



IT Best Practices

Last updated on April 4, 2025

● Browsers

- Google Chrome 132+
 - Privacy and Security
 - Site settings
 - Microphone
 - Sites can ask to use your microphone
 - Allowed to use your microphone
- Firefox 133+
 - Settings - Microphone Permissions
 - Status: Allow

● Computer Requirements

- **Processor:** Minimum 2.0 GHz speed with either Intel 9th Generation with minimum Dual Core, Apple M1/M2, or AMD Ryzen 7 and above. Recommended to not use a C+G type processor.
- **Memory:** Minimum 16 GB of RAM and above.
- **Hard Drive:** SSD suggested with 128 GB minimum total disk size with 50 GB of available hard disk space and above.
- **Resolution:** Capable of supporting at least 1280x800 resolution.
- **Supported Operating Systems:**
 - PC equipped with Microsoft Windows 11 (or most recent Windows OS)
 - Apple Mac equipped with MacOS 13 (Ventura) (or most recent MacOSX)
 - Chromebook

● Internet Connection

- Set QoS rules to prioritize UDP traffic: WebRTC uses UDP ports, in this case 5060, 5061 (SIP signaling) 3478 (STUN/TURN), and 16384-32768 (media/RTP)
- We highly recommend Ethernet connection to all workstations.

- Wireless, Satellite or Air Card, LTE/5G, MIFI, VPN connections, or WiFi Range Extenders should be avoided as they will not work as the latency varies wildly and causes jitter.
- Shared or group internet connections are not recommended.
- Recommend at least 100mbps download speed and 10mbps upload speed per user. [Click here to test your internet speed.](#)
- Grant at least 10Mbps for UDP traffic.
- Bandwidth consumption is essential to the performance of the Liberty Platform. It is recommended to disconnect all nonessential devices from the internet connection used for work. If that is not possible, we will suggest activating a separate internet connection for work purposes.
 - We highly recommend that there be absolutely NO streaming services active while working (Netflix, YouTube, Hulu, etc)

● **Agent Workstation**

- Recommend only using one SIP product at a time (Liberty Platform, Zoom, Google Meet, etc).
- Recommend limiting total browser tabs and additional applications running to a minimum to improve performance on local device.
- Recommend only ever having one active agent session per device.
- A wired headset and wired or built-in keyboard with a full number keypad on the side is recommended (preferably a brand name keyboard), functioning scroll lock key and operational function keys, along with a USB Mouse.
- Wireless headsets and keyboards (not recommended, but supported).

● **Multi-Factor Authentication**

- The Liberty Platform offers MFA for all users (Agents, Supervisors, Admins, and Clients). We recommend enabling this for all users.

● **User Management**

- The Liberty Platform allows admins to activate new users and deactivate non-existing users. It is recommended that you deactivate all users who are no longer actively using the system.

- **Endpoint & Malware Protection**

- We recommend an active commercial antivirus program with the latest virus definition file.

- **System Updates**

- It is a best practice to stay up to date on OS system updates as well as browser updates. These should be scheduled for a time when the agent is not taking calls.