Genesys Customer Experience Insights Private Edition Guide

High availability and disaster recovery

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

Related documentation:
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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

Functionality	Pattern	Design	Dependencies	Limitations	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

Functionality	Pattern	Design	Dependencies	Limitation	Activate	Activate Time	Rollback	Rollback Time	Changes
		region, and replicate the database and File storage to the secondary region.	Mart database is available in the secondary region.		GCXI in the primary region. 2. Change secondary region replicated database and File storage to R/W, and replicate to the primary region (if available). 3. Deploy GCXI in the secondary region using the replicated database and File storage. 4. Notify tenant to use the secondary GCXI tile in Portal.		secondary region GCXI with a pipeline. 2. Deploy GCXI in the primary region. If the database and File storage is replicated to primary region, change to R/W and replicate to secondary region. If the database and File storage is not replicated to primary region, recreate them using backup data from the secondary		GCXI pipeline to convert replicated database and File Storage to R/W, and deploy GCXI. • Ensure that the PostgreSQL database is replicated across regions. • Change the File storage to GZRS Azure files to replicate the data: Reports - email or link. Cube - in memory - refreshes all links periodically. • Add

Functionality	Pattern	Design	Dependencies	Limitation	Activate	Activate Time	Rollback	Rollback Time	Changes
							region. 3. Update the URL for GCXI.		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 operations, 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 (infrastructure) is deployed in the secondary region.	None	During initial tenant deployment, ensure that RAA is deployed in the primary or DR region.	Not applicable.	Not applicable.	Not applicable.	Not 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.	