GENESYS™

Setting up Genesys Multicloud CX Private Edition

Creating namespaces

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Contents

Recommendations in creating namespaces for Genesys Multicloud CX services deployment.

Related documentation:
-
-

RSS:

- For private edition

Namespaces for Genesys Multicloud CX services

A namespace provides a virtual cluster for applying access control policies and setting the scope of named resources such as internal DNS names, pods, services, deployments, and constraints for resource quotas.

For deploying Genesys Multicloud CX services, Genesys requires you to create a namespace per service group and deploy the associated services within that namespace.

Create the namespaces using the naming conventions given in the following table and defined in the Helm charts of the respective services. Note that most of the service groups contain several microservices.

The naming conventions meet Kubernetes requirements that the names of namespaces within a cluster must be unique. Note that, as described under Kubernetes clusters, you must use separate Kubernetes clusters if you want to deploy private edition instances in separate environments for testing, staging, production, and so on.

> ### Important
> Make sure that you follow the naming conventions of the namespaces as given in the following table.

For more information, refer to the service guides of the individual services you are deploying.

Service Group	Name
Designer	designer
Genesys Web Services (GWS/GAPI)	gws
Genesys Engagement Service (Callback and Mobile)	ges
Historical Reporting Back-end (GIM)	gim,gca,gsp

Historical Reporting Front-end (GCXI)	gcxi
Realtime Reporting	pulse
Digital/Nexus	nexus
Digital-Legacy (Ixn Server)	ixn
UCS-X	ucsx
IWD	iwd - plus 2 additional namespaces - iwddm, iwdem
CX-Contact	cxc
GVP	gvp
WebRTC	webrtc
Voice Microservices	voice
Voice Tenants	voice
Voice Legacy (Config, Stat Server, URS, OCS)	voice
WFM 3rd party Connector	gluswfm
Telemetry	tlm
BDS (Billing)	bds
Genesys Authentication services	gauth

Namespace for third-party services

You can create a different namespace for installing the backend infrastructure services like Redis, PostgreSQL, etc. as long as the Genesys Multicloud CX service deployments have the required network access and the services have resolvable DNS names. The best way to manage your backend infrastructure services and Genesys Multicloud CX services is to decouple and deploy them in different clusters.