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Genesys Info Mart Private Edition Guide

Before you begin GSP deployment

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Find out what to do before deploying GIM Stream Processor (GSP).

Related documentation:

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RSS:

- [For private edition](#)

Limitations and assumptions

Not applicable

Download the Helm charts

To configure and deploy the GIM Stream Processor (GSP), you must obtain the Helm charts included with the GSP release. These Helm charts provision GSP plus any Kubernetes infrastructure GSP requires to run.

GSP is the only service that runs in the GSP container.

For information about how to download the Helm charts, see [Downloading your Genesys Multicloud CX containers](#). To find the correct Helm chart version for your release, see [Helm charts and containers for Genesys Info Mart](#) for the Helm chart version you must download for your release.

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 GSP.

Third-party services

| Name | Version | Purpose | Notes |
|-------|---------|--------------|--|
| Kafka | 2.x | Message bus. | The Kafka topics that GSP will consume and |

| Name | Version | Purpose | Notes |
|--|---------|--|--|
| | | | produce must exist in the Kafka configuration. See more details below. |
| Object storage | | Persistent or shared data storage, such as Amazon S3, Azure Blob Storage, or Google Cloud Storage. | Both GSP and GCA require persistent storage to store data during processing. You can use the same storage account for both services. |
| 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

GSP maintains internal “state,” such as such as GSP checkpoints, savepoints, and high availability data, which must be persisted (stored). When it starts, GSP reads its state from storage, which allows it to continue processing data without reading data from Kafka topics from the start. GSP periodically updates its state as it processing incoming data. GSP uses S3-compatible storage to store persisted data. You must provision this S3-compatible storage in your environment.

By default, GSP is configured to use Azure Blob Storage, but you can also use S3-compatible storage provided by other cloud platforms. Genesys expects you to use the same storage account for GSP and GCA.

Create S3-compatible storage

Genesys Info Mart has no special requirements for the storage buckets you create. Follow the instructions provided by the storage service provider of your choice to create the S3-compatible storage.

- For GKE, see the Google Cloud Storage documentation about creating bucket storage.
- For AKS, see Azure Storage documentation about creating blob storage.

To enable the S3-compatible storage object, you populate Helm chart override values for the service (see). To do this, you need to know details such as the endpoint information, access key, and secret.

Important

Note and securely store the bucket details, particularly the access key and secret, when you create the storage bucket. Depending on the cloud storage service you choose, you may not be able to recover this information subsequently.

Network requirements

No special network requirements. Network bandwidth must be sufficient to handle the volume of data to be transferred into and out of Kafka.

Browser requirements

Not applicable

Genesys dependencies

There are no strict dependencies between the Genesys Info Mart services, but the logic of your particular pipeline might require Genesys Info Mart services 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, GSP looks for the GCA snapshot when it starts; if GCA has not yet been deployed, GSP will encounter unknown configuration objects and resources until the snapshot becomes available.

There are other private edition services you must deploy before Genesys Info Mart. For detailed information about the recommended order of services deployment, see [Order of services deployment](#).

GDPR support

Not applicable, provided your Kafka retention policies have not been set to more than 30 days. GSP does not store information beyond the ephemeral data used during processing.

GSP Kafka topics

For GSP, topics in Kafka represent various data domains and GSP expects certain topics to be defined.

- If a topic does not exist, GSP will never receive data for that domain.
- If a customized topic has been created but not defined in GSP configuration, data from that domain will be discarded.

Unless Kafka has been configured to auto-create topics, you must manually ensure that all of the Kafka topics GSP requires are created in Kafka configuration.

The following table shows the topic names GSP expects to be available. In this table, an entry in the **Customizable GSP parameter column** indicates support for customizing that topic name.

| Topic name | Customizable GSP parameter | Description |
|---|----------------------------|--|
| GSP consumes data from the following topics: | | |
| designer-sdr | designer | Name of the input topic with Session Detail Record (SDR) data |
| digital-agentstate | digitalAgentStates | Name of the input topic with digital agent states |
| digital-itx | digitalItx | Name of the input topic with digital interactions |
| gca-cfg | cfg | Name of the input topic with configuration data |
| voice-agentstate | | Name of the input topic with voice agent states |
| voice-callthread | | Name of the input topic with voice interactions |
| voice-outbound | | Name of the input topic with outbound (CX Contact) activity associated with either voice or digital interactions |
| GSP produces data into the following topics: | | |
| gsp-cfg | cfg | Name of the output topic for configuration reporting |
| gsp-custom | custom | Name of the output topic for custom reporting |
| gsp-ixn | interactions | Name of the output topic for interactions |
| gsp-mn | mediaNeutral | Name of the output topic for media-neutral agent states |
| gsp-outbound | outbound | Name of the output topic for outbound (CX Contact) activity |
| gsp-sm | agentStates | Name of the output topic for agent states |