Genesys Pulse Private Edition Guide

Before you begin

7/31/2025

Contents

Find out what to do before deploying Genesys Pulse.

Related documentation:
-
-
-
-

RSS:
- For private edition

Limitations and assumptions

There are no known limitations.

Download the Helm charts

For more information about how to download the Helm charts in Jfrog Edge, see the suite-level documentation: Downloading your Genesys Multicloud CX containers

To learn what Helm chart version you must download for your release, see Helm charts and containers for Genesys Pulse

Genesys Pulse Containers

Container	Description	Docker Path
collector	Genesys Pulse Collector	/pulse/collector:
cs_proxy	Configuration Server Proxy	/pulse/cs_proxy:
init	Init container, used for DB initialization	/pulse/init:
lds	Load Distribution Server (LDS)	/pulse/lds:
monitor_dcu_push_agent	Provides monitoring data from Stat Server and Genesys Pulse Collector	/pulse/monitor_dcu_push_agent:
monitor_lds_push_agent	Provides monitoring data from LDS	/pulse/monitor_lds_push_agent:

Container	Description	Docker Path
pulse	Genesys Pulse Backend	/pulse/pulse:
ss	Stat Server	/pulse/ss:
userpermissions	User Permissions service	/pulse/userpermissions:

Genesys Pulse Helm Charts

Helm Chart	Containers	Shared	Helm Path
Init	init	yes	/init-.tgz
Pulse	pulse	yes	/pulse-.tgz
LDS	cs_proxy, lds, monitor_lds_push_agent		/lds-.tgz
DCU	cs_proxy, ss, collector, monitor_dcu_push_agent		/dcu-.tgz
Permissions	cs_proxy, userpermissions		/permissions-.tgz
Init Tenant	init		/init-tenant-.tgz
Monitor	-	yes	/monitor-.tgz

Third-party prerequisites

Appropriate CLI must be installed.

For more information about setting up your Genesys Multicloud CX private edition platform, see Software requirements.

Third-party services

Name	Version	Purpose	Notes
PostgreSQL	11.x	Relational database.	
Redis	6.x	Used for caching. Only distributions of Redis that support Redis cluster mode are supported, however, some services may not support cluster mode.	Note: Pulse does not currently support Redis Cluster; use Redis in stand-alone mode.
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.	

Name	Version	Purpose	Notes
Load balancer		VPC ingress. For NGINX Ingress Controller, a single regional Google external network LB with a static IP and wildcard DNS entry will pass HTTPS traffic to NGINX Ingress Controller which will terminate SSL traffic and will be setup as part of the platform setup.	

Storage requirements

Logs Volume

Persistent Volume	Size	Type	IOPS	POD	Containers	Critical	Backup needed
pulse-dcu-logs	10Gi	RW	high	DCU	csproxy, collector, statserver	Y	Y
pulse-lds-logs	10Gi	RW	high	lds	csproxy, lds	Y	Y
pulse-permissions-logs	10Gi	RW	high	permissions	csproxy, permissions	Y	Y
pulse-logs	10Gi	RW	high	pulse	pulse	Y	Y

The logs volume stores log files:

- To use the persistent volume, set the log.volumeType to the pvc.
- To use the local storage, set the log.volumeType to the hostpath.

Genesys Pulse Collector Health Volume

Local Volume	POD	Containers
collector-health	dcu	collector, monitor-sidecar

Genesys Pulse Collector health volume provides non-persistent storage for store Genesys Pulse Collector health state files for monitoring.

Stat Server Backup Volume

Persistent Volume	Size	Type	IOPS	POD	Containers	Critical	Backup needed
statserver-backup	1Gi	RWO	medium	dcu	statserver	N	N

Stat Server backup volume provides disk space for Stat Server's state backup. The Stat Server backup volume stores the server state between restarts of the container.

Network requirements

No special requirements.

Genesys dependencies

Ensure that the following services are deployed and running before you deploy Genesys Pulse:

- Genesys Authentication:
    - The client secret is provisioned with the following values (see Provision Genesys Authentication):
        - Client ID: "pulse_client"
        - Grant Types: "authorization_code"
        - RedirectURIs: "https://"
    - CORS is allowed for https:// (see Provision Genesys Authentication)
- Genesys Web Services and Applications
- Agent Setup
- Tenant Service:
    - The Tenant UUID (v4) is provisioned, example: "9350e2fc-a1dd-4c65-8d40-1f75a2e080dd"
    - The Tenant service is available as host. For example, in GKE, it is: `tenant-.voice` port: 8888
- Voice Microservice:
    - The Voice service is available as host. For example, in GKE, it is: `tenant-.voice` port: 8000

Important
All services listed must be accessible from within the cluster where Genesys Pulse will

be deployed.

For more information, see Order of services deployment.

GDPR support

Genesys Pulse supports the General Data Protection Regulation (GDPR). See Genesys Pulse Support for GDPR for details.