

2RING		2Ring Gadgets for Cisco Finesse v5.x	2Ring Dashboards & Wallboards v8.x	2Ring Compact Agent v3.x	2Ring Scripts & Forms v3.x
Platforms	Cisco Unified Contact Center Enterprise (UCCE) incl. Packaged UCCE	11.x / 12.x	11.x / 12.x	10.x / 11.x / 12.x	10.x / 11.x / 12.x
	Cisco Unified Contact Center Express (UCCX)	11.x / 12.x (CCP - formerly SocialMiner Chat/Email requires 11.6+)	11.x / 12.x	10.x / 11.x / 12.x	10.x / 11.x / 12.x
	ServiceNow	Kingston / London / Madrid / New York / Orlando / Paris / Quebec / Rome (CRM Connectors only)	Kingston / London / Madrid / New York / Orlando / Paris / Quebec / Rome	na	na
	Cisco Webex Contact Center	na	1.0 / 2.0 (also 2Ring Cloud Ready)	na	na
	Amazon Connect	na	✓ (also 2Ring Cloud Ready)	na	na
	Genesys Engage	na	8.x	na	na
	Genesys Cloud	na	✓ (also 2Ring Cloud Ready)	na	na
WEB "Clients"	Five9	na	✓ (also 2Ring Cloud Ready)	na	na
	OS	Windows, Mac OS X	Windows, MacOS X, iOS, Android	Windows, MacOS X, iOS, Android	Windows, Mac OS X
	Framework	na	na	na	na
	Browser	Edge (Chromium), Firefox, and Chrome	Edge (Chromium), Firefox, Chrome, Safari	Edge (Chromium), Firefox, Chrome, Safari	Edge (Chromium), Firefox, Chrome, Safari
CONFIGURATION Tools	Ports	HTTP/S Access to the deployment server	HTTP/S Access to the deployment server	HTTP/S Access to the deployment server	HTTP/S Access to the deployment server
	OS	any	any	na	na
	Framework	na	na	na	na
	Browser	Edge (Chromium), Firefox, and Chrome	Edge (Chromium), Firefox, Chrome, Safari	na	na
Server	Ports	HTTP/S Access to the deployment server	HTTP/S Access to the deployment server	na	HTTP/S Access to the deployment server
	OS (versions, editions)	Linux Ubuntu 20.04 LTS Microsoft Windows Server 2016, 2019, 2022	Microsoft Windows Server 2016, 2019, 2022 (HA: Requires Network Load Balancing Role - not available in all editions; see sizing guide for more)	Microsoft Windows Server 2016, 2019 (HA: Requires Network Load Balancing Role - not available in all editions; see sizing guide for more)	Microsoft Windows Server 2016, 2019 (HA: Requires Network Load Balancing Role - not available in all editions; see sizing guide for more)
	SQL (versions, editions)	na	Microsoft SQL Server 2016, 2017, 2019 Express Edition or above (HA: Requires Always on Failover Cluster Instances feature - not available in all editions; see sizing guide for more)	na	Microsoft SQL Server 2016, 2017, 2019 Express Edition or above (HA: Requires Always on Failover Cluster Instances feature - not available in all editions; see sizing guide for more info)
	IIS	IIS 8.0 or later	IIS 8.0 or later	IIS 8.0 or later	IIS 8.0 or later
	Reporting Services	na	na	na	(optional)
	Framework	Microsoft .Net Framework 4.8	Microsoft .Net Framework 4.8	Microsoft .Net Framework 4.6.2	Microsoft .Net Framework 4.8
	Ports	Connectivity to Finesse nodes, CTI nodes (CallPicking, Call Trace and AST), SocialMiner on port 7443 (UCCX only). For Skilling, connectivity to UCCX nodes (for UCCX) and AW (for UCCE/PCCE)	Connectivity to SQL Server (if not collocated), Connectivity to UCCE_AWDB database Connectivity to UCCX Informix DB	Connectivity to Finesse Nodes	Connectivity to SQL Server (if not collocated)
	Processor	Windows: min. CPU 4 cores Linux: min. CPU 4 cores	min. CPU 4 cores	min. CPU 2-4 cores	min. CPU 2-4 cores
	RAM	Windows: min. 8GB Linux: min. 8GB	min. 8GB	min. 8GB	min. 8GB
	HDD	Windows: min. 200GB Linux: min 100GB	min. 100GB	installation 100MB	installation 100MB
	Virtualization	MS HyperV, VMware Server	MS HyperV, VMware Server	MS HyperV, VMware Server	MS HyperV, VMware Server
User Management	UCCE/X integrated	Internal (DW - Administration Tool) / MS Azure AD	UCCE/X integrated	UCCE/X integrated	
Special Provisions	All 2Ring Connectors (connecting to cloud services - Salesforce, ServiceNow, Dynamics) require connectivity to the Internet from the deployment server. ServiceNow Connector supports Kingston, London, Madrid, New York, Orlando, Paris and Quebec; Dynamics - 2013, 2015, 2016, 365 OnPrem and Online, SAP is supported for SAP CRM v6 and above.	ServiceNow Connector, Amazon Connect Connector, WxCC Connector, Genesys Cloud and Five9 require connectivity to the particular platform from the deployment server.	iOS and Android support is limited on phones/tablets. The app must stay in foreground to work properly.	na	

2RING		2Ring Phone Services (IPPS) v7.6	2Ring Call Accounting (CA) v5.1
Supported Platforms	Cisco Unified Communications Manager	8.x / 9.x / 10.x / 11.x / 12.x	8.x / 9.x / 10.x / 11.x / 12.x
	Cisco Business Edition 6000/7000	CBE6(7)K 8.x and later	CBE6(7)K 8.x and later
	Cisco Devices	Cisco IP Phones Series 6900, 7800, 7900, 8900, 8800, 8900, 9900; Cisco IP Communicator, Jabber Client	na
	Cisco Voice Gateways	H.323/SIP Gateway supporting VXML for H.323 CLID	yes, via Radius server
	Other Platforms	Salesforce (SoftPhone Integration)	Supports a range of other vendors (Ericsson, Alcatel, Bosch, Asterisk, Siemens, Matra, 2N), and also detailed call detail reports from cell-phone carriers. Check with 2Ring for details.
Client	OS	Microsoft Windows 7, 8 and 8.1 and 10 for 2Ring IPPS Client only (see support matrix for TSP Driver)	na
	Framework	Microsoft .Net Framework 4.8, Microsoft Edge WebView2 Runtime (for PowerTool only)	na
	Browser	Edge (Chromium), Firefox, Chrome, Safari	Edge (Chromium), Firefox, Chrome, Safari
	2Ring IPPS Client for Windows / PowerTool	Cisco Unified Communications Manager TSP Driver	na
	Cisco TSP Driver vs OS Support	https://developer.cisco.com/site/tapi/documents/supported-windows-os/	na
	2Ring IPPS for MS Office 2007/2010/2013	Cisco WebDialer	na
Server	OS (version, edition)	Microsoft Windows Server 2016, 2019	Microsoft Windows Server 2016, 2019
	SQL (Version, edition)	Microsoft SQL Server 2016, 2017, 2019 - Express Edition or above	Microsoft SQL Server 2016, 2017, 2019 - Express Edition or above
	Webserver	IIS 8.0 or later	IIS 8.0 or later
	Framework	Microsoft .Net Framework 4.8	Microsoft .Net Framework 4.5.1
	Processor	min. CPU 2-4 cores	min. CPU 2-4 cores
	RAM	min. 8GB	min. 8GB
	HDD	installation 250MB; data TBD	min. 200GB
	Virtualization support	MS HyperV, VMware ESX, Oracle Virtualbox	MS HyperV, VMware Server
Mail Server	Platform Independent (only for Alerts)	Platform Independent	
User Management	internal, CUCM or Windows Integrated	internal, or Windows integrated, or other LDAP system (OpenLDAP, Lotus Domino, ...)	
Special Provisions	Messaging - texting to external numbers › 2N GSM gateway (such as VoiceBlue Next / Lite / Enterprise, StarGate, EasyGate, Omega, ...) including one 2N XAPI server license › All possibly included in 2Ring's price quote › Integration with API of your telco provider or with a 3rd party SMS service	na	



For further info, please check the following sizing guides:

Sizing Guides: Gadgets for Cisco Finesse <https://www.2Ring.com/gadgets-sizing>
Dashboards & Wallboards <https://www.2Ring.com/dw-sizing>

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