

GENESYS

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Designer Deployment Guide

Deploy Designer (versions prior to v9010005)

8/10/2025

Contents

- 1 1. Prerequisites
 - 1.1 1.1 Kubernetes cluster prerequisites
 - 1.2 1.2 Genesys components dependencies
 - 1.3 1.3 External prerequisites
- 2 2. Deployment Process Overview
- 3 3. Configuration Server objects
 - 3.1 3.1 Create roles for Designer
 - 3.2 3.2 Set up a transaction list
- 4 4. Deploying Designer
 - 4.1 4.1 Install Designer and DAS
 - 4.2 4.1 Running Designer as a Non-Root User
 - 4.3 4.2 Running DAS as a Non-Root User
- 5 5. Parameters
- 6 6. Additional configuration settings
- 7 7. Features
- 8 8. Upgrades
 - 8.1 Option 1- Using the default settings (recommended)
 - 8.2 Option 2 Using the SET command for Helm
- 9 9. Uninstall

Learn how to deploy Designer as a service in a Kubernetes cluster (for **DesDepMnfst** versions prior to **v9010005**).

Important

For deployment instructions for **DesDepMnfst v9010005** and above, click here.

1. Prerequisites

Before deploying Designer, make sure the following resources are deployed, configured, and accessible:

1.1 Kubernetes cluster prerequisites

- Kubernetes 1.12+
- Helm 3.0
- Persistent volumes for workspace storage (minimum 2GB) and logs (minimum 5GB) configured in the cluster.
 - Each Designer and DAS pod will make persistent volume claims for storage and logs.
 - The volumes must be on shared storage (such as NFS) to enable changes made on one pod to become available on all other pods.
 - If a NFS server is used for shared storage, it should be deployed as highly available (HA) in order to avoid single points of failure.

Important

Genesys recommends using the ObjectiveFS (OFS) file system or any variant of the Network File System (NFS).

Important

The Designer manifest package includes sample YAML files to create an NFS server and persistent volumes.

1.2 Genesys components dependencies

- GWS 9.x
 - Configured to work with a compatible version of Configuration Server.
 - Contact Center provisioned in GWS (contact center ID available from GWS).
- ORS 8.1.400.x
- Nexus 9.x
- URS 8.1.400.x
- StatServer 8.5.11x.yz

1.3 External prerequisites

ElasticSearch 7.4.2 and 6.2.x for Designer Analytics and audit trails (optional and can be enabled later).

2. Deployment Process Overview

The Designer deployment process consists of the following steps:

- 1. Create roles for Designer.
- 2. Set up a transaction list.
- 3. Install Designer.
- 4. Install DAS.
- 5. Change the default values of the configurable parameters for Designer and DAS, if required.
- 6. Change the default values of additional configuration settings, if required.
- 7. Enable additional features.

Each of the above steps is explained in detail in the following sections.

3. Configuration Server objects

Designer uses roles and access groups to determine permissions associated with the logged-in user. To enable this, you must make these changes in GAX or CME.

3.1 Create roles for Designer

Designer support a number of bundled roles suitable for various levels of users.

- **DesignerDeveloper**Most users fall into this category. These users can create Designer applications, upload audio, and create business controls. They have full access to Designer Analytics.
- **DesignerBusinessUser**These users cannot create objects but they can manage them (for example, upload audio, change data tables, and view analytics).
- **DesignerAnalytics**These users only have access to Designer Analytics.
- **DesignerAdmin**These users can set up and manage partitions associated with users and Designer objects.
- **DesignerOperations**Users with this role have full access to all aspects of the Designer workspace. This includes the **Operations** menu (normally hidden), where they can perform advanced operational and maintenance tasks.

To create these roles, import the **.conf** files included in the **Designer Deployment Manifest** package. They are located in the **packages/roles/** folder.

In addition, ensure the following for user accounts that need access to Designer:

- The user must have read permissions on its own Person object.
- Users must be associated with one or more roles via access groups.
- The on-Premises user must have at least read access on the user, access group(s), and roles(s).

3.2 Set up a transaction list

Designer requires a transaction list for configuration purposes as described in other sections of this document. To set this up:

- 1. Create a transaction list called **DesignerEnv**.
- Import the file configuration/DesignerEnv.conf, located in the Designer Deployment Manifest package.
- 3. Edit any values according to the descriptions provided in the **Additional configuration settings** section.
- 4. Save the list.
- 5. Ensure Designer users have at least read access to the **DesignerEnv** transaction list.

Important

The DesignerEnv transaction list is created under the *Transaction* root folder if the *Internal* folder does not exist.

4. Deploying Designer

This section describes how to deploy Designer on your Kubernetes cluster.

Ensure the following:

- Designer helm package is downloaded.
- Designer and DAS images are accessible from the cluster.

4.1 Install Designer and DAS

Install Designer using the following command (replace designer-service if you are using a different name for your Designer service):

helm install designer-service designer-9.0.11.xx.xx.tgz

Or

```
helm install designer-service -f designer-values.yaml designer-9.0.11.xx.xx.tgz.tgz
```

Next, install DAS using the following command (replace das-service if you are using a different name for your DAS service):

helm install das-service das-9.0.11.xx.xx.tgz

Or

helm install das-service -f das-values.yaml das-9.0.11.xx.xx.tgz

These commands deploy Designer on the Kubernetes cluster using the default configuration.

The Parameters section lists the parameters for both Designer and Designer Application Server (DAS) that can be configured during installation. It is recommended to add changed settings into a separate file (for example, **designer-values.yaml)** and specify that file while installing the chart.

4.1 Running Designer as a Non-Root User

You can run Desinger as a non-root user. Currently, only a **Genesys** user is supported by the Designer base image.

• By default Designer is run as a root user. To run it as a **Genesys** user, you must add the security context in the helm chart and configure the following in the **values.yaml** file:

runAsUser: 500 runAsGroup: 500

500 is the ID of the Genesys user and cannot be modified.

• The file system must reside within the Genesys user in order to run Designer as a Genesys user. Change the NFS server host path to the Genesys user:

chown -R genesys:genesys

• After installation, log in to the container and run ps -ef to verify if all processes are running as a Genesys user.

4.2 Running DAS as a Non-Root User

You can run DAS as a non-root user. Currently, only a **Genesys** user is supported by the Designer base image.

• To run DAS as a **Genesys** user, you must add the security context in the helm chart and configure the following in the **values.yaml** file:

runAsUser: 500
runAsGroup: 500

500 is the ID of the Genesys user and cannot be modified.

• After installation, log in to the container and run ps -ef to verify if all processes are running as a Genesys user.

5. Parameters

This section lists the configurable parameters of the Designer and Designer Application Server (DAS) chart and their default values.

	Designer					
Parameter	Description	Default				
deployment.replicaCount	No. of services to be created	2				
deployment.strategy	Rolling update / re-create	RollingUpdate				
desImage.repository	Docker repository for Designer	pureengage-docker- staging.jfrog.io/designer/designer				
desImage.tag	Designer Image version	9.0.109.08.20				
volumes.workapceMountPath	Designer workspace path inside the container	/designer/workspace				
volumes.workspaceClaim	Persistent volume claim name for the workspace	designer-managed-disk				
volumes.logMountPath	Designer log path inside the container	/designer/logs				
volumes.logClaim	Persistent volume claim name for logs	designer-logs				
healthApi.path	Health check request to be sent	/health				
healthApi.containerPort	Container running port	8888				

healthApi.startupDelay	Health will be started after a given delay	20
healthApi.checkInterval	The interval between each health check requests	5
healthApi.failureCount	No of health check failure to mark the container as instable or restart	5
designerEnv.enabled	Enables the ConfigMap based env input	true
<pre>designerEnv.configName</pre>	Name of the ConfigMap	designer-config
<pre>designerEnv.envs.DES_PORT</pre>	Designer port for container	8888
designerEnv.envs.DES_APPSERVE	R_DH4055Thostname	das
designerEnv.envs.DES_APPSERVE	R_DPAORTport	80
<pre>designerEnv.envs.DES_USE_HTCC</pre>	To enable GWS based auth	true
designerEnv.envs.DES_HTCC_SER	VERWS server URL	gws-service-proxy
designerEnv.envs.DES_HTCC_POR	TGWS server port	80
designerEnv.DES_GWS_CLIENT_ID	GWS Client ID Create a new client ID if the default does not work. Follow the steps in the link below, to create new GWS client credentials: Creating Client for Provisioning Service	external_api_client
<pre>designerEnv.DES_GWS_CLIENT_SE</pre>	CREWS Client secret	****
service.type	Service port either CluserIP/ NodePort/LoadBalancer	NodePort
service.port	Designer service to be exposed	8888
service.targetPort	Designer application port running inside the container	http
service.nodePort	Port to be exposed in case service.type=NodePort	30180
ingress.enabled	Enable/Disable ingress	true
ingress.paths	Ingress path	/
ingress.hosts	Hostname	ssdev1.genhtcc.com
ingress.tls	TLS based security enabling	nil
resources.limits.cpu	Maximum amount of CPU K8s allocates for container	600m
resources.limits.memory	Maximum amount of Memory K8s allocates for container	1Gi
resources.requests.cpu	Guaranteed CPU allocation for container	400m
resources.requests.memory	Guaranteed Memory allocation for container	512Mi
nodeSelector	To allow Pods to be scheduled on	Default value:

to nodes.

nodeSelector: {}
Sample value:
nodeSelector:
:

Designer Application Server (DAS)

Parameter	Description	Default	
deployment.replicaCour	No of service to be	2	
dasImage.repository	Docker repository for DAS	pureengage-docker- staging.jfrog.io/ designer/das	
dasImage.tag	DAS Image version	9.0.106.03.7	
dasVolumes.workapceMou	DAS workspace path IntPath Inside the container	/das/www/workspaces	
dasVolumes.workspaceCl	Persistent volume claim aim name for the workspace	designer-managed-disk	
dasVolumes.logMountPat	DAS log path inside the container	/das/log	
<pre>dasVolumes.logClaim</pre>	Persistent volume claim name for logs	designer-logs	
dasHealthApi.path	Health check request to be sent	/health	
dasHealthApi.container	Poontainer running port	80	
dasHealthApi.startupDe	Health will be started after a given delay	20	
dasHealthApi.checkInte	The interval between revadh health check requests	5	
dasHealthApi.failureCo	No of health check failure to mark the container as instable or restart	5	
dasService.type	Service port either CluserIP/NodePort/ LoadBalancer	NodePort	
dasService.port	DAS service to be exposed	80	
dasresources.limits.cp	Maximum amount of DuCPU K8s allocates for container	600m	
dasresources.limits.me	Maximum amount of mølemory K8s allocates for container	1Gi	
dasresources.requests.	Guaranteed CPU children for container	400m	
dasresources.requests.	memorynteed Memory	512Mi	

	allocation for container		
	To allow Pods to be	Default value:	
nodeSelector	scheduled on the nodes based labels assigned to nodes.	<pre>nodeSelector: {} Sample value: nodeSelector: :</pre>	

6. Additional configuration settings

Post deployment, Designer configuration is managed in two locations:

- /designer/flowsettings.json
- Configuration Server in the Tenant/Transactions/Internal/DesignerEnv transaction list

Category	Setting Name	flowsettings.js	onDesignerEnv	DesignerEnv Section	Description
Analytics	enableAnalytics	Yes			Flag to enable analytics.
Analytics	esUrl	Yes			Elasticsearch URL (for example, http://es- service:9200).
Analytics	esServer	Yes			Elasticsearch Server HostName (for example, es- service).
Analytics	esPort	Yes			Elasticsearch port (for example, 9200).
Analytics	ReportingURL		Yes	reporting	URL of Elasticsearch where Designer applications will report data (for example, http://es- service:9200).
Analytics	esMaxQueryDura	ation			The maximum time range (in days) to query in Designer Analytics. Data for each day is stored in a

Category	Setting Name	flowsettings.js	onDesignerEnv	DesignerEnv Section	Description
					separate index in Elasticsearch.
Analytics	sdrMaxObjCount				The maximum count of nested type objects to be captured in SDRs.
Analytics	SdrTraceLevel				This caps the level of detail captured in analytics.
Audio	useUserRecorded	dSystemAudio			
Audit	enableESAuditLo	g¥es			Enable or Disable Audit logs captured in Elasticsearch.
Audit	enableFSAuditLo	g¥es			Enable or Disable Audit logs captured in the file system.
Audit	maxAppSizeCom	pare			The maximum size of a data object for which a differential will be captured in audit logs.
Audit	enableReadAudit	:Lờgs			Control whether reading of objects is captured in audit trails.
Authorization	disableRBAC	Yes			Controls if Designer reads and enforces permissions associated with the logged in user's roles.
Authorization	disablePBAC	Yes			Controls if Designer allows partitioning of Designer workspace and restricts a

Category	Setting Name	flowsettings.jsor	nDesignerEnv	DesignerEnv Section	Description
					user's access to Designer objects to the user's partitions.
Collboration	locking	Yes			The type of locking used, for an editing session of applications, modules, or data tables.
DAS	applicationHost	Yes			The server name Designer uses to generate the URL to the application. ORS and MCP fetch application code and other resources from this URL.
DAS	applicationPort	Yes			The corresponding port to be used with applicationHost.
DAS	deployURL	Yes			This is normally not changed. It is the relative path to the workspace on DAS.
Deployment	ssoLoginUrl	Yes			URL of GWS authentication UI. Designer redirects to this URL for authentication.
Digital	rootsSRL	Yes			If specified, this is used to filter which Root Categories to display when selecting Standard Responses.

Category	Setting Name	flowsettings.js	onDesignerEnv	DesignerEnv Section	Description
Digital	maxFlowEntryCo	unt	Yes	flowsettings	Specifies how many times the same application can process a specific digital interaction.
External APIs	httpProxy	Yes	Yes	flowsettings	Specifies the proxy used for external request and nexus API calls (if enable_proxy is true).
External APIs	redundantHttpPr	o∦yes	Yes	flowsettings	Specifies the backup proxy used for external request and Nexus API calls (if enable_proxy is true), when httpProxy is down.
Features	features				This is an object. See the Features section for a list of supported features.
GWS	usehtcc	Yes			Set to true so Designer works with GWS. If set to false, Designer defaults to a local mode and may be used temporarily if GWS is unavailable.
GWS	htccServer	Yes			GWS Server
GWS	htccport	Yes			GWS Port
GWS	maxConcurrentH	TCCRequest			For batch operations to GWS, the maximum number of

Category	Setting Name	flowsettings.js	onDesignerEnv	DesignerEnv Section	Description
					concurrent requests that Designer will send to GWS.
GWS	batchOperationR	e¥ełt⊤TL			For batch operations to GWS, the time (in milliseconds) that Designer stores results of a batch operation on the server, before deleting it.
Help	docsMicroservice	URels			URL for Designer Documentation
IVR	recordingType				Specifies the recording type to be used in the Record block. Set as GIR. If the option is missing or blank, Full Call Recording type is used.
Nexus	url		Yes	nexus	URL of Nexus that typically includes the API version path (e.g. https://nexus- server/nexus/ api/v3).
Nexus	password		Yes	nexus	Nexus x-api- key created by Nexus deployment.
Nexus	enable_proxy		Yes	nexus	Boolean value on whether httpProxy is used to reach Nexus.
Nexus	profile		Yes	nexus	Enable Contact Identification via Nexus (e.g. to enable Last

Category	Setting Name	flowsettings.js	onDesignerEnv	DesignerEnv Section	Description
					Called Agent routing).
Process	port	Yes			Designer process port in the container. Typically, you should keep the default value.
Provisioning	primarySwitch				Specify the primary switch name if more than one switch is defined for the tenant. Designer fetches and works with route points from this switch.
Routing	ewtRefreshTimed	put	Yes	flowsettings	Specifies the interval (in seconds) to refresh the Estimated Waiting Time when routing an interaction.
Security	zipFileSizeLimitIn	MegaBytes			Defines the maximum zipFile size limit (in megabytes) during bulk audio import.
Security	tempUploadDir				The path where the zipFile is stored during bulk audio import process.
Security	disableCSRF	Yes			
Security	disableSecureCo	o Mies			Disable the secure cookies header.
Session	idleTimeout	Yes			Idle timeout (in seconds) before a user session is terminated

Category	Setting Name	flowsettings.js	onDesignerEnv	DesignerEnv Section	Description
					while editing applications, modules, or data tables.
Session	lockTimeout	Yes			Timeout (in seconds) before a resource lock is released, for an editing session of applications, modules, or data tables.
Session	lockKeepalive	Yes			Interval (in seconds) before the client sends a ping to the server, to refresh the lock for an editing session of applications, modules, or data tables.
Tenancy	multitenancy	Yes			Should be set to true.
Tenancy	localmode	Yes			Should be set to false.
Workflow	maxBuilds	Yes			Specifies the maximum number of builds permitted per application.
Workflow	enablePTE		Yes	flowsettings	Boolean value on whether PTE objects are enabled at runtime.

7. Features

The features specified here must be configured under the features object in the flowsettings.json file.

For example,

"features": {

"callbackv2": true,

..

.. }

.

Important

These features are configured only in the flowsettings.json file and not in DesignerEnv.

Category	Feature Setting Name	Description	Default Value
Audio	enableBulkAudioImport	Enable or disable the bulk audio import feature.	false
Audio	grammarValidation	If enabled, Designer will validate invalid grammar files during grammar upload. If it is enabled, only valid grammar files (.grxml or Nuance compiled binary grammar) can be uploaded.	false
Nexus	nexus	Enable or disable Nexus.	false

The Personas feature is enabled during a new tenant creation in Azure. The following are performed during workspace initialization:

- The Personas feature flag is enabled in tenantsettings.json.
- The GTTS only *personas.json* file is copied to workspace/tenant ccid/workspace/personas/ personas.json.
- The defaultPersona setting is configured in the DesignerEnv transaction list (flowsettings->defaultPersona = Gabriela).

8. Upgrades

To upgrade the service when a new Designer/DAS Helm chart is released:

helm upgrade

To upgrade when a new Designer/DAS image version is released:

Option 1- Using the default settings (recommended)

- Modify the image tag parameter in the **designer-values.yaml** file. For example, if you are upgrading the Designer version, modify tag under the desImage section. For upgrading DAS, modify the tag under dasImage section.
- 2. helm upgrade -f designer-values.yaml

Option 2 - Using the SET command for Helm

For Designer,

```
helm upgrade designer-service designer-9.0.11.xx.xx.tgz --set desImage.tag=
```

For DAS,

helm upgrade das-service das-9.0.11.xx.xx.tgz --set dasImage.tag=

9. Uninstall

To uninstall a service:

helm uninstall