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Digital Channels Private Edition Guide

Before you begin

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Find out what to do before deploying Digital Channels.

Related documentation:

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Limitations and assumptions

Digital Channels for private edition has the following limitations:

- Supports only a single-region model of deployment.
- Social media requires additional components that are not included in Digital Channels.

Download the Helm charts

Digital Channels in Genesys Multicloud CX private edition includes the following containers:

- nexus
- hubpp
- tenant_deployment

The service also includes a Helm chart, which you must deploy to install all the containers for Digital Channels:

- nexus

See [Helm charts and containers for Digital Channels](#) for the Helm chart version you must download for your release.

To download the Helm chart, navigate to the **nexus** folder in the JFrog repository. For information about how to download the Helm charts, see [Downloading your Genesys Multicloud CX containers](#).

Third-party prerequisites

Install the prerequisite dependencies listed in the **Third-party services** table before you deploy Digital Channels.

Third-party services

| Name | Version | Purpose | Notes |
|--|---------|---|---|
| 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. | Digital Channels supports Redis deployed in either cluster (TLS) or non-cluster (non-TLS) mode. |
| PostgreSQL | 11.x | Relational database. | No support for enforced SSL. |
| Ingress controller | | HTTPS ingress controller. | |
| HTTPS certificates - Let's Encrypt | | Use with cert-manager to provide free rotating TLS certificates for NGINX Ingress Controller. Note: Let's Encrypt is a suite-wide requirement if you choose an Ingress Controller that needs it. | |
| HTTPS certificates - cert-manager | | Use with Let's Encrypt to provide free rotating TLS certificates for NGINX Ingress Controller. | |
| 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. | |
| 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. | |
| Command Line Interface | | The command line interface tools to log in and work with the Kubernetes clusters. | |

Storage requirements

Digital Channels uses PostgreSQL and Redis to store all data.

Network requirements

For general network requirements, review the information on the suite-level Network settings page.

Genesys dependencies

Digital Channels has dependencies on the following Genesys services:

- Genesys Authentication
- Web Services and Applications
- Tenant Microservice
- Universal Contact Service
- Designer

For detailed information about the correct order of services deployment, see [Order of services deployment](#).