GENESYS™

Email Private Edition Guide

Before you begin

2/10/2026

Contents

Find out what to do before deploying Email.

Related documentation:

-
-
-
-

RSS:

- For private edition

Limitations and assumptions

The current version of Email supports single-region model of deployment only.

Download the Helm charts

Email in Genesys Multicloud CX private edition includes the following containers:

- iwd-email

The service also includes a Helm chart, which you must deploy to install the required containers for Email:

- iwdem

See Helm Chart and Containers for Email for the Helm chart version you must download for your release.

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

Third-party prerequisites

Third-party services

Name	Version	Purpose	Notes
Redis	6.x	Used for caching. Only distributions of Redis	Dedicated - one per deployment of Email

Name	Version	Purpose	Notes
		that support Redis cluster mode are supported, however, some services may not support cluster mode.	
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.	

Storage requirements

All data is stored in IWD, UCS-X, and Digital Channels which are external to the Email service.

Network requirements

External Connections: IMAP, SMTP, Gmail, GRAPH

Browser requirements

Not applicable

Genesys dependencies

The following Genesys services are required:

- Genesys authentication service (GAuth)
- Universal Contact Service (UCS)
- Interaction Server
- Digital Channels (Nexus)
- Intelligent Workload Distribution (IWD)

For the order in which the Genesys services must be deployed, refer to the Order of services deployment topic in the *Setting up Genesys Multicloud CX private edition* document.

GDPR support

Content coming soon