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## Digital Channels Private Edition Guide

**Before you begin**

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Find out what to do before deploying AI Connector.

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## 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. <b>Note:</b> 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.  |   |

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| 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.