Cisco WCC: System Requirements

System and Browser Requirements

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. Cisco 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)

Browser Requirements

- Supported Web browsers:
  - Internet Explorer 11.0 and above
  - Chrome version 40 and above
  - Firefox version 44 and above
- 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/

Agent Phones, Softphones, and DN - IMPORTANT

- Agent Phone, Softphones, and DN.

  - Agents require a phone with a direct dial number in order to use the Cisco agent application and have calls delivered to them. Any type of phone may be used as long as the number can be dialed from the public network or private voice cloud.

  - Voice Bandwidth: if a softphone is used, additional bandwidth of at least 100 Kbps per softphone instance is required.

Network Requirements/Recommendations

- All network appliances must be configured to allow unrestricted traffic between the client workstations and the following domains or IP subnets:
  - 208.77.192.0/24
  - 208.77.194.0/24
  - 208.92.127.0/24
  - 208.92.126.0/24
  - 208.50.136.0/26
  - *.transerainc.net
  - *.Ciscocc.net
  - *.Cisco.com

- Network appliances include the following devices:
  - Gateways
  - Routers
  - Hubs
  - Bridges
  - Switches
  - Proxy Servers
  - Firewalls
  - Load Balancers

- Firewalls must be configured to allow traffic on HTTP port 80 and HTTPS port 443 for the domains listed above.

Network Requirements/Recommendations

- **HTTP/Proxies**
  - Customers using HTTP/IP proxy devices, either directly or indirectly, must ensure that these devices are configured to exclude Cisco application traffic from any caching or authentication operations. The domain *.transerainc.net and *Ciscocc.net should be added to the proxy and firewall exclusion list.

- **Bandwidth and Latency**
  - High-speed Internet connection is required, with the minimum recommended speed being 512kbps.
  - The application request payloads can range from 1- 100 KB each on the average, with peaks of 2 -3 MB.
  - Additional bandwidth of at least 100 kbps per softphone will need to be separately allocated for voice traffic
  - Round Trip Time: Network connectivity to the WCC data centers over the internet or private WAN must consistently provide less than a 250ms round trip time (RTT) and less than 1% packet-loss for acceptable performance