



Technical Requirements

Syntelate Documentation

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Document History

The following table shows the history of this document for the last two years.

Version	Date	Description
22	12 February 2019	Updated .NET Framework requirements for Syntelate Enterprise Agent and Syntelate WebAgent. Added information about TAPILink Pro licenses for Avaya IP Office.
21	4 October 2018	Updated list of Compatible Syntelate WebAgent Versions for Avaya Proactive Contact.
20	14 June 2018	Updated Avaya POM requirements with details for latest POM versions.
19	24 August 2017	Updated operating system details for Syntelate Server, WebAgent Web Server, and WebAgent Connection Server.
18	2 May 2017	Branding update (no content changes).
17	17 Mar 2017	Updated minimum versions for IE, .Net, and Oracle.

1. Introduction

This document describes the minimum requirements for a Syntelate installation.

 **Note:** The minimum requirements for Syntelate Designer are listed in the appropriate agent section:

- » [Syntelate Enterprise Agent \(Pro Only\)](#) on the next page
- » [Syntelate WebAgent \(Basic and Pro\)](#) on page 12

This document is updated regularly. For the latest version, visit <http://www.inisoft.com/syntelate-technical-product-requirements>.

If you have any questions, please contact your Syntelate sales representative or Inisoft Support (+44 (0)800 668 1290, support@inisoft.com).

2. Syntelate Enterprise Agent (Pro Only)

This section describes the technical requirements for Syntelate Enterprise Agent 5.1.

2.1 Client Workstations

Operating system	Windows 7, 8, or 10
Screen resolution	1024 x 768 or higher
Web browser	Internet Explorer 11 or higher
.NET Framework	.NET Framework 4.6.2 or higher
Memory	Agent and Designer: Minimum 4 GB RAM
Network interface card	Minimum 100 Mbit/s rated
TCP/IP protocol	Must be installed. (The workstation must be able to “ping” the server that holds the database.)
User authentication	All agents must log in using unique Windows domain network accounts.
Database	All workstations must have the appropriate database client software installed and be able to establish a connection to the database.
Client database	Microsoft SQL Server

<p>connectivity</p>	<p>SQL Server client connectivity software is <i>not</i> required. This does not remove the requirement to ensure that adequate SQL Server licensing is in place.</p> <p>Oracle</p> <p>Oracle Client version 11g or 12c (32 bit) is required, including the Oracle Data Access Components (for example, Oracle 11g Provider for OLE DB).</p> <p>If you're using an Oracle database, each client workstation must have Oracle client connectivity software installed and have an established connection between the PC and database software.</p>
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2.2 Database Requirements (Software Only)

We recommend that the server that runs the Syntelate database is a standalone server or member server – not a primary domain controller or backup domain controller.

<p>Microsoft SQL Server</p>	<p>SQL Server 2012, 2014, or 2016 (Standard or Enterprise)</p> <p>SQL Server should be installed with the default settings, in particular with collation set as case-insensitive.</p> <p>The following data types are supported for use with Syntelate:</p> <ul style="list-style-type: none"> » char » datetime » decimal » float » int » money
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	<ul style="list-style-type: none"> » real » text » varchar » numeric » nchar » nvarchar
Oracle	Oracle 11g or 12c


2.3 Syntelate Server

The Syntelate Server service is required for outbound dialing when Syntelate is not used in conjunction with Avaya Proactive Contact or Proactive Outreach Manager (POM).


Operating system requirements	<ul style="list-style-type: none"> » Windows Server 2012 R2 or 2016 » Internet Explorer 11 or later » TCP/IP protocol installed
Hardware specification (does not include database)	<p>Syntelate Server service only:</p> <ul style="list-style-type: none"> » 2 GHz processor recommended » 2 GB RAM recommended » Minimum of 2 GB free disk space recommended. SCSI drives also recommended » Network interface card — 100 Mbit/s rated recommended

Where call list data is not handled by a dialer, the Syntelate Server service only requires a dedicated server if running outbound calling lists with more than 150 concurrent users.

The above Syntelate Server service hardware specification requirements are a guide only. Hardware specification is dependent upon a number of variables: environment, operating system, number of concurrent users, and other applications running on the same equipment.

 **Note:** Sites making use of a dialer to manage outbound call lists need not install the Syntelate Server service.

2.4 Avaya Proactive Contact Requirements

 **Note:** The Proactive Contact Agent API is developed by Avaya and provided to Syntelate customers by Inisoft.


Proactive Contact	Agent API	Compatible Syntelate versions
4.2	4.200.0.9	4.1.5+, 4.2.x
5.0	5.0.0.9	4.2.x, 4.3.x
5.1	5.101.0.2	4.3.x, 5.1

For predictive agent blend, the relevant CTI client software is required.

Call lists must have the following field added to the Calling List Dictionary:

Field	Data type	Length
ORIGINALJOBNAME	Character	30

2.5 Avaya POM Requirements

 **Note:** The POM Agent Desktop APIs are developed by Avaya and provided to Syntelate customers by Inisoft.

POM	POM Agent Desktop APIs	Compatible Syntelate versions
3.0	3.0.0.145	4.4
3.0.2, 3.0.3	3.0.2.10	4.4.12+, 5.1
3.0.4	3.0.4	5.1.1+
3.0.5	3.0.5	5.1.1.B
3.1	3.1	5.1.9
3.1.1	3.1.1	5.1.15

For blend, the relevant CTI client software is required.

2.6 CTI Software

Appropriate CTI software must be provided by your telephone system provider.

Avaya Aura® Application Enablement Services (AE Services): For inbound or dialer-controlled predictive/proactive blending in Syntelate Agent, a CTI link between Syntelate Agent and AE Services using a TSAPI basic license is required for each concurrent inbound or blended agent. Agent phones should be configured for no more than two call appearances.

Avaya IP Office™: Requires one TAPILink Pro license for each IIS server running the XA IP Office WebAPI.

2.7 Other

Syntelate is compatible with Citrix and Terminal Services.

Syntelate can be run in a virtual environment.

3. Syntelate WebAgent (Basic and Pro)

This section describes the technical requirements for Syntelate WebAgent 3.3.

3.1 Client Workstations

Operating system	Windows 7, 8, or 10
Screen resolution	1024 x 768 or higher
Web browser	Internet Explorer 11
Framework	<p>Agent: The Windows feature .NET Framework 3.5 must be turned on.</p> <p>Designer: The Windows feature .NET Framework 3.5 must be turned on, and .NET Framework 4.6.2 or higher must be installed.</p>
Internet Explorer settings	<p>In Internet Options > General (tab) > Browsing history (section) > Settings, you must set Check for newer versions of stored pages to Every time I visit the webpage.</p> <p>In Internet Options > Security (tab) > Local intranet (zone), you must configure the .NET Framework-reliant components security settings as follows:</p> <ul style="list-style-type: none"> » Permissions for components with manifests = High Safety » Run components not signed with Authenticode = Enable » Run components signed with Authenticode = Enable
Memory	Agent and Designer: Minimum 4 GB RAM

User authentication	All agents must log in using unique Windows domain network accounts. The domain accounts must be on the same domain or on a domain trusted by the domain on which Syntelate WebAgent is installed.
Code authentication	All agent machines must have Code Access Security (CAS) code groups added to allow some agent controls on the web page to be downloaded from the web server.
Logging	If logging is enabled, then the agent must have read, write, and create access to their Windows Temp folder.

3.2 WebAgent Web Server

Operating system	Windows Server 2012 R2 or 2016
IIS	<ul style="list-style-type: none"> » Version 8.5 (Windows Server 2012 R2) or version 10 (Windows Server 2016) installed and configured » IIS set up for ASP.NET 4.0 extensions » Windows Authentication feature installed » Windows Communication Foundation (WCF) feature installed
.NET Framework	The Windows feature .NET Framework 3.5 must be turned on, and .NET Framework 4.6.2 or higher must be installed.
Memory	16 GB RAM recommended
Publishing	Syntelate Designer must have create access to the following folders in the

	<p>TEST and LIVE Syntelate WebAgent web sites:</p> <ul style="list-style-type: none"> » Campaigns » Scripts » XML
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3.3 WebAgent Connection Server

For sites with fewer than 200 concurrent agents, the Connection and License services may be installed on the web server. Otherwise, the Connection and License services should be installed on a separate server.

Operating system	Windows Server 2012 R2 or 2016
Memory (if separate server)	16 GB RAM recommended
Telephony connectivity	Ensure that any dialer or telephony systems are visible to the connection server via the relevant connection method.
.NET Framework	The Windows feature .NET Framework 3.5 must be turned on, and .NET Framework 4.6.2 or higher must be installed.
Network access	The Connection service requires read access to the XML folders in the TEST and LIVE Syntelate WebAgent websites.



3.4 WebAgent Ports

Syntelate WebAgent requires the use of two ports for bidirectional communication. The ports are configurable.

IIS to License service	Default port: 8282
IIS to Connection service	Default port: 8181

3.5 Syntelate Designer Version

The following table shows the link between Syntelate WebAgent versions and Syntelate Designer versions.

Syntelate WebAgent Version	Syntelate Designer Version
3.0.14	4.3.1
3.1.5	4.4.1
3.2.6	4.4.9
3.2.8	4.4.12
3.2.10	4.4.19
3.2.11	4.4.20
3.3.0	5.1

For connection to Oracle databases, the Campaign Compiler in Syntelate Designer needs the relevant 64-bit Oracle Client as detailed below.

3.6 Database Requirements

If there is no requirement to store data via Syntelate, then only Syntelate Designer needs access to the database. In this case, the database does not need to be accessed at runtime.

If data will be stored via Syntelate, then both the web server and the connection server require access.

<p>Microsoft SQL Server</p>	<p>SQL Server 2012, 2014, or 2016 (Standard or Enterprise)</p> <p>SQL Server should be installed with the default settings, in particular with collation set as case-insensitive.</p> <p>The following data types are supported for use with Syntelate:</p> <ul style="list-style-type: none"> » char » datetime » decimal » float » int » money » real » text » varchar » numeric » nchar » nvarchar
<p>Oracle</p>	<p>Oracle 11g or 12c</p>

3.6.1 SQL Server Database Connectivity

If Windows Authentication is used, then WebAgent App Pools in IIS and the Connection service need to run using a Windows user account that has access to the database.

3.6.2 Oracle Client Database Connectivity

Oracle Client 11g or 12c (64 bit) is required, including the Oracle Data Access Components (for example, Oracle 11g Provider for OLE DB).

If runtime data is stored to an Oracle database, then the following must be installed on the web server and connection server:

- » Oracle Network Utilities
- » Oracle Windows Interfaces:
 - » Oracle objects for OLE
 - » Oracle provider for OLEDB
 - » Oracle data provider for .NET
- » Oracle Call Interface

3.7 Avaya Proactive Contact Requirements

This section is only relevant if you will use Avaya Proactive Contact with Syntelate WebAgent.

Proactive Contact	Compatible Syntelate WebAgent Versions
4.2	2.0, 2.1
5.0	2.1, 2.2, 3.0
5.1	3.0

The Proactive Contact Agent API software must be installed on the Syntelate WebAgent connection server. This provides the correct certificates for communication to Avaya Proactive Contact.

The Connection service must be able to connect to Avaya Proactive Contact over TCP/IP.

Call lists must have the following field added to the Calling List Dictionary:

Field	Data type	Length
NAME	Character	30

3.8 Avaya POM Requirements

This section is only relevant if you will use Avaya Proactive Outreach Manager (POM) with Syntelate WebAgent.

POM	POM Agent Desktop APIs	Compatible WebAgent Versions
3.0.1	3.0.0.145	3.1, 3.2
3.0.2, 3.0.3	3.0.2.10	3.2.8
3.0.4	3.0.4	3.3.0
3.0.5	3.0.5	3.3.0.1
3.1	3.1	3.3.3
3.1.1	3.1.1	3.3.4

The connection server must be able to communicate with the POM server over TCP/IP.

3.9 CTI Software

Appropriate CTI software must be provided by your telephone system provider.

Avaya Aura® Application Enablement Services (AE Services): For inbound or dialer-controlled predictive/proactive blending in Syntelate Agent, a CTI link between Syntelate Agent and AE Services using a TSAPI basic license is required for each concurrent inbound or blended agent. Agent phones should be configured for no more than two call appearances.

Avaya IP Office™: Requires one TAPILink Pro license for each IIS server running the XA IP Office WebAPI.

3.10 Virtualization

Syntelate WebAgent can be run in a virtual environment.