

# **GENESYS**

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# Digital Channels Private Edition Guide

8/25/2025

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Learn how to deploy into a private edition environment.

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# Assumptions

- The instructions on this page assume you are deploying the service in a service-specific namespace, named in accordance with the requirements on Creating namespaces. If you are using a single namespace for all private edition services, replace the namespace element in the commands on this page with the name of your single namespace or project.
- Similarly, the configuration and environment setup instructions assume you need to create namespacespecific (in other words, service-specific) secrets. If you are using a single namespace for all private edition services, you might not need to create separate secrets for each service, depending on your credentials management requirements. However, if you do create service-specific secrets in a single namespace, be sure to avoid naming conflicts.

# Deploy AI Connector

### Important

Make sure to review Before you begin for the full list of prerequisites required to deploy Digital Channels AI Connector.

### Prepare your environment

To prepare your environment for the Google Kubernetes Engine (GKE) deployment, complete the steps in this section.

### GKE

Log in to the GKE cluster from the host where you will run the deployment:

```
gcloud container clusters get-credentials
```

# Create a JSON file called **create-nexus-namespace.json** with the following content:

```
{
    "apiVersion": "vl",
    "kind": "Namespace",
    "metadata": {
        "name": "athena",
        "labels": {
            "name": "athena"
        }
    }
}
```

Use the JSON file to create a new namespace for Digital Channels AI Connector:

kubectl apply -f apply create-athena-namespace.json

### Now, confirm the created namespace:

kubectl describe namespace athena

### Configure a secret to access JFrog

### If you haven't done so already, create a secret for accessing the JFrog registry:

kubectl create secret docker-registry --docker-server= --docker-username= --docker-password=

# Deploy

To deploy AI Connector, you'll need the Helm package and override files you downloaded in a previous step. Copy **values.yaml** and the Helm package (**athena-.tgz**) to the installation location.

You must override the following key sections in values.yaml:

- image.\*
- athena.nexus.\*
- athena.redis.\*
- athena.db.\*
- ingress.\*

### Here's an example of how your **values.yaml** file might look:

# Default values for athena.

```
# This is a YAML-formatted file.
# Declare variables to be passed into your templates.
version: "100.0.124.3419" # AI Connector Version
nameOverride: ""
fullnameOverride: ""
replicaCount: 1
image:
  registry: "pureengage-docker-staging.jfrog.io"
  repository: nexus/athena
  pullPolicy: IfNotPresent
  pullSecrets:
    - name:
serviceAccount:
  create: false
  name: ""
  annotations: {}
podAnnotations: {}
podLabels: {}
podSecurityContext:
  runAsNonRoot: true
  runAsUser: 500
  runAsGroup: 500
  fsGroup: 500
securityContext: {}
configChecksum: true
secretChecksum: true
containerPort: 4084
service:
  enabled: true
  type: ClusterIP
  annotations: {}
  port: 80
ingress:
  enabled: false
  annotations: {}
  hosts:
    - host: athena.local
     paths: []
  tls: []
  # - secretName: athena-tls-secret
  #
     hosts:
 #
        - athena.local
resources: {}
  # limits:
  #
      cpu: 100m
  #
     memory: 128Mi
  # requests:
```

```
cpu: 100m
  #
     memory: 128Mi
  #
nodeSelector: {}
tolerations: []
affinity: {}
priorityClassName: ""
dnsPolicy: ClusterFirst
dnsConfig:
  options:
    - name: ndots
     value: "3"
monitoring:
  enabled: false
athena:
  server:
   apiPrefix: "/nexus/v3"
  nexus:
   url: ""
    apiPrefix: "/nexus/v3"
    apiKey: ""
    timeout: 10000
  db:
   host: ""
    port: 5432
   user: ""
    password: ""
    database: ""
    ssl: false
  redis:
    nodes: "redis://:6379"
    password: ""
    cluster: true
    tls: false
  google:
    speechApiKey: ""
```

### Run the following command to install AI Connector:

```
helm upgrade --install /athena-.tgz -f values.yaml
```

## Validate the deployment

To validate the deployment, first run the following code snippet

kubectl port-forward service/athena :80

Then, send the GET request on the following URL:

\$athenaURL/health/detail

where **\$athenaURL** is the fully qualified domain name (FQDN) for AI Connector.

The response should look like this:

```
{
     "buildInfo": {
         "version": "100.0.001.97446",
"changeset": "565f432fa8f4555276b55e8237cebcfb201b986e",
"timestamp": "Mon Jan 17 10:21:22 UTC 2022"
    },
"startTime": "2022-03-17T13:15:22.873Z",
     "upTime": 49338032,
    "freemem": 1316397056,
         "loadavg": [0.35, 0.37, 0.63],
         "totalmem": 4124729344
     },
     "memoryUsage": {
         "rss": 178757632,
         "heapTotal": 83382272,
         "heapUsed": 80987072,
"external": 1890524,
"arrayBuffers": 126610
    },
"redis": {
          "state": "READY",
          "latency": 5
    },
"db": {
"latency": 202
    },
"isReady": true
}
```

The deployment is successful if state="green". You can also confirm that db.ready=true and redis.ready=true.

### Uninstall

Execute the following command to uninstall AI Connector:

helm delete -n

### Next steps

Complete the steps in Provisioning overview to finish deploying AI Connector.