>PowerUser</u> Interactive Dashboard <i>Publishing option</i>	Windows 2003 Enterprise, Windows 2003 Web Edition, Windows 2003 Standard, Windows Vista, Windows XP	Pentium IV 1.8 GHz or better	512 MB	500Mb (0.5 Gb) (min) after OS installed	
Additional requirements <ul style="list-style-type: none"> • Network card 100Mb or better 					



AgentLink – Agent Desktop Ribbon Application

Application	Operating System	CPU/ Speed	Memory	Free Disk Space	Notes
AgentLink Desktop screen ribbon <i>Publishing option</i>	Windows 2003 Enterprise, Windows 2003 Web Edition, Windows 2003 Standard, Windows Vista, Windows XP	Pentium IV 1.8 GHz or better	512MB	500Kb after OS installed	Any Windows desktop configuration. Configuration depends on other coexisting applications.
Additional requirements: <ul style="list-style-type: none"> • Network card 100Mb or better 					

DashViewHD – Large Screen (LCD/Plasma/TV) Messaging Application

Application	Operating System	CPU/ Speed	Memory	Free Disk Space	Notes
DashView Multi-Media Graphical real time display <i>Publishing Option</i>	Windows 2003 Enterprise, Windows 2003 Web Edition, Windows 2003 Standard, Windows Vista, Windows XP	Pentium IV 2.4 GHz or better	1GB	500Mb (0.5 Gb) (min) after OS installed	May need a Video card and/or a TV output card.
Additional requirements: <ul style="list-style-type: none"> • Network card 100Mb or better • Internet Explorer 6 or later • Adobe Flash Plug-in for IE version 10 or later 					
Note: <ul style="list-style-type: none"> • If upgrading to DashView HD, the system must have Internet Explorer Version 6.0 or higher. 					



Notes for above hardware configurations:

- 1) Configurations assume that the system is dedicated to the Centergistic Solutions, Inc. application listed.
- 2) Only Pentium systems are specified or recommended – largely due to current market conditions.
- 3) Additional memory and/or CPU Speed upgrades may be required in multi-source AgentView installations.
- 4) Disk Space required is for Operating System and Centergistic Solutions, Inc. application only.
- 5) Network Adapters (suggest PCI interface Ethernet) are required for all AgentLink Server platforms and AgentLink workstations.
- 6) The applications may run on other hardware configurations – however, these are the recommended configurations.
- 7) If utilizing a RAID or SCSI controller card you should ensure that it is capable of handling a large volume of small sized discrete writes per second. This will normally involve it being equipped with a battery-backed large cache.



System Software

Ensure that the system is freshly installed with one of the following operating systems as recommended above.

1. Windows 2003 Enterprise
2. Windows 2003 Web Edition
3. Windows 2003 Standard

For Nortel Symposium Historical data collection Windows must be initially installed as US locale and can be changed after AgentView installation is completed.

Other required OS components on the AgentView Server system:

1. Microsoft IIS 5 or higher – Install the standard default version available on the appropriate OS disk.

By default, AgentView 5.0 installation program installs Microsoft SQL Server 2005 Express. This is included in the software and suitable to customers who do not wish to archive historical data for long periods of time. SQL Server Express 2005 is limited to 4GB of data for the AgentView Database.

For customers with longer-duration archiving needs or large environments, it is recommended that they install Microsoft SQL Server 2005.

Third party drivers and other software

Your particular configuration may require you to install special third party drivers or other software. These drivers and third party software may be needed to provide connectivity to the data sources.

For additional details, please contact us at:

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