What are the requirements for the application?

Connectivity Requirements

To ensure operational stability within the Call Center environment, users must have a stable internet connection with low network variation.

General Recommendations

- Use a wired Ethernet connection whenever possible.
- Avoid using Wi-Fi, especially during critical or high-demand operations.
- Maintain the network free from congestion during working hours.
- Avoid downloads, streaming, or high bandwidth consumption while handling calls.

Network Quality Parameters

The connection should meet the following performance indicators to ensure proper voice communication and platform stability.

Parameter	Ideal Value	Acceptable Value	Description
Latency	< 80 ms	< 150 ms	Time required for communication data to be sent and received.
Jitter	< 20 ms	< 30 ms	Variation in packet arrival times.
Packet Loss	< 1%	Minimal	Data packets lost during transmission.
MOS (Mean Opinion Score)	4 or higher	3.5+	Indicator of perceived voice call quality.

Resource	Minimum Requirement
RAM	8 GB
Upload Internet Speed	5 Mbps
Download Internet Speed	5 Mbps

Recommended Validations

Before starting operations, it is recommended to verify:

- Internet connection stability
- Upload and download speeds
- Network latency
- Network jitter
- Packet loss
- Voice quality through VoIP testing

Best Practices

- Restart the modem and router periodically.
- Keep network equipment firmware updated.
- Use network cables in good condition.
- Prioritize VoIP traffic through QoS (Quality of Service) whenever possible.
- Avoid shared connections with multiple high-bandwidth devices.

Headsets and Audio Devices

Audio Requirements

To ensure clear and professional communication during operations, it is recommended to use certified audio devices compatible with VoIP and WebRTC platforms.

General Recommendations

Recommended Headsets

It is recommended to use:

- Certified USB headsets
- Devices with noise cancellation (Noise Cancelling)
- Equipment designed for Call Center or VoIP environments

Non-Recommended Devices

Avoid using:

- Low-quality Bluetooth headsets
- Built-in laptop microphones
- External speakers during operational calls
- Generic or unstable audio adapters

Required Validations

Before starting operations, verify the following:

Validation	Description
Functional Microphone	Confirm clear voice capture without interference
Functional Speaker	Verify proper audio playback
Echo Cancellation	Prevent audio feedback and sound duplication
Volume Levels	Adjust appropriate input and output levels
Audio Quality	Confirm absence of noise, distortion, or interruptions

You can also use this link to verify the status of your headset chrome://webrtc-internals/

Browser and WebRTC Compatibility

Supported Browsers

Call Center platforms based on WebRTC require updated and compatible browsers.

Recommended Browsers

- Google Chrome
- Microsoft Edge

Non-Recommended Browsers

Avoid using:

- Outdated browsers
- Browsers without WebRTC support
- Obsolete or unmanaged browser versions
- Browsers with extensions that interfere with audio or permissions

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Required Validations

Before logging into the platform, verify the following:

Validation	Description
Microphone Permissions	Confirm that access to the audio device is allowed

Validation	Description
WebRTC Enabled	Validate proper real-time communication functionality
Hardware Acceleration	Enable hardware acceleration to improve performance
Updated Browser	Keep the latest stable version installed
Audio Compatibility	Verify proper detection of input and output devices

Best Practices

- Keep only necessary browser extensions enabled.
- Avoid multiple tabs with multimedia content open simultaneously.
- Restart the browser before beginning the workday.
- Clear browser cache periodically to avoid session conflicts.
- Do not use modified browsers or beta versions in production environments.

You can also check your internet speed using the following link https://h3.speed.cloudflare.com/

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