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Designer Private Edition Guide

Before you begin

5/10/2024

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Find out what to do before deploying Designer.

Related documentation:

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Limitations and assumptions

Designer currently supports multi-tenancy provided by the tenant Configuration Server. That is, each tenant should have a dedicated Configuration Server, and Designer can be shared across the multiple tenants.

Before you begin:

1. Install Kubernetes. Refer to the Kubernetes documentation site for installation instructions. You can also refer to the Genesys Docker Deployment Guide for information on Kubernetes and High Availability.
2. Install Helm according to the instructions outlined in the Helm documentation site.

After you complete the above mandatory procedures, return to this document to complete deployment of Designer and DAS as a service in a K8s cluster.

Important

Designer applications cannot be used to handle default routed calls or voice interactions. IRD applications should be used for such scenarios until Designer adds support for handling default routed calls or voice interactions.

Download the Helm charts

Download the Designer related Docker containers and Helm charts from the JFrog repository.

See Helm charts and containers for Designer for the Helm chart and container versions you must download for your release.

For more information on JFrog, refer to the Downloading your Genesys Multicloud CX containers topic in the *Setting up Genesys Multicloud CX private edition* document.

Third-party prerequisites

The following section lists the third-party prerequisites for Designer.

- Kubernetes 1.19.x - 1.21.x
- Helm 3.0
- Docker
 - To store Designer and DAS docker images to the local docker registry.
- Ingress Controller
 - If Designer and DAS are accessed from outside of a K8s cluster, it is recommended to deploy/configure an ingress controller (for example, NGINX), if not already available. Also, the Blue-Green deployment strategy works based on the ingress rules.
 - The Designer UI requires *Session Stickiness*. Configure session stickiness in the *annotations* parameter in the **values.yaml** file during Designer installation.

For information about setting up your Genesys Multicloud CX private edition platform, including Kubernetes, Helm, and other prerequisites, see Software requirements.

Third-party services

Name	Version	Purpose	Notes
A container image registry and Helm chart repository		Used for downloading Genesys containers and Helm charts into the customer's repository to support a CI/CD pipeline. You can use any Docker OCI compliant registry.	
Load balancer		VPC ingress. For NGINX Ingress Controller, a single regional Google external network LB with a static IP and wildcard DNS entry will pass HTTPS traffic to NGINX Ingress Controller which will terminate SSL traffic and will be setup as part of the platform setup.	
Elasticsearch	7.x	Used for text searching and indexing. Deployed per service that needs Elasticsearch during	Elasticsearch 7.8.0 is used for Designer Analytics and audit trail.

Name	Version	Purpose	Notes
		runtime.	
Redis	6.x	Used for caching. Only distributions of Redis that support Redis cluster mode are supported, however, some services may not support cluster mode.	Redis is used for resource index caching and multi-user collaboration locks on Designer resources.

Storage requirements

The following storage requirements are mandatory prerequisites:

- Persistent Volumes (PVs)
 - Create persistent volumes for workspace storage (5 GB minimum) and logs (5 GB minimum)
 - Set the access mode for these volumes to *ReadWriteMany*.
 - The Designer manifest package includes a sample YAML file to create Persistent Volumes required for Designer and DAS.
 - Persistent volumes must be shared across multiple K8s nodes. Genesys recommends using NFS to create Persistent Volumes.
- Shared file System - NFS
 - For production, deploy the NFS server as highly available (HA) to avoid single points of failure. It is also recommended that the NFS storage be deployed as a Disaster Recovery (DR) topology to achieve continuous availability if one region fails.
 - By Default, Designer and DAS containers run as a Genesys user (uid:gid 500:500). For this reason, the shared volume must have permissions that will allow write access to uid:gid 500:500. The optimal method is to change the NFS server host path to the Genesys user: `chown -R genesys:genesys`.
 - The Designer package includes a sample YAML file to create an NFS server. Use this only for a demo/lab setup purpose.
 - Azure Files Storage - If you opt for Cloud storage, then Azure Files Storage is an option to consider and has the following requirements:
A Zone-Redundant Storage for RWX volumes replicated data in zone redundant (check this), shared across multiple pods.
 - Provisioned capacity : 1 TiB
 - Baseline IO/s : 1424
 - Burst IO/s : 4000
 - Egress Rate : 121.4 MiBytes/s
 - Ingress Rate : 81.0 MiBytes/s

Network requirements

- If Designer and DAS are accessed from outside of a K8s cluster, it is recommended to deploy/configure an ingress controller (for example, NGINX), if not already available. Also, the Blue-Green deployment strategy works based on the ingress rules.
- The Designer UI requires Session Stickiness. Configure session stickiness in the annotations parameter in the values.yaml file during Designer installation.

Browser requirements

Unless otherwise noted, Designer supports the latest versions of the following browsers:

- Mozilla Firefox
- Google Chrome (see Important, below)
- Microsoft Edge
- Apple Safari

Internet Explorer (all versions) is not supported.

Important

For Google Chrome, Designer supports the *n-1* version of the browser, i.e. the version prior to the latest release.

Minimum display resolution

The **minimum** display resolution supported by Designer is **1920 x 1080**.

Third-party cookies

Some features in Designer require the use of third-party cookies. Browsers must allow third-party cookies to be stored for Designer to work properly.

Genesys dependencies

The following Genesys dependencies are mandatory prerequisites:

- Genesys Web Services (GWS) 9.x
 - Configure GWS to work with a compatible version of Configuration Server.

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- Other Genesys Components
 - Authentication Service
 - Voice Microservices

For the order in which the Genesys services must be deployed, refer to the Order of services deployment topic in the *Setting up Genesys Multicloud CX private edition* document.

GDPR support

Designer supports the European Union's General Data Protection Regulation (GDPR) requirements and provides customers the ability to export or delete sensitive data using Elasticsearch APIs and other third-party tools.

For the purposes of GDPR compliance, Genesys is a data processor on behalf of customers who use Designer. Customers are the data controllers of the personal data that they collect from their end customers, that is, the data subjects. Designer Analytics can potentially store data collected from end users in Elasticsearch. This data can be queried by certain fields that are relevant to GDPR. Once identified, the data can be exported or deleted using Elasticsearch APIs and other third-party tools that customers find suitable for their needs.

In particular, the following SDR fields may contain PII or sensitive data that customers can choose to delete or export as required:

- **ANI** - This SDR field contains the customer's phone number used to make voice calls handled by Designer applications.
- **variables.Contact** - This SDR field is an object and can have multiple properties, such as, name, email address, and other contact details. For example,

```
{
  "ContactId": "AAABBA1000000I9y",
  "EmailAddress": "john.doe@home.com",
  "FromPersonal": "John Doe ",
  "FromAddress": "john.doe@home.com",
  "FirstName": "John",
  "LastName": "Doe"
}
```

- Application variables defined in the main application flow are also stored in the SDR under the **variables** object. These variables depend on application logic and may capture sensitive information intentionally or unintentionally. It is recommended to mark such variables secure (see *Securing Variables* in *Designer Help* for more details). But if they are captured in analytics, they can also be used to identify candidate SDRs for deletion or retrieval. The same applies to userdata key value pairs attached to interaction data which is captured in the **calldata** object in the SDR.

Important

It is the customer's responsibility to remove any PII or sensitive data within 21 days or less, if required by General Data Protection Regulation (GDPR) standards.

For general information about Genesys support for GDPR compliance, see General Data Protection Regulation.