

Noble Integrated Softphone 1.9 User Manual

NOBLE *SYSTEMS*

Noble Integrated Softphone version 1.9 User Manual

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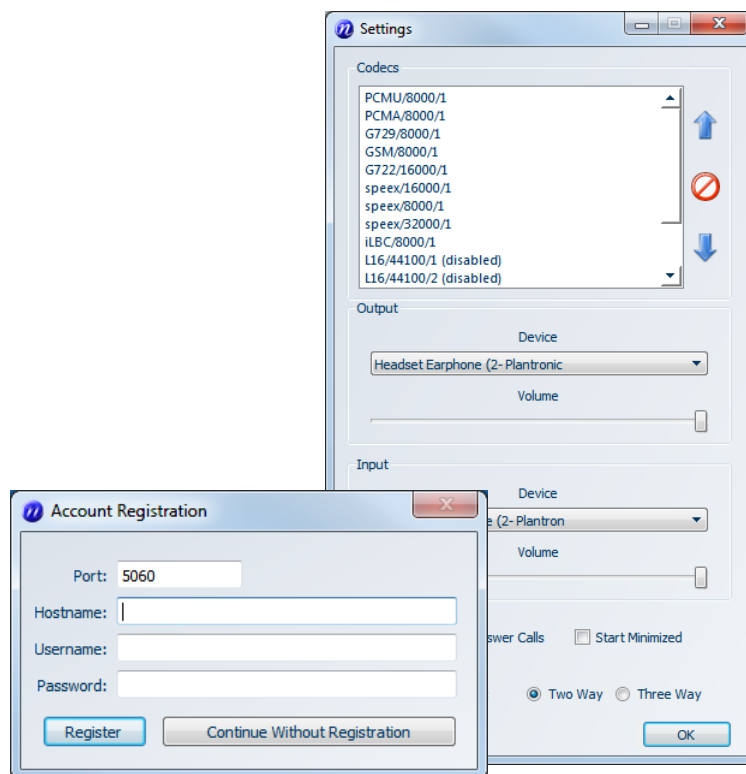
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For Internal and Customer Use

Chapter 1: Introduction



Overview

Product Description

The Noble Integrated Softphone is a purchasable option that provides a SIP-based audio path to the workstation of a Composer agent logging into a floating station. The agent audio uses audio input and outputs devices configured on their computer (such as an agent headset with microphone) with no additional SIP software required on the workstation.

Note that Noble Integrated Softphone is a licensed, purchasable option for your system that is only supported for floating agent login in Composer.



Note: *Noble Integrated Softphone is intended for use supplying an audio path for Composer agents. It is not designed to function as a stand-alone phone on an agent workstation.*

System Requirements

Hardware and software requirements for using this product are specified in the following document:

F-NSC-0008 Noble Systems System Specifications Document.doc

Note that some functionality described in this manual may not be available on all platforms. Contact your Noble Systems representative if you have any questions regarding system requirements or functionality on a specific platform.

Web Server Requirements (Web Agent Installs)

For web agent installs of Composer, the Noble Integrated Softphone is installed on a Windows Server machine along with the Composer web server. For more information on server requirements, see the Composer Install Guide or contact your Noble representative.

Note that the Noble Integrated Softphone is installed separately from Composer. For more information, see the separate Noble Integrated Softphone Install Guide.

Software and Hardware Requirements

See the Noble Integrated Softphone release notes for the current software and hardware requisites.

Note that Compliance dialing and Compliance transfers require the purchasable TCPA Compliance option and additional setup. For more information, contact your Noble representative.



Note: *This version of Noble Integrated Softphone is supported for web agents running on OS X systems. Currently there is no support for stand-alone installs of Noble Integrated Softphone for OS X systems.*

Browser Requisites for Composer Web Agent using Noble Integrated Softphone

Composer web agents using Noble Integrated Softphone version can use any supported web browser to connect to the Composer web server and establish audio. Recommended browsers:

Internet Explorer - Versions 11 is supported.

Mozilla Firefox - Current Extended Support Release version or higher.

Chrome - Current version or higher.