

# Avaya Call Reporting Contact Center Release 4.2 System Requirements

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|--|---|
| Format                                     | Downloadable setup file   |
| Database                                   | BlueDB  |
| Web Server                                 | Apache Tomcat   |
| User Interface                             | Web Interface and Avaya Call Reporting Desktop Application  |
| Contact Center Server Requirements*        | Windows 2012, 2012 r2, 2016, or 2019<br>ESXi 5.5, 6.0, 6.5, or 6.7<br>Linux (most all distributions)<br>Hardware:<br>8 Core Processor<br>8-16 GB RAM<br>250 GB Hard Drive<br>1 Ethernet NIC (10/100 or 10/100/1000) |
| Avaya Call Reporting Server Requirements** | Windows 8.1, 10, 2012, 2012 r2, 2016, or 2019<br>ESXi 5.5, 6.0, 6.5, or 6.7<br>Linux 32bit or 64bit<br>250 GB Hard Drive (minimum)<br>8 GB<br>Quad Core CPU (minimum)   |
| Avaya IP Office                            | Release 10.1 or higher  |
| IP Office Connection                       | 10.1 and above Devlink3   |
| Avaya Licenses Required                    | IP Office Preferred Edition or higher.<br>VCM Card and Resources for IP 500 V1 or V2<br>1 available Avaya IP Endpoint License   |
| Virtual Machine                            | VM Ware or Hyper-V  |
| User PC Requirements                       | Windows 7 or higher; 32/64-bit Linux<br>Internet Explorer, Firefox, Opera, Safari<br>Java 7 or above<br>Javascript enabled  |
| Increasing Server Requirements             | 1 Avaya Call Reporting Contact Center Server will support 250 active Skill Based Routing Agents and Queued Call Back Ports, per server.   |

\* Avaya Call Reporting cannot be installed on the same PC/Server as IP Office Server Edition or the Application Server.

\*\* The Contact Center Server cannot co-reside on the same hardware as the Avaya Call Reporting Server. Both can be virtualized. Avaya Call Reporting Contact Center is not supported in a Citrix or other terminal environment. Agent Dashboard Seats and Contact Center features are also not supported in a terminal environment.