

# **GENESYS**

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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.

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#### RSS:

For private edition

## 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<br>supports Redis deployed<br>in either cluster (TLS) or<br>non-cluster (non-TLS)<br>mode. |
| PostgreSQL   | 11.x    | Relational database.  | No support for enforced SSL.  |
| Ingress controller   |         | HTTPS ingress controller.   |   |
| HTTPS certificates -<br>Let's Encrypt                      |         | Use with cert-manager to provide free rotating TLS certificates for NGINX Ingress Controller. <b>Note:</b> Let's Encrypt is a suite-wide requirement if you choose an Ingress Controller that needs it.   |   |
| HTTPS certificates -<br>cert-manager                       |         | Use with Let's Encrypt<br>to provide free rotating<br>TLS certificates for<br>NGINX Ingress<br>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<br>registry and Helm chart<br>repository |         | Used for downloading<br>Genesys containers and<br>Helm charts into the<br>customer's repository to<br>support a CI/CD<br>pipeline. You can use<br>any Docker OCI<br>compliant registry.   |   |

| Name                   | Version | Purpose   | Notes |
|------------------------|---------|---|-------|
| 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.