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# Genesys Softphone Sizing

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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 <b>configurable</b> 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 <b>configurable</b> 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](#)