

CallRex Server Specifications

Sample configurations are provided here for your planning purposes. Contact Enghouse Interactive to verify that the server specifications are appropriate for your deployment. For greater than 100 simultaneous calls, please speak with a Enghouse Interactive representative about multiple server support with CallRex software.

CallRex Client

The CallRex client can be run using any Microsoft Silverlight-compatible browser running on a supported operating system. The Silverlight plug-in must be installed to run the CallRex client.

SUPPORTED BROWSERS INCLUDE:

- Microsoft® Internet Explorer 6, 7, 8, or 9
- FireFox 2 or 3
- Apple® Safari 3 or 4
- Google Chrome

CallRex Server

SUPPORTED SERVER OPERATING SYSTEMS

- Windows Server 2008 x86, Windows Server 2008 x64*, Windows Server 2008 x64 R2*, Windows Server 2003, Windows Server 2003 R2
- Windows 7**, Windows XP Professional**

NETWORK INTERFACE CARDS

- 2-100/1000 MB NICs (One is required for a dedicated connection to the data switch, the other for client/internet connection.)

STORAGE REQUIREMENTS

- 97.5 KB per minute of recording
- 170 hours per GB

1 TO 30 SIMULTANEOUS RECORDINGS (DEDICATED SERVER)

- Processor speed: 2.0 GHz minimum
- 2 GB memory (minimum)
- 50 GB minimum recommended

30 TO 100 SIMULTANEOUS RECORDINGS (DEDICATED SERVER)

- Processor: multiple processors or multiple cores required.
- Processor speed: 2.4 GHz minimum
- 2 GB RAM (minimum)
- Hard drive: 80 GB with high speed storage recommended. (See storage requirements section to estimate actual storage needs.)

100 TO 200 SIMULTANEOUS RECORDINGS (DEDICATED SERVER)

- Processor: each server requires multiple processors or multiple cores.
- Processor speed: 3.0 GHz minimum; varies based upon processor type
- 4 GB RAM (minimum)
- Hard drive: 120+ GB with high speed storage recommended. (See storage requirements section to estimate actual storage needs.)

Virtual Machines

- All VMware® applications are supported.
- HyperV applications are not currently supported.
- Virtual machines must be configured to above specifications.

* 64-bit versions of Windows are not supported for installations using Avaya IP Office. 64-bit ShoreTel installations are limited to Windows Server 2008 SP2 x64 and R2 x64 and require ShoreTel version 11 or greater.

** Not supported for ShoreTel deployments; limited to five web client connections.



About the CallRex Software Suite

The CallRex software suite includes IP call recording and call center optimization software designed specifically for small- and medium-sized businesses, such as:

CallRex Quality Management Suite™

Contact center optimization software

CallRex Call Recording™

Call recording and monitoring

CallRex Computer Recording™

Desktop computer recording and monitoring

CallRex Agent Evaluation™

Call scoring and agent coaching for call centers

CallRex Workforce Management™

Forecasting, scheduling, and adherence monitoring

CallRex API™

Custom integration solution for CallRex call recording software

About Enghouse Interactive

Enghouse Interactive is the union of products and expertise from leading solution providers including: Arc Solutions, CosmoCom, Datapulse, Syntellect, Telrex, and Trio. Now a single, global organization, Enghouse Interactive delivers flexible and scalable solutions that will meet a company's communications needs across their organization, including: global communications management, contact center solutions, attendant consoles, IVR or self-service solutions and call recording and quality management tools.

Learn more at www.enghouseinteractive.com

