

## Agent Client Guidelines

TFB offers modular agent and supervisor productivity components for the desktop. These applications communicate with TFB *CTI* and *Media* servers for functionality, using a minimum of workstation resources and screen space. The *Media Server* is only required to run ACD Reports and Agent eMail. *Media Server* is a standard Intel based PC running Windows 2003 Server and IIS, and runs in conjunction with TFB's *CTI Server™* platform.

<b>Contact Director Requirements (minimums may be exceeded)</b>		
<b>HARDWARE</b>	<b>MINIMUM</b>	<b>RECOMMENDED</b>
Processor	866MHz	Pentium 2.0Ghz+
Memory (RAM)	512MB	1GB
Available Hard Disk Space	20MB	20MB
Video	Resolution 1024 X 768 32MB	Resolution 1280 X 1024 64MB
CD ROM Drive	N/A	N/A
LAN Card (NIC)	100 Base-T	100 Base-T
Peripherals	Keyboard and Standard 2-button mouse	Keyboard and Standard 2-button mouse
Sound (optional for WAV file alarms)	Standard Windows sound card and speakers	Standard Windows sound card and speakers
<b>SOFTWARE</b>	<b>MINIMUM</b>	<b>RECOMMENDED</b>
Operating Sys.	Windows 2000	Windows XP
Application Framework	Microsoft .NET 1.1	Microsoft .NET 1.1 and 2.0

### CONFIGURATION NOTES

- Contact Director automatically manages client updates from the server. Versions of ACD Reports after 2.0 will also manage updates automatically
- OS specs assume the latest SP is applied
- All clients must have IP connectivity to the TFB CTI Server and Media Server.
- The Media Server is always used in conjunction with CTI Server unless otherwise determined by a TFB engineering evaluation. Users may supply their own server, or purchase through TFB.
- TFB does not supply agent workstation PC or peripheral hardware.

Note that TFB can also help order any component or software application listed above at the buyer's request. For help with pre-configuration issues, or assembling a Media Server compatible PC, please contact your TFB Account Manager or TFB Sales toll free 877-612-4832, x3818.

<b>ACD Reports Requirements (minimums may be exceeded)</b>		
<b>HARDWARE</b>	<b>MINIMUM</b>	<b>RECOMMENDED</b>
Processor	866MHz	1.0Ghz+
Memory (RAM)	OS Dependant	512 MB
Available Hard Disk Space	5MB	> 5MB
Video	1024 x 768	1600 x 1200
CD ROM Drive		
LAN Card (NIC)	100 Base-T	100 Base-T
Peripherals	Keyboard and Standard 2-button mouse	Keyboard and Standard 2-button mouse
Sound (optional for voice logger playback)	Standard Windows sound card and speakers	Standard Windows sound card and speakers
<b>SOFTWARE`</b>	<b>MINIMUM</b>	<b>RECOMMENDED</b>
Operating Sys.	Windows 2000	Windows XP
Application Framework	Microsoft .NET 1.1	Microsoft .NET 1.1 and 2.0

<b>Screen Pop/Agent Console Requirements (minimums may be exceeded)</b>		
<b>HARDWARE</b>	<b>MINIMUM</b>	<b>RECOMMENDED</b>
Processor	866MHz	Pentium 2.0Ghz+
Memory (RAM)	OS Dependant	OS Dependant
Available Hard Disk Space	5MB	15MB
Video	1024 x 768	1024 x 768
CD ROM Drive		
LAN Card (NIC)	100 Base-T	100 Base-T
Peripherals	Keyboard and Standard 2-button mouse	Keyboard and Standard 2-button mouse
<b>SOFTWARE`</b>	<b>MINIMUM</b>	<b>RECOMMENDED</b>
Operating Sys.	Windows 2000	Windows XP
Application Framework	Microsoft .NET 2.0	Microsoft .NET 2.0

<b>Agent Email Requirements (minimums may be exceeded)</b>		
<b>HARDWARE</b>	<b>MINIMUM</b>	<b>RECOMMENDED</b>
Processor	866MHz	Pentium 2.0Ghz+
Memory (RAM)	OS Dependant	OS Dependant
Available Hard Disk Space	2MB	10MB
Video	1024 x 768	1024 x 768
CD ROM Drive	N/A	N/A
LAN Card (NIC)	100 Base-T	100 Base-T
Peripherals	Keyboard and Standard 2-button mouse	Keyboard and Standard 2-button mouse
<b>SOFTWARE`</b>	<b>MINIMUM</b>	<b>RECOMMENDED</b>
Operating Sys.	Windows 2000	Windows XP
Application Framework	Microsoft .NET 1.1 and 2.0	Microsoft .NET 1.1 and 2.0

<b>Agent Chat Requirements (minimums may be exceeded)</b>		
<b>HARDWARE</b>	<b>MINIMUM</b>	<b>RECOMMENDED</b>
Processor	450MHz	1.2Ghz
Memory (RAM)	256MB	512MB
Available Hard Disk Space	20MB	20MB
Video	Resolution 1024 X 768 32MB	Resolution 1024 X 768 32 MB
CD ROM Drive	N/A	N/A
LAN Card (NIC)	100 Base-T	100 Base-T
Peripherals	Keyboard and Standard 2-button mouse	Keyboard and Standard 2-button mouse
Sound (optional for audio cues)	Standard Windows sound card and speakers	Standard Windows sound card and speakers
<b>SOFTWARE`</b>	<b>MINIMUM</b>	<b>RECOMMENDED</b>
Operating Sys.	Microsoft W indows 2000	Microsoft W indows XP