



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Softphone Sizing

Genesys Softphone Current

1/10/2022

Table of Contents

Genesys Softphone Sizing

3

Genesys Softphone Sizing

This Guide describes the Genesys Softphone hardware and space requirements.

Agent Workstation Requirements

The following table shows the recommended hardware requirements for the Softphone host machine.

Recommended Hardware Requirements - Softphone Host Machine

Processor	Memory	Hard Drive	Graphic Card	Network
Intel Core 2 Duo CPU 2.6 GHz	4 GB is recommended when non-Genesys applications are being run concurrently, or to improve performance.	50 MB for Softphone and 100 MB for logs. The requirement for logs is configurable and so might be more or less than this value.	DirectX 9.0+	xDSL / Lan

(Virtualized) Server Requirements

The following table shows the recommended hardware requirements for each session on the Softphone host machine.

Recommended Hardware Requirements - Softphone Host Machine

Memory	Hard Drive	Network Bandwidth ICA / PCoIP	Network Bandwidth Audio
30 MB (x64 OS)	50 MB for Softphone and 100 MB for logs. The requirement for logs is configurable and so might be more or less than this value.	< 10 KB / Sec	8-16 KB / Sec

Important

For detailed information, please refer to the [Genesys Softphone Deployment and User Guide](#)