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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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

<table>
<thead>
<tr>
<th></th>
<th>v5.X (Lollipop)</th>
<th>v6.X (Marshmallow)</th>
<th>V7.X (Nougat)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chrome</td>
<td>Latest available version</td>
<td></td>
<td>Latest available version (N), Version N-1</td>
</tr>
</tbody>
</table>

### iOS

<table>
<thead>
<tr>
<th></th>
<th>iOS 9</th>
<th>iOS 10</th>
<th>iOS11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safari</td>
<td>Latest available version</td>
<td></td>
<td>Latest available version (N), Version N-1</td>
</tr>
<tr>
<td>Chrome</td>
<td>Latest available version</td>
<td></td>
<td>Latest available version (N), Version N-1</td>
</tr>
</tbody>
</table>
Visitor Side: Desktop Requirements

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

Windows

<table>
<thead>
<tr>
<th></th>
<th>Windows 7</th>
<th>Windows 8.1</th>
<th>Windows 10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chrome</td>
<td></td>
<td>Latest available version (N), Version N-1</td>
<td></td>
</tr>
<tr>
<td>Mozilla Firefox</td>
<td></td>
<td>Latest available version (N), Version N-1</td>
<td></td>
</tr>
<tr>
<td>Internet Explorer</td>
<td>11x</td>
<td>11x</td>
<td>11x</td>
</tr>
<tr>
<td>Microsoft Edge</td>
<td>N/A</td>
<td></td>
<td>Latest available version (N), Version N-1</td>
</tr>
<tr>
<td>Safari</td>
<td></td>
<td></td>
<td>Not supported</td>
</tr>
</tbody>
</table>

Mac

<table>
<thead>
<tr>
<th></th>
<th>OS X 10.10</th>
<th>OS X 10.11</th>
<th>macOS Sierra</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safari</td>
<td>Safari 8</td>
<td>Safari 9</td>
<td>Safari 10, Safari 11</td>
</tr>
<tr>
<td>Chrome</td>
<td></td>
<td>Latest available version (N), Version N-1</td>
<td></td>
</tr>
<tr>
<td>Mozilla Firefox</td>
<td></td>
<td>Latest available version (N), Version N-1</td>
<td></td>
</tr>
</tbody>
</table>

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 certain browsers, LiveEngage will not display any chat buttons or invitations, for example on:

- Internet Explorer 7, 8, 9 and 10
- Line browsers
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 (v3.1).

**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 2018.

### Android

<table>
<thead>
<tr>
<th>Brand</th>
<th>Model</th>
<th>v4.4.X (KitKat)</th>
<th>v5.X (Lollipop)</th>
<th>v6.X (Marshmallow)</th>
<th>V7.X</th>
<th>V8.X (Oreo)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Samsung</td>
<td>Galaxy S4</td>
<td>Supported</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Galaxy S4 ADVANCE, S4 MINI, A3, CORE PRIME, GRAND PRIME</td>
<td>Supported</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Galaxy S5</td>
<td>Supported</td>
<td>Supported</td>
<td>Certified</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Galaxy A5</td>
<td>-</td>
<td>Supported</td>
<td>Certified</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Galaxy J3</td>
<td>-</td>
<td>Certified</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Galaxy J5</td>
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<td>-</td>
</tr>
<tr>
<td></td>
<td>Galaxy S6</td>
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<td>Certified</td>
<td>Certified</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Galaxy S6 EDGE</td>
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<td>Supported</td>
<td>Certified</td>
<td>Certified</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Galaxy A3 2016</td>
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<td>Supported</td>
<td>Supported</td>
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<td>-</td>
</tr>
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<td></td>
<td>Galaxy S7</td>
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<tr>
<td></td>
<td>Galaxy S7 Edge</td>
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</tr>
<tr>
<td></td>
<td>Galaxy S8</td>
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<td>-</td>
</tr>
<tr>
<td></td>
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<tr>
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<td>Galaxy Note 3</td>
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</tr>
<tr>
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<td>Galaxy Note 8</td>
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<tr>
<td></td>
<td>Galaxy s9*</td>
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<td>v4.4.X (KitKat)</td>
<td>v5.X (Lollipop)</td>
<td>v6.X (Marshmallow)</td>
<td>v7.X (Nougat)</td>
<td>v8.X (Oreo)</td>
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<tr>
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<td>V10 (LG-H960AY)</td>
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<td>V20</td>
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<tr>
<td>Google</td>
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<td>-</td>
<td>Certified</td>
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<td></td>
<td>Pixel 2</td>
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<td></td>
<td>Pixel XL</td>
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<td>-</td>
<td>-</td>
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<td>Certified</td>
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<tr>
<td>Huawei</td>
<td>P8</td>
<td>-</td>
<td>Certified</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>P9 (EVA-L09)</td>
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<td>Supported</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>P9 Plus (VIE-L09)</td>
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<td>-</td>
<td>Certified</td>
<td>-</td>
<td>-</td>
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<tr>
<td>HTC</td>
<td>M9</td>
<td>-</td>
<td>Supported</td>
<td>Certified</td>
<td>Supported</td>
<td>-</td>
</tr>
<tr>
<td>Sony</td>
<td>Desire 816</td>
<td>Supported</td>
<td>Supported</td>
<td>Supported</td>
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<td>-</td>
</tr>
<tr>
<td></td>
<td>Xperia Z2 (D6503)</td>
<td>Certified</td>
<td>Supported</td>
<td>Supported</td>
<td>-</td>
<td>-</td>
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<tr>
<td></td>
<td>Xperia X</td>
<td>-</td>
<td>-</td>
<td>Certified</td>
<td>Supported</td>
<td>-</td>
</tr>
<tr>
<td>Xiaomi</td>
<td>Mi6</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>Certified</td>
</tr>
</tbody>
</table>

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

* Galaxy S9 - Photo Sharing functionality is limited on the device. Only photos which were not taken by the device can be shared.
## SYSTEM REQUIREMENTS AND LANGUAGE

### Android – tablets

<table>
<thead>
<tr>
<th>Brand</th>
<th>Model</th>
<th>v4.4.X (KitKat)</th>
<th>v5.X (Lollipop)</th>
<th>v6.X (Marshmallow)</th>
<th>V7.X (Nougat)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Samsung</td>
<td>Galaxy Tab A</td>
<td>-</td>
<td>Certified</td>
<td>Supported</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Galaxy Tab 3</td>
<td>Certified</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Galaxy Tab S2 9.7</td>
<td>-</td>
<td>-</td>
<td>Supported</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Galaxy Tab S3</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>Supported</td>
</tr>
<tr>
<td>Nexus</td>
<td>7</td>
<td>Supported</td>
<td>Certified</td>
<td>Supported</td>
<td>-</td>
</tr>
<tr>
<td>HTC</td>
<td>Pixel C</td>
<td>-</td>
<td>-</td>
<td>Supported</td>
<td>Supported</td>
</tr>
<tr>
<td>Huawei</td>
<td>MediaPad M3</td>
<td>-</td>
<td>-</td>
<td>Supported</td>
<td>-</td>
</tr>
</tbody>
</table>

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

### iOS

<table>
<thead>
<tr>
<th>Model</th>
<th>iOS 9.x</th>
<th>iOS 10.x</th>
<th>iOS 11</th>
</tr>
</thead>
<tbody>
<tr>
<td>iPhone 4S</td>
<td>Certified</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>iPhone 5</td>
<td>Supported</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>iPhone 5C</td>
<td>Supported</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>iPhone 5S</td>
<td>Certified</td>
<td>Certified</td>
<td>Supported</td>
</tr>
<tr>
<td>iPhone SE</td>
<td>-</td>
<td>-</td>
<td>Supported</td>
</tr>
<tr>
<td>iPhone 6</td>
<td>Certified</td>
<td>Certified</td>
<td>Supported</td>
</tr>
<tr>
<td>iPhone 6 Plus</td>
<td>Certified</td>
<td>Certified</td>
<td>-</td>
</tr>
<tr>
<td>iPhone 6S</td>
<td>Certified</td>
<td>Certified</td>
<td>Supported</td>
</tr>
<tr>
<td>iPhone 6S Plus</td>
<td>Certified</td>
<td>Certified</td>
<td>-</td>
</tr>
<tr>
<td>iPhone 7</td>
<td>-</td>
<td>Certified</td>
<td>Supported</td>
</tr>
<tr>
<td>iPhone 7 Plus</td>
<td>-</td>
<td>Certified</td>
<td>-</td>
</tr>
<tr>
<td>iPhone 8</td>
<td>-</td>
<td>-</td>
<td>Certified</td>
</tr>
<tr>
<td>iPhone 8 Plus</td>
<td>-</td>
<td>-</td>
<td>Certified</td>
</tr>
<tr>
<td>iPhone X</td>
<td>-</td>
<td>-</td>
<td>Supported</td>
</tr>
</tbody>
</table>

*Note: Operating systems prior to 9.x are not supported.*
### SYSTEM REQUIREMENTS AND LANGUAGE

#### iPads

<table>
<thead>
<tr>
<th>Model</th>
<th>iOS 10.x</th>
<th>iOS 11.x</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air 2 (2014)</td>
<td>Supported</td>
<td>Supported</td>
</tr>
<tr>
<td>Mini 4 (2015)</td>
<td>Supported</td>
<td>Supported</td>
</tr>
<tr>
<td>iPad Pro 2016</td>
<td>Supported</td>
<td>Supported</td>
</tr>
<tr>
<td>iPad 5 2017</td>
<td>Certified</td>
<td>Supported</td>
</tr>
</tbody>
</table>

*Note: Operating systems prior to 10.x are not supported.*
# LiveEngage Workspace Requirements

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

## Windows

<table>
<thead>
<tr>
<th>Browser</th>
<th>Windows 7</th>
<th>Windows 8.1</th>
<th>Windows 10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chrome</td>
<td>Latest available version (N), Version N-1</td>
<td>Latest available version (N), Version N-1</td>
<td>Latest available version (N), Version N-1</td>
</tr>
<tr>
<td>Mozilla Firefox</td>
<td>Latest available version (N), Version N-1, ESR (N and N-1)</td>
<td>Latest available version (N), Version N-1, ESR (N and N-1)</td>
<td>Latest available version (N), Version N-1, ESR (N and N-1)</td>
</tr>
<tr>
<td>Internet Explorer</td>
<td>11x</td>
<td>11x</td>
<td>11x, Edge</td>
</tr>
<tr>
<td>Microsoft Edge</td>
<td>Not supported</td>
<td>Not supported</td>
<td>Latest available version (N)</td>
</tr>
<tr>
<td>Safari</td>
<td>Not supported</td>
<td>Not supported</td>
<td>Not supported</td>
</tr>
</tbody>
</table>

## Mac

<table>
<thead>
<tr>
<th>Browser</th>
<th>OS X 10.8</th>
<th>OS X 10.9</th>
<th>OS X 10.10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safari</td>
<td>6x</td>
<td>7x</td>
<td>8x</td>
</tr>
<tr>
<td>Chrome</td>
<td>Latest available version (N), Version N-1</td>
<td>Latest available version (N), Version N-1</td>
<td>Latest available version (N), Version N-1</td>
</tr>
<tr>
<td>Mozilla Firefox</td>
<td>Latest available version (N), Version N-1, ESR (N and N-1)</td>
<td>Latest available version (N), Version N-1, ESR (N and N-1)</td>
<td>Latest available version (N), Version N-1, ESR (N and N-1)</td>
</tr>
</tbody>
</table>

## Desktop Notifications

LiveEngage desktop notifications do not support the following browsers:

- Internet Explorer 11x
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:

<table>
<thead>
<tr>
<th>Arabic</th>
<th>Bulgarian</th>
<th>Chinese (Simplified)</th>
<th>Chinese (Traditional Hong Kong)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chinese (Traditional Taiwan)</td>
<td>Croatian</td>
<td>Czech</td>
<td>Danish</td>
</tr>
<tr>
<td>Dutch</td>
<td>English (US)</td>
<td>English (UK)</td>
<td>Estonian</td>
</tr>
<tr>
<td>Finnish</td>
<td>French</td>
<td>French-Canadian</td>
<td>German</td>
</tr>
<tr>
<td>Greek</td>
<td>Hebrew</td>
<td>Hindi</td>
<td>Hungarian</td>
</tr>
<tr>
<td>Indonesian</td>
<td>Italian</td>
<td>Japanese</td>
<td>Korean</td>
</tr>
<tr>
<td>Latin American Spanish</td>
<td>Latvian</td>
<td>Lithuanian</td>
<td>Macedonian</td>
</tr>
<tr>
<td>Malaysian</td>
<td>Norwegian</td>
<td>Polish</td>
<td>Portuguese (Brazil)</td>
</tr>
<tr>
<td>Portuguese</td>
<td>Romanian</td>
<td>Russian</td>
<td>Serbian</td>
</tr>
<tr>
<td>Slovak</td>
<td>Slovenian</td>
<td>Spanish</td>
<td>Swedish</td>
</tr>
<tr>
<td>Thai</td>
<td>Turkish</td>
<td>Ukrainian</td>
<td>Vietnamese</td>
</tr>
</tbody>
</table>

Languages Supported in the LiveEngage Workspace

The Agent Workspace supports the following 13 languages:

<table>
<thead>
<tr>
<th>English (US)</th>
<th>Chinese (Simplified)</th>
<th>Danish</th>
<th>Finnish</th>
</tr>
</thead>
<tbody>
<tr>
<td>French</td>
<td>German</td>
<td>Italian</td>
<td>Japanese</td>
</tr>
<tr>
<td>Korean</td>
<td>Portuguese (Brazil)</td>
<td>Romanian</td>
<td>Spanish</td>
</tr>
<tr>
<td>Turkish</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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.

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