Workspace Desktop Edition Sizing

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This Guide describes the Genesys Workspace Desktop Edition 8.5.1 hardware and space requirements for various deployment methods for Agent Workstations, ClickOnce, and (Virtualized) Server.

Workspace supports three main deployment methods:

- Local deployment in an agent workstation.
- The ClickOnce feature.
- A (virtualized) server, such as Citrix, or other. Refer to Genesys Supported Operating Environment Reference Guide for information about supported virtualized environments.

Agent Workstation Requirements

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

Recommended Hardware Requirements - Workspace Host Machine

Processor	Memory	Hard Drive	Graphic Card	Network
Intel Core 2 Duo CPU 2.6 GHz	2 GB (4 GB of RAM is recommended when non-Genesys applications are being run concurrently, or to improve performance.)	200 MB	DirectX 9.0+	xDSL / LAN / WLAN

ClickOnce Requirements

The following table shows the space that is recommended on the target workstations and the minimum network data transfer rate to deploy Workspace by using the ClickOnce feature.

ClickOnce Target Workstations and Minimum Network Data Transfer Rate

Hard Drive	Network
500 MB Free Space	1 GB LAN, or more

The size of the Workspace downloads (without HTTP compression), including plugins, for each workstation are:

- Full-featured Workspace: 23 MB

- Workspace SIP Endpoint plugin: 23 MB
- Twitter, Facebook, and Genesys Agent Scripting plugins: 1 MB each

(Virtualized) Server Requirements

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

Recommended Hardware Requirements - Centralized Workspace Host Machine

Memory	Hard Drive	Network Bandwidth ICA / PCoIP	Network Bandwidth Audio
600 MB (x64 OS)	Sufficient space for Genesys Workspace and logs. 35 to 50MB for Workspace and approximately 1 GB 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 Workspace Deployment Guide.