

Bandwidth notes

Agent Desktop Plus and Plus adapters: min 128 kbps, recommended 128 kbps. G.711 default, described as uncompressed high-quality voice. Java agent standalone: min 88 kbps, recommended 88 kbps. Still printed in the PDF. The portal stopped offering Java Agent Desktop after 1 August 2026. Agent plus light web browsing: min 112 kbps, recommended 128 kbps. Same G.711 table. Agent Assist: min 12 kbps, recommended 12 kbps. In addition to the agent application. VPN: min +64 kbps, recommended +64 kbps. On top of the seat. CRM or similar business app: min +64 kbps, recommended +64 kbps. On top of the seat. Screen recording: min +160 kbps, recommended +160 kbps. Per agent, in addition to the stated voice figure. Five9 UC for Teams, Zoom, Office@Hand, RingCentral, or Nextiva: min 320 kbps, recommended 320 kbps. Each named UC client, not a sum of all of them unless the agent runs that client. Video engagement stream: min 100 kbps, recommended up to 500 kbps. Audio, video, and sharing. The PDF says to validate capacity. A later line says about 300-500 kbps per simultaneous video session. Source: the technical requirements PDF. Confirm before relying.

Sources and go deeper

RFC 3550, RTP. rfc. <https://www.rfc-editor.org/rfc/rfc3550>. last checked 2026-10.

RFC 3551, RTP profile for audio and video. rfc. <https://www.rfc-editor.org/rfc/rfc3551>. last checked 2026-10.

ITU-T G.711. standard. <https://www.itu.int/rec/T-REC-G.711>. last checked 2026-10.