

Softphone Deployment Best Practices Guide

In order to ensure the best possible experience with softphone clients for audio and video calling, Evolve IP has identified several recommended designs for both local installations and virtual. Each design has independent Quality of Service (QoS) recommendations that ensure soft client traffic is properly tagged and prioritized from the end user machine, across the LAN, and optimally across the WAN to the Evolve IP data center depending on WAN access.

This document provides the best practices when deploying softphones that customers should follow to optimize call quality. This document serves clients with Evolve IP provided applications and 3rd party soft clients. It is NOT intended to provide which soft clients are supported locally and within VDI environments.

NOTE: UC-One and Skype Communicator are applications provided by Cisco Broadsoft. They are NOT supported in a VDI environment. For clients that must install those applications in a VDI, Evolve IP does not offer call quality support for audio and video. We will not open tickets with our Support team. We recommend you run those applications locally on the users' machines and run all other applications in the VDI.



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