



Cisco CJP: Agent Desktop Requirements

System and Browser Requirements

Agent Desktop – System Requirements

- Memory: 2 GB RAM, excluding operating system allocation. Note that some applications may require more memory.
- Operating System: Supported operating systems are listed below. Other client operating systems can be used at the customer's discretion. BroadSoft will only provide best effort support and will not work on product fixes on unsupported operating systems
 - Microsoft Windows: Windows 7, Windows 8 and Windows 10.
 - Mac: OSX (when supported browsers are used)

Agent Desktop – Browser Requirements

- Supported Web browsers:
 - Internet Explorer 11.0 and above
 - Chrome version 40 to 51
 - Firefox version 44 to 45
- Required browser settings:
 - Browser cache cleared before starting the current release for the first time
 - **Cookies: Enabled**
 - Security level: Medium
 - **Pop-up blocker: Disabled**
 - **JavaScript: Enabled**
- Adobe Flash Player
 - Adobe Flash Player 21 or later.
 - Download the latest version of flash from : <https://get.adobe.com/flashplayer/>
 - Identify the version of flash installed by launching : <http://www.adobe.com/software/flash/about/>