



Hardware & Software Recommendations

For Community version 5.x+
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About this document

CommunityWFM provides this document as recommendations for hardware and software configuration specifications.

About our recommendations

Dedicated database servers and multiple web server topologies are supported and may impact our recommendation. The CommunityWFM installation team, upon examination of the environment and planned use of the system, may augment these recommendations.

Performance is affected by a variety of factors including:

- Number of concurrent users
- Number of skills and skills per agent
- Complexity of scheduling environment
- Network infrastructure and bandwidth

No two contact centers are the same and no single solution works perfectly for everyone. The CommunityWFM team will work to ensure a correct fit.

CommunityWFM server recommendation

CommunityWFM provides these specifications as a guideline. Actual hardware requirements vary greatly depending on the number of simultaneous users and the complexity of the environment. The CommunityWFM installation team will help define an appropriate topology. CommunityWFM allows for a flexible topology and fully supports virtualization. Additional configuration options and details follow the server configuration.

For up to 100 Agents

Single server configuration

- Single 4–6 core server-class processor or virtual equivalent
- 32 GB RAM
- 250 GB High Performance Server Class hard drive (or larger)
- Network connection

For 100–250 Agents

Single server configuration

- Single 8 core server-class processor or virtual equivalent
- 32 GB RAM
- 250 GB High Performance Server Class hard drive (or larger)
- Network connection

For 250–500 Agents

Dual server configuration

Application Server

- Single 8 core server-class processor or virtual equivalent
- 32 GB RAM
- 250 GB High Performance Server Class hard drive (or larger)
- Network connection

Database Server

- Single 8-16 core server-class processor or virtual equivalent
- 32 GB RAM
- 250 GB High Performance Server Class hard drive (or larger)
- Network connection

For 500–1000 Agents**Dual server configuration****Application Server**

- 8–12 core server-class processor or virtual equivalent
- 32 GB RAM
- 250 GB High Performance Server Class hard drive (or larger)
- Network connection

Database Server

- 16 core server-class processor or virtual equivalent
- 64 GB RAM
- 250 GB High Performance Server Class hard drive (or larger)
- Network connection

For 1000–2500 Agents**Multi server configuration****2x - Web Server**

- Single 8 core Xeon Class processor or virtual equivalent
- 32 GB RAM
- 250 GB High Performance Server Class hard drive (or larger)
- Network connection

Database Server

- 2x 8 core Xeon Class processor or virtual equivalent
- 128 GB RAM
- 750 GB High Performance Server Class hard drive (SSD or Raid)
- Network connection

For 2500+ Agents

Multi server configuration

One (1) Web Server for every 1000+ agents

- Single 8 core Xeon Class processor or virtual equivalent
- 32 GB RAM
- 250 GB High Performance Server Class hard drive (or larger)
- Network connection

MS SQL Database Server or cluster equivalent

- 2x 8 core Xeon Class processor or virtual equivalent
- 128 GB RAM
- 750 GB High Performance Server Class hard drive (SSD or Raid)
- Network connection

Operating systems and associated software

- Windows Server 2019, 2022 with .net Framework 4.7.2 (Enterprise, Standard, or Windows Web Server)
- SQL Server 2019, 2022 (Enterprise, Standard, Data Center, Web Edition. Express for 100 or fewer agents)
- Google Chrome or Microsoft Edge

Community client requirements

- CommunityWFM recommends Microsoft Edge or Google Chrome web browser for the best user experience.
- Firefox and Safari will all work with CommunityWFM, however those browsers rapidly update making it difficult to officially support their constantly changing environments. Many users utilize these browsers in production with no issue.

Server configuration requirements

Your CommunityWFM Project management team will provide you with specific guidance and detailed information regarding server setup and configuration. We have however outlined a few basic requirements and considerations below.

Server topology and virtualization

Community fully supports the use of Virtual Server configurations. A wide variety of virtual solutions have been deployed in existing customer environments. CommunityWFM architecture supports a multiple server approach with any or all the servers being virtualized.

Web server considerations

CommunityWFM supports multiple versions of the Windows Server Operating System including Data Center, Enterprise, Standard and Windows Web Server for 2019, 2022 releases. The web server should be run as a dedicated server for web applications but hosting of SQL Server on the same server is fully supported in a single server configuration.

CommunityWFM supports a range of authentication options including Active Directory, direct application authentication, direct application authentication with multi-factor authentication (MFA), and SAML single sign-on (SSO) passthrough.

Add-on communication channels, such as Community Everywhere™ mobile application, use a Restful API that may require enabling bidirectional traffic outside the firewall. CommunityWFM also supports the ability to run additional standalone Restful APIs outside the firewall to enable external messaging if needed.

SQL Server considerations

CommunityWFM supports multiple versions of SQL Server including Data Center, Enterprise, Standard and Web Edition for 2019, 2022 releases. SQL Server Express is supported, but not recommended if the installation is expected to grow beyond 100 agents. CommunityWFM supports most SQL Server advanced functionality including Always on, Replication, and Clustering. Additionally, CommunityWFM may run on a shared SQL Server. CommunityWFM does utilize CLR binaries, so that functionality must be enabled, even in a shared environment. SQL Server Reporting Services is not utilized.

CommunityWFM requires the following SQL Server features:

- CLR Enabled
- SQL Authentication
- Collation method set to SQL_Latin1_General_CP1_CI_AS

CommunityWFM interface connectivity

CommunityWFM supports a broad array of device interfaces for both the collection of data as well as agent interaction and notification. Integration varies from device to device, the information below is provided as a basic overview of the various types of connections.

Data collection interface

CommunityWFM supports a wide variety of ACD and other device interfaces. The exact specification for each device varies. Typically, the interface is integrated by utilizing a direct connection to the device database. Custom database requests are executed at predefined intervals to query the device for the required information.

Integration specification documents, detailing precise queries and methods, exist for most common interfaces. The CommunityWFM team can provide documentation for specific devices if needed.

Optional components and add-ons

SMS notification add-on

CommunityWFM offers tightly integrated two-way mobile messaging as a feature for agent interaction away from the office. The Twilio gateway communicates with CommunityWFM's

integrated Restful service. Customers are required to maintain a Twilio account to use the feature.

Email notification add-on

CommunityWFM offers email integration using an Exchange Server or any standard SMTP relay server as an optional interface. CommunityWFM manages the content and recipient list; however, the SMTP relay server must be configured as a relay for the CommunityWFM application. Responses to email notifications are provided as web links to CommunityWFM's integrated Restful service.

Community Everywhere™ (Android and iOS) notification add-on

CommunityWFM offers a mobile application for agents to fully access their WFM portal. The mobile application accesses agent data via CommunityWFM's integrated Restful service. Secure messaging (HTTPS) is supported to the mobile client. The mobile application is available for both Apple (iOS) and Android mobile operating systems.

Push notifications

Community Everywhere™ mobile application can utilize push notification methods for Android and iOS. The server must be able to communicate via HTTP/HTTPS with the service provider.

Additional instances of the Restful service may be deployed on a secondary server outside the customer corporate firewall.

Data export

CommunityWFM supports automated data export for third party use (such as payroll interfaces) through a feature called Data Targets. Data Targets allow for scheduled exports of virtually any report in CommunityWFM. Contact your CommunityWFM project manager for more information about Data Targets.