EVOLVE IP
WORK ANYWHERE™

Evolve Contact Suite

Network Prerequisites

Evolve Contact Network Prerequisites

Evolve Contact Suite is based on the VoIP technology rather than the legacy telephony system. It uses the public internet network to access the hosted contact center services provided by Evolve IP and to transport the voice interactions.

To ensure reliable and high-quality voice transportation over the internet, the following prerequisites must be in place: (Please contact to your IT or network specialist)

Internet Access

Evolve Contact VoIP client applications are typically launched and operated in conjunction with other office related tasks like Web browser or other 3rd party business applications. Using these light business applications requires allocation of a symmetric (upload and download) and guaranteed Bandwidth of 100Kbps per agent workstation.

Important recommendations:

- To guarantee an interactive and stable system performance, the latency between agent's PC and Evolve Contact's Data Center must be below 150msec.

- Wireless network connection is not supported.

- Allocation of Internet line with QoS definition for VoIP traffic prioritization (SIP and RTP) by your ISP (Internet Service Provider)

- QoS definition for VoIP traffic prioritization throughout the entire on premises network, including LAN switches and router/firewall. To properly set up VoIP QoS for your network, please consult your networking equipment vendor and/or an internal IT services within your company.

- Double Network Address Translation (Double NAT) configuration is not supported.

- Other existing VoIP services and phones should be located on a separated network segment than Evolve Contact's client workstations.

On Premise Firewall Prerequisites:

1. Allow full duplex VoIP traffic between local workstations (agents' PC) and the remote Evolve Contact VoIP Server (voip-ecs.evolveip.net - 64.27.43.100) located on the WAN as:
   - Enable SIP session initiation from a trusted Firewall zone (agents' PC) to WAN (remote Evolve Contact VoIP Server) on UDP port 5060
   - Once the SIP session has initiated, the Firewall should keep an open socket and allow returning SIP traffic from remote Evolve Contact VoIP server on UDP port 5060 to the initiating agent application via the local NAT
   - Open Full Duplex RTP (voice/media) traffic on UDP ports range (1024-65535) between local users and remote Evolve Contact VoIP server located on the WAN

2. **Allow HTTP and HTTPS access to the remote Evolve Contact server:**
   - Open HTTP access to a remote Evolve Contact server, ecs-apps.voip.evolveip.net, using TCP port 80
   - Open HTTPS access to a remote Evolve Contact server, ecs-apps.voip.evolveip.net, using TCP port 443
   - Allow integrated windows authentication protocols such a NTLM, NTLMSSP
   - The following domain names / IP should be accessible:
     - ecs-apps.voip.evolveip.net - 64.27.43.188
     - ecs-reports.voip.evolveip.net- 64.27.43.189

3. **Allow FTP access to the remote Evolve Contact server:**
   - Open FTP access to the remote Evolve Contact server (ecs-apps.voip.evolveip.net) using TCP port 21
   - Allow FTP PASSV mode on TCP ports within the range of 10000-10100

4. **Disable SIP traffic inspection:**

   As part of our overall network engineering policy and best practices to insure a stable and functional application performance, Evolve Contact VoIP architecture does not support any type of SIP inspection controls such as SIP ALG (Application-level gateway), SIP Fixup or SPI settings for our hosted services.

On-premises routers or firewalls with these settings can consume an inordinate amount of network resources, and can cause network problems that can impact the service for the end-user.

We do advise customers to make sure that on premise Routers / Firewalls do not have SIP ALG enabled.
SIP ALG notes:

- SIP ALG might be named differently so please consult your router documentation for the specific naming convention.

Not all the routers support SIP ALG configuration. Therefore, depending on the model of your device, we suggest that you refer to your router documentation or contact your vendor or refer to Evolve Contact professional services for a further assistance.