

# Finesse Software and Hardware Requirements – 12.0

## Client Operating System

- Microsoft Windows 10
- Mac OS X 10.12, 10.13, and 10.14
- ChromeOS 70 (64-bit) and higher

## Supported Browsers

Microsoft Windows 10	Internet Explorer v11.345.17134 or later in Native Mode.
	Google Chrome v76.0.3809 or later.
	Firefox Extended Supported Release (ESR) 68 and later ESRs.
	Microsoft Edge v42.17134 or later.  <b>Note</b> Microsoft Edge can consume considerably higher memory for the same when compared to Chrome or Firefox. Hence, users with Edge should use a system with a minimum configuration of 8 GB RAM.
Mac OS X	Firefox Extended Supported Release (ESR) 68 and later ESRs.
	Google Chrome v76.0.3809 or later.
Chromebook with Chrome OS v70	Chromium v73 or later.
	Google Chrome v60 or later.

## Hardware Requirements

Hardware requirements, such as processor speed and RAM, for clients that access the Cisco Finesse desktop can vary. Desktops that receive events for more than one agent (such as a supervisor desktop running Team Performance and Queue Statistics gadgets or an agent desktop running Live Data reports that contain information about other agents or skill groups) require more processing power than desktops that receive events for a single agent.

Factors that determine how much power is required for the client include, but are not limited to, the following:

- Contact center traffic.
- Additional integrated gadgets in the desktop (such as Live Data reports or third-party gadgets).
- Other applications that run on the client and share resources with the Cisco Finesse desktop.

- The web browser used.

Any client utilizing Finesse should have AT MINIMUM a dual core processor and 4GB of RAM.

For call centers with heavy loads of call volume and many business applications running on the PC, we recommend computers with quad core processors and at least 8GB of RAM.