

LiveEngage System Requirements and Language Support

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*Relevant for LiveEngage Enterprise In-App
Messenger SDK v2.5*

Introduction

The LiveEngage platform aims to provide the best engagement experiences for consumers and brands. To do so, LivePerson constantly advances its technology and always uses the most up-to-date innovative tools which enable the rich engagement experiences we wish to provide our customers.

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SYSTEM REQUIREMENTS AND LANGUAGE

General Guidelines

For the best LiveEngage experience, customers are required to use one of the certified operating systems and browser versions listed below. Using the latest browsers ensures better encryption, privacy support by default, and access to the full functionality of LiveEngage.

LivePerson is constantly expanding its matrix of supported operating systems and browser versions.

Notes:

- i. We fully support only the generally available (GA) browser versions.
- ii. To benefit from the full functionality of LivePerson, cookies must be enabled.

We have two primary levels of support for the items listed in the tables below:

Certified: Items highlighted in orange are tested thoroughly by LivePerson. We are committed to resolving any bugs or issues based on the SLAs defined across LiveEngage.

Supported: Items highlighted in blue meet the minimum requirements, with no known issues. Any new bugs will be evaluated and resolved on a case by case basis.

Note: We recommend using certified systems for the best possible experience while using LiveEngage.

Visitor Side: Mobile Web Requirements

The tables below list the browsers LiveEngage supports for visitors on mobile web assets (smartphones and tablets).

Android

	v4.4.X (KitKat)	v5.X (Lollipop)	v6.X (Marshmallow)	V7.X (Nougat)
Chrome	Certified	Certified	Supported	Supported

iOS

	iOS 8	iOS 9	iOS 10
Safari	Supported	Certified	Certified
Chrome	Not supported	Not supported	Not supported

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Visitor Side: Desktop Requirements

The tables below list the browsers LiveEngage supports for visitors on desktop web assets.

Windows

	Windows 7	Windows 8.1	Windows 10
Chrome		Latest available version (N), Version N-1	
Mozilla Firefox		Latest available version (N), Version N-1	
Internet Explorer	10x, 11x	11x	11x
Microsoft Edge		N/A	Latest available version (N), Version N-1
Safari		Not supported	

Mac

	OS X 10.10	OS X 10.11	macOS Sierra
Safari	Safari 8	Safari 9	Safari 10
Chrome		Latest available version (N), Version N-1	
Mozilla Firefox		Latest available version (N), Version N-1	

Visitor Side: Unsupported Browsers

We do not support incognito / private browsing in any browser.

Some browsers are not supported at all due to experience or security reasons. When consumers arrive to your website from one of the following browsers, LiveEngage will not display any chat buttons or invitations:

- Internet Explorer 8
- Line browsers
- Chrome on iOS

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LiveEngage Enterprise In-App Messenger SDK Supported Devices

Listed below are the mobile devices and operating systems that are supported by the LiveEngage Enterprise In-App Messenger SDK (v2.5).

Certified: Items highlighted in orange are tested thoroughly by LivePerson. We are committed to resolving any bugs or issues based on the SLAs defined across LiveEngage.

Supported: Items highlighted in blue meet the minimum requirements, but have not been individually tested. Any new bugs will be evaluated and resolved on a case by case basis. Devices which are certified on the OS previous to the supported OS (for example, supported on Marshmallow and certified on Lollipop), receive higher priority for certification on newer operating systems.

See [Appendix](#) for information on the New Device Certification Process and devices due to be certified in 2017.

Android

Brand	Model	v4.4.X (KitKat)	v5.X (Lollipop)	v6.X (Marshmallow)	V7.X (Nougat)
Samsung	Galaxy S4	Supported		N/A	
	Galaxy S4 ADVANCE, S4 MINI, A3, CORE PRIME, GRAND PRIME	Supported		N/A	
	Galaxy S5	Supported		Certified	N/A
	Galaxy A5	N/A	Supported	Certified	N/A
	Galaxy J3	N/A	Certified	N/A	N/A
	Galaxy J5	N/A	Supported	Certified	N/A
	Galaxy S6	N/A	Supported	Certified	Certified
	Galaxy S6 EDGE	N/A	Supported	Certified	Certified
	Galaxy A3 2016	N/A	Supported		N/A
	Galaxy S7	N/A		Certified	Certified
	Galaxy S7 Edge	N/A		Certified	Certified
	Galaxy S8	N/A	N/A	N/A	Certified
	Galaxy S8+	N/A	N/A	N/A	Certified
	Galaxy Note 3	N/A	Certified	N/A	
	Galaxy Note 4	N/A	Certified	Supported	N/A
Nexus	4	Supported		N/A	
	5	N/A	Certified	Supported	N/A

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Brand	Model	v4.4.X (KitKat)	v5.X (Lollipop)	v6.X (Marshmallow)	V7.X (Nougat)
	5x		N/A	Certified	Supported
	6		N/A	Supported	Certified
	6P		N/A	Supported	Certified
LG	G3	Supported			N/A
	G4	N/A	Certified	Supported	N/A
	G6	N/A	N/A	N/A	Certified
	V10 (LG-H960AY)	N/A	Supported	Certified	N/A
	V20	N/A			Certified
Huawei	P8	N/A	Certified	N/A	
	P9 (EVA-L09)	N/A		Certified	Supported
	P9 Plus (VIE-L09)	N/A		Certified	N/A
HTC	M9	N/A	Supported	Certified	Supported
	Desire 816	Supported			N/A
Sony	Xperia Z2 (D6503)	Certified	Supported		N/A
	Xperia X	N/A		Certified	Supported

Note: Operating systems prior to v4.4.x (KitKat) are not supported.

Android – tablets

Brand	Model	v4.4.X (KitKat)	v5.X (Lollipop)	v6.X (Marshmallow)	V7.X (Nougat)
Samsung	Galaxy Tab A	N/A	Certified	Supported	N/A
	Galaxy Tab 3	Certified	N/A	N/A	N/A
	Galaxy Tab S2 9.7	N/A	N/A	Supported	N/A
	Galaxy Tab S3	N/A	N/A	N/A	Supported
Nexus	7	Supported	Certified	Supported	N/A
HTC	Pixel C	N/A	N/A	Supported	Supported
Huawei	MediaPad M3	N/A	N/A	Supported	N/A

Note: Operating systems prior to v4.4.x (KitKat) are not supported.

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iOS

Model	iOS 8.x	iOS 9.x	iOS 10.x
iPhone 4S	Supported	Certified	N/A
iPhone 5	Supported		N/A
iPhone 5C	Supported		N/A
iPhone 5S	Supported	Certified	
iPhone 6	Supported	Certified	
iPhone 6 Plus	Supported	Certified	
iPhone 6S	Supported	Certified	
iPhone 6S Plus	Supported	Certified	
iPhone 7	N/A		Certified
iPhone 7 Plus	N/A		Certified

Note: Operating systems prior to 8.x are not supported.

iPads

Model	iOS 8.x	iOS 9.x	iOS 10.x
Air 2 (2014)	Supported	Supported	Supported
Mini 4 (2015)	N/A	Supported	Supported
iPad Pro 2016	N/A	Supported	Supported
iPad 5 2017	N/A	N/A	Certified

Note: Operating systems prior to 8.x are not supported.

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LiveEngage Workspace Requirements

The tables below list the browsers that Customer Care Professionals, Agent Managers, Admins, and Campaign Managers can use when accessing the LiveEngage Workspace.

Windows

	Windows 7	Windows 8.1	Windows 10
Chrome	Latest available version (N), Version N-1	Latest available version (N), Version N-1	Latest available version (N), Version N-1
Mozilla Firefox	Latest available version (N), Version N-1, ESR	Latest available version (N), Version N-1, ESR	Latest available version (N), Version N-1, ESR
Internet Explorer	9x, 10x, 11x	10x, 11x	11x, Edge
Microsoft Edge	Not supported	Not supported	Latest available version (N)
Safari	Not supported	Not supported	Not supported

Mac

	OS X 10.8	OS X 10.9	OS X 10.10
Safari	6x	7x	8x
Chrome	Latest available version (N), Version N-1	Latest available version (N), Version N-1	Latest available version (N), Version N-1
Mozilla Firefox	Latest available version (N), Version N-1, ESR	Latest available version (N), Version N-1, ESR	Latest available version (N), Version N-1, ESR

Reporting

LiveEngage BI Dashboards do not support the following browsers:

- Internet Explorer 11x
- Microsoft Edge

While these browsers do support LiveEngage they do not support, and will not support, the BI dashboard. Users accessing the BI dashboards using these browsers may experience unexpected behaviors, such as missing scroll bars. The data in the dashboards may seem incomplete or missing when reviewing it without using scroll bars. To overcome this and see the full data, users can use the keyboard arrows.

Bandwidth Requirements

LiveEngage Workspace

- Initial download speed: approximately 6MB GZIPPED for complete Agent Workspace download (includes scripts, html, CSS and images).
- Average rate per CCP per second: 10-15KB for data.
- Max rate per CCP per second: 1.2MB - 1.5M.
- Browser resource requirements: Typical agent activities with max 3 concurrent chats, client resource requirements can be summarized as:
 - Processor: Any 6th Gen Intel i3 processor. (i3-6098P is lowest cost one and is more than sufficient)
 - RAM - 2G
 - Network - 1G

CoBrowse Visitor Side

- Recommended upstream bandwidth: 1500 Kbit/s.
- Large rendered websites > 2 MB (DOM tree) can lead to a significant delay until the website is fully visible to the CCP (waiting time 15 sec. or more to view the page).
- Your website should make sparse use of background animations (animations without user interaction).

Note: The real-time experience is affected by several applications competing for upstream bandwidth on the consumer's system.

Citrix Requirements

LivePerson recommends hosting up to 30 users per server, with the following specifications:

- CPU: 4 Cores
- Memory: 16 GB RAM
- Xenapp Server 6.5 and above
- Operating system: Windows Server 2008 R2

Language Support

Languages Supported on the Visitor Side

The embedded engagement window and email transcripts sent to consumers support the following 40 languages and dialects:

Arabic	Bulgarian	Chinese (Simplified)	Chinese (Traditional Hong Kong)
Chinese (Traditional Taiwan)	Croatian	Czech	Danish

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Dutch	English (US)	English (UK)	Estonian
Finnish	French	French-Canadian	German
Greek	Hebrew	Hindi	Hungarian
Indonesian	Italian	Japanese	Korean
Latin American Spanish	Latvian	Lithuanian	Macedonian
Malaysian	Norwegian	Polish	Portuguese (Brazil)
Portuguese	Romanian	Russian	Serbian
Slovak	Slovenian	Spanish	Swedish
Thai	Turkish	Ukrainian	Vietnamese

Languages Supported in the LiveEngage Workspace

The Agent Workspace supports the following 13 languages:

English (US)	Chinese (Simplified)	Danish	Finnish
French	German	Italian	Japanese
Korean	Portuguese (Brazil)	Romanian	Spanish
Turkish			

Note: The Connection Area is partially localized into all of the above languages, with the exception of Finnish and Danish.

Languages Supported in CoBrowse

CoBrowse supports the following 13 languages in the Agent Workspace and on the visitor side:

English (US)	Chinese (Simplified)	Chinese (Traditional)
Danish	Finnish	French
German	Italian	Japanese
Korean	Portuguese	Spanish
Turkish		

Languages Supported in Report Builder

The Report Builder supports the English language only.

Appendix

New Device Certification Process

LivePerson examines new devices and operating systems on a case by case basis, and adds them to our certifications process. The certification cycle of a new device or operating system LOE is approximately two business weeks. Every new device or operating system which enters the certification process removes another device or operating system from the certification list.

Requests by customers for certification of a new device or operating system will be examined by LivePerson's Product House. If a device or operating system is not in our roadmap, a request should be made to LivePerson using the ER (enhancement request) process. Please contact your Account Manager for more details.

Note: LivePerson will neither support nor certify any device or operating system that is not currently available in the market or planned to be available within the following 6 months. For up-to-date information on which OS-Device combinations are currently available in the market, refer to GSMArena.com.

Devices due to be certified in 2017

The following devices will be certified in 2017:

- Google Pixel 5"
- Google Pixel 5.5"

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