

GENESYS

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Customer Experience Insights Private Edition Guide

High availability and disaster recovery

Find out how this service provides disaster recovery in the event the service goes down.

Related documentation:

•

•

.

RSS:

For private edition

Name	High Availability	Disaster Recovery	Where can you host this service?
Genesys CX Insights	N = 2 (active-active)	Not supported	Primary unit only
Reporting and Analytics Aggregates	N = 1 (singleton)	Limited active spare	Primary or secondary unit

See High Availability information for all services: High availability and disaster recovery

By default, Genesys CX Insights (GCXI) provides High Availability support using StatefulSets with 2 x Pods in Active-Active mode, which form a MicroStrategy cluster. GCXI does not support autoscaling. GCXI does not support Disaster Recovery or any kind of cross-regional deployment. In most scenarios, GCXI is deployed in customer's primary region only. If GCXI is deployed in supplementary regions, each such deployment is completely independent from each other. Pods in different regions do not communicate with each other.

RAA is deployed in each region where Genesys Info Mart is deployed. Genesys Info Mart creates a complete production replica of the Genesys Info Mart database in place, and serves traffic during normal operations, but the data in the secondary region is used only in case of disaster. For more information about Genesys Info Mart, see High availability and disaster recovery.

Multi-region availability

Function	a flay tern	Design	Depende	e rkiles tatio	on Activate	Activate Time	Rollback	Rollback Time	Changes
GCXI	Pilot- Light	Deploy GCXI in the primary	Ensure that the Genesys Info	None	1. Tear down	Under 15 mins	1. Tear down	under 15 mins	• Change the

unctiona flay tern	Design	Depende	e rkiles tatio	on A ct	ivate	Activate Time	Rollback	Rollback Time	Change	:S
	region, and replicate the database and File storage to the secondary region.	Mart database is available in the secondary region.		2. (d. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.	GCXI in the primar region Change second replicad and File storag to R/ W, and replicad to the primar region (if available second file second the second the second the second the second the second the second file storag Notify tenant to use the second GCXI tile in Portal.	ted ase e te y ole). dary	da F Siish ti pro Cti R a riti s ri If ti da F Siish no ti pro riti u b difi ti	ry he latabase nd ile torage seplicated orimary egion, hange orimacy egion, he latabase nd ile torage solut eplicated		line vert cate base age oy l. re greSi base cate ss ons. age cate cate cate cate cate cate cate cat

Function	na Hay tern	Design	Depende	r icies tatio	on Activate	Activate Time	Rollback	Rollback Time	Changes
							3. Update the URL for GCXI.	egion. e	secondary GCXI tile.
RAA	Limited active spare	RAA stores its data in Genesys Info Mart database. As is the case with Genesys Info Mart, RAA DR replica is in place and serves traffic during normal operation but the data is used only in case of disaster.	You must ensure that the GIM database available in the secondary region, and that the GCXI shared part (infrastruct is deployed in the s, secondary region.	None cture)	During initial tenant deployme ensure that RAA is deployed in the primary or DR region.	Not	Not e.applicable	Not e.applicable	Not e.applicable.

Primary Region failure

Functionality	Operational Impact	Representative Experience	Customer Experience
GCXI	without GCXI functionality 15 mins	No Impact	No Impact

Secondary Region Failure

Functionality	Operational Impact	Representative Experience	Customer Experience
GCXI	No Impact	No Impact	No Impact

Data Sovereignty and Regulations

Functionality	Design	Changes
GCXI	There is potential sensitive data in reports.	