Genesys Customer Experience Insights Private Edition Guide

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Related documentation:
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RSS:

- For private edition

Genesys Customer Experience Insights (GCXI) is a service available with the Genesys Multicloud CX private edition offering. Reporting and Analytics Aggregates (RAA) is a supporting service for GCXI; this manual describes both RAA and GCXI. GCXI can provide meaningful reports only if both Genesys Info Mart and RAA are deployed and available.

For information about GCXI reports and dashboards, see Historical Reporting with Genesys CX Insights. The documentation on this page describes Genesys CX Insights for *Genesys Multicloud CX and Genesys Multicloud CX private edition*.

> ## Important
>
> This page applies to **Genesys CX Insights Genesys Multicloud CX private edition** deployments only. In such deployments, always use software that you download from the Genesys JFrog repository, and refer to the Multicloud CX Release Notes. If you are deploying Genesys CX Insights in an **on-premises deployment**, always use software that you download from the Salesforce site, and refer to the on-premises GCXI Release Notes. For information about how to download the installation packages for on-premises deployments, talk to your Genesys representative, and follow the instructions in the Genesys CX Insights on-premises documentation.

Overview

Learn more about GCXI, its architecture, and how to support high availability and disaster recovery.

- About GCXI / RAA
- Architecture
- High availability and disaster recovery

Configure and deploy RAA

Find out how to configure and deploy RAA

- Before you begin deploying RAA
- Configure RAA
- Provision RAA
- Deploy Reporting and Analytics Aggregates
- Upgrade, rollback, or uninstall RAA

Configure and deploy GCXI

Find out how to configure and deploy GCXI

- Before you begin deploying GCXI
- Configure GCXI
- Provision GCXI
- Deploy Genesys Customer Experience Insights
- Upgrade, roll back, or uninstall GCXI

Observability

Learn how to monitor GCXI with metrics and logging.

- Observability in Genesys Customer Experience Insights
- GCXI metrics and alerts
- RAA metrics and alerts
- Logging