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Genesys Customer Experience Insights Private Edition Guide

Architecture

10/1/2023

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Learn about Genesys Customer Experience Insights (GCXI) architecture.

Related documentation:

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RAA

GCXI relies on the Reporting and Analytics Aggregates (RAA) aggregation layer, which aggregates Genesys Info Mart data, and then stores the aggregated data in Genesys Info Mart. The RAA container contains only RAA and Netcat. Netcat is used by RAA to expose Prometheus metrics, which optionally provide internal monitoring of RAA performance, containers, and so on. Prometheus metrics are for administrator and troubleshooting use only.

GCXI

GCXI includes the following containers:

- **gcxi** - The main GCXI container, which runs as a StatefulSet.
- **gcxi-control** - A supplementary container, which is used for GCXI first-install initialization and for cleanup.
- **alpine / ubi8-minimal** - An init container, used to set up log volume permissions. You can instead use any suitable container able to run simple bash commands.

For more information about the over all suite-level architecture, see: Architecture. GCXI does not support Disaster Recovery, cross-regional deployment, or auto-scaling.

