

Avaya Call Reporting Contact Center Release 4.4 System Requirements

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 ESXi 5.5, 6.0, 6.5, or 6.7 Linux (most all distributions) Hardware: 8 Core Processor 8-16 GB RAM 250 GB Hard Drive 1 Ethernet NIC (10/100 or 10/100/1000)
Avaya Call Reporting Server Requirements**	Windows 8.1, 10, 2012, 2012 r2, 2016, or 2019 ESXi 5.5, 6.0, 6.5, or 6.7 Linux 32bit or 64bit 250 GB Hard Drive (minimum) 8 GB 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. VCM Card and Resources for IP 500 V1 or V2 1 available Avaya IP Endpoint License
Virtual Machine	VM Ware or Hyper-V
User PC Requirements	Windows 7 or higher; 32/64-bit Linux Internet Explorer, Firefox, Opera, Safari Java 7 or above 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.