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Genesys Pulse Private Edition Guide

High availability and disaster recovery

9/15/2025

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

Related documentation:

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Service	High Availability	Disaster Recovery	Where can you host this service?
Genesys Pulse	N = 2 (active-active)	Pilot light	Primary unit only

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

Genesys Pulse pods run in an Active-Active High Availability mode. Configure each pod with at least two replicas, and at least one replica in each Availability Zone (AZ).