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Digital Channels Private Edition Guide

Before you begin

9/7/2026

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Find out what to do before deploying AI Connector.

Related documentation:

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RSS:

- For private edition

Limitations and assumptions

AI Connector for private edition has the following limitation:

- Supports only a single-region model of deployment.

Download the Helm charts

AI Connector in Genesys Multicloud CX private edition includes the following container:

- athena

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

- athena

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 **athena** folder in the JFrog repository. For information about how to download the Helm chart, see Downloading your Genesys Multicloud CX containers.

Third-party prerequisites

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

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.	AI Connector 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.	

Name	Version	Purpose	Notes
Command Line Interface		The command line interface tools to log in and work with the Kubernetes clusters.	

Storage requirements

AI Connector 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

AI Connector has dependencies on the following Genesys service:

- Digital Channels

For detailed information about the correct order of services deployment, see Order of services deployment.