**UJET Technical Requirements**

* + Contact center agents should be on a separate Virtual Local Area Network (VLAN) from any other traffic in your network. By isolating contact center operations in its own VLAN, you can create traffic shaping rules as well as Quality of Service (QoS) policies (described below) that can optimize and prioritize agent network traffic. This can reduce the chances of an end user or agent experiencing poor call quality.
  + Adequate bandwidth is a critical factor to ensure high call quality. We recommend that you have 2 Mbps bandwidth per agent.
  + Network packet loss results in poor audio call quality, delays, and garbled speech. We recommend ensuring that your network packet loss is below 2%.
  + Round-trip time (RTT) is the length of time it takes for a telecommunications signal to be sent and for an acknowledgment of that signal to be received. RTT is also known as ping time. RTT should be below 200 milliseconds.
  + Quality of Service (QoS) allows you to prioritize certain network application traffic when the network gets congested. This will help reduce packet loss for the prioritized application. Voice traffic (UDP) should be given the highest priority on your network to avoid latency, jitter, and packet loss. On most modern network equipment, you can both prioritize traffic through QoS and also set a minimum percentage of total bandwidth to specific types of traffic. Your network administrator should be able to implement this feature for you. It is important to remember that all network equipment in your Local Area Network (LAN) through which the prioritized traffic travels must have QoS implemented or else you risk losing the prioritization tags.
  + Please ensure that the following ports are prioritized in your network: 443 TCP / 10,000 - 20,000 UDP (Ephemeral Port Range). These are the ports UJET’s carriers expect for TCP and UDP traffic respectively.
  + The UJET service requires that certain IP addresses and URLs be whitelisted. Your sales team can provide the most current list.
  + If SIP ALG (SIP Application Gateway) or Stateful Packet Inspection is included in the router or firewall, please disable these features for the whitelisted IPs.

**Agent Equipment**

* + Agent computers must have a Core i5 hardware processor or higher. The recommended RAM is at least 8 GBs and preferably 16 GBs.
  + Make sure the latest version of **Chrome** has been installed and browser notifications have been enabled for UJET.
  + Headsets must have a wired connection to the computer.
    - Recommended features:
      * Binaural - Audio in both ears cuts down on background noise
      * Noise-canceling microphone
      * Noise-canceling headset
      * USB connection