Interaction Server Private Edition Guide

About Interaction Server

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Contents

Learn about Interaction Server and how it works in Genesys Multicloud CX private edition.

Related documentation:
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-
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RSS:

- For private edition

IXN Service

The new Interaction Server (IXN) Service is built basing on the existing IXN Server with few peculiarities only. It consists of the following PODs:

- IXN Node POD
  - IXN Server container
  - IXN Node container (new component)
- IXN VQ Node POD
  - IXN VQ Node container (new component)

IXN Server

Almost all IXN Server functionality is available in IXN Service. Refer to Overview for more information about IXN Server.

IXN Server in container image is configured to work with Postgres DB only. MSSQL and Oracle are not supported now.

IXN Node

IXN Node is provided in IXN Node POD alongside with IXN Server. It's used as a bridge between IXN Server and new Redis-based routing system. It uses IXN Server protocol like old ORS, fetches interactions for routing, sends them for routing via Redis and RQ Service and forwards routing instructions received from routing system to IXN Server.

IXN VQ Node

IXN VQ Node is provided in own IXN VQ Node POD. It's used for sending VQ events from URS to the rest of the system, primarily to Kafka for new Kafka based reporting. StatServers should be

connected to IXN VQ Node to receive VQ events as well.

Supported Kubernetes platforms

IXN service is supported on the following cloud platforms:

- Google Kubernetes Engine (GKE)
- Azure Kubernetes Service (AKS)

See the Interaction Server Release Notes for information about when support was introduced.