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Genesys Info Mart Private Edition Guide

Before you begin GIM deployment

7/27/2024

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Find out what to do before deploying GIM.

Related documentation:

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- [For private edition](#)

Limitations and assumptions

Instructions are provided for a single-tenant deployment.

Download the Helm charts

To configure and deploy Genesys Info Mart, you must obtain the Helm charts included with the Info Mart release. These Helm charts provision Info Mart plus any Kubernetes infrastructure Info Mart requires to run.

Genesys Info Mart and GIM monitoring are the only services that run in the Info Mart container.

For the correct Helm chart version for your release, see [Helm charts and containers for Genesys Info Mart](#). For information on downloading from the image repository, see [Downloading your Genesys Multicloud CX containers](#).

Third-party prerequisites

For information about setting up your Genesys Multicloud CX private edition platform, see [Software requirements](#).

The following table lists the third-party prerequisites for GIM.

Third-party services

Name	Version	Purpose	Notes
PostgreSQL	11.x	Relational database.	You must create the Info Mart database (see

Name	Version	Purpose	Notes
			Before you begin GIM deployment).
Kafka	2.x	Message bus.	The Kafka topics GIM will consume must exist in the Kafka configuration. GIM consumes the topics GSP produces. For more information, see GSP Kafka topics.
Object storage		Persistent or shared data storage, such as Amazon S3, Azure Blob Storage, or Google Cloud Storage.	(Optional) For the Data Export feature, GIM uses object storage to store the exported data. Alternatively, you can elect to store the exported data in a directory on a local machine.
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.	
Command Line Interface		The command line interface tools to log in and work with the Kubernetes clusters.	

Storage requirements

GIM uses PostgreSQL for the Info Mart database and, optionally, uses object storage to store exported Info Mart data.

PostgreSQL — the Info Mart database

The Info Mart database stores data about agent and interaction activity, Outbound Contact campaigns, and usage information about other services in your contact center. A subset of tables and views created, maintained, and populated by Reporting and Analytics Aggregates (RAA) provides the aggregated data on which Genesys CX Insights (GCXI) reports are based.

A sizing calculator for Genesys Multicloud CX private edition is under development. In the meantime, the interactive tool available for on-premises deployments might help you estimate the size of your Info Mart database, see *Genesys Info Mart 8.5 Database Size Estimator*.

Genesys recommends a minimum 3 IOPS per GB.

For information about creating the Info Mart database, see [Before you begin GIM deployment](#)

Create the Info Mart database

Use any database management tool to create the Info Mart ETL database and user.

1. Create the database.
2. Create a user for all of the Genesys Info Mart services to use. Grant that user full permissions for the database.

This user's account is used by Info Mart jobs to access the Info Mart database schema.

The name of the Info Mart schema name is `public`.

Important

Make a note of the database and user details. You need this information when you configure GIM and GCA Helm chart override values.

Object storage — Data Export packages

The GIM Data Export feature enables you to export data from the GIM database so it is available for other purposes. Unless you elect to store your exported data in a local directory, GIM data is exported to an object store. GIM supports export to either Azure Blob Storage or the S3-compatible storage provided by Google Cloud Platform (GCP).

If you want to use S3-compatible storage, follow the [Before you begin GSP deployment instructions](#) for GSP to create the S3-compatible storage for GIM.

Important

GSP and GCA use object storage to store data during processing. For safety and security reasons, Genesys strongly recommends that you use a dedicated object storage account for the GIM persistent storage, and do not share the storage account created for GSP and GCA. GSP and GCA can share an account, and this is the expected deployment.

If you are not using object storage, you can configure GIM to store exported data in a local directory. In this case, you do not need to create the object storage.

Network requirements

No special network requirements.

Browser requirements

Not applicable

Genesys dependencies

- You must have your Tenant ID information available.
- There are no strict dependencies among the Genesys Info Mart services, but the logic of your particular pipeline might require them to be deployed in a particular order. Depending on the order of deployment, there might be temporary data inconsistencies until all the Genesys Info Mart services are operational. For example, GCA might try to access the Info Mart database to synchronize configuration data but if GIM has not yet been deployed, the Info Mart database will be empty.

For detailed information about the correct order of services deployment, see [Order of services deployment](#).

GDPR support

GIM provides full support for you to comply with Right of Access ("export") or Right of Erasure ("forget") requests from consumers and employees with respect to personally identifiable information (PII) in the Info Mart database.

Genesys Info Mart is designed to comply with General Data Protection Regulation (GDPR) policies. Support for GDPR includes the following:

- The way that Genesys Info Mart processes customer files complies with Right of Access ("export") and Right of Erasure ("forget") requirements.
- Genesys Info Mart supports configuring data retention policies.
- GDPR processing is fully audited.

For more information about how Genesys Info Mart implements support for GDPR requests, see [\[\[PEC-REP/Current/GIMPEGuide/GDPR\]\]](#).

For details about the Info Mart database tables and columns that potentially contain PII, see the description of the CTL_GDPR_HISTORY table in the Genesys Info Mart on-premises documentation.