GENESYS™

Setting up Genesys Multicloud CX Private Edition

Network settings

5/13/2026

Contents

Describes the network settings required for Kubernetes clusters in Genesys Multicloud CX private edition. For more information about networking outside Kubernetes clusters, see Networking overview.

Related documentation:
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RSS:
- For private edition

Enabling Container Networking Interface

In your Kubernetes cluster, enable Container Networking Interface (CNI) or its equivalent to establish communication between pods in the cluster.

Configuring Ingress Controller

You must set up an ingress controller to manage all the HTTP and WebSocket ingress traffic, and to support Cluster IP. The ingress controller you choose must have the following properties:

- Cookies usage
- Header requirements - client IP and redirect, and passthrough
- Session stickiness
- Allowlisting (optional)
- TLS for ingress (optional) - ability to enable or disable TLS on the connection.

You can define these parameters in the **values.yaml** file for applicable services. For more information, see the related service-level guides.

DNS and Service Mesh

DNS

Genesys recommends having a CoreDNS within the Kubernetes clusters along with Node LocalDNS for performance.

Service Mesh

Genesys Multicloud CX services require Consul Service Mesh that dynamically routes traffic to the right available service instance. Deploy Consul Service Mesh within the cluster where Genesys Multicloud CX services are deployed.

Network Policy

Genesys does not supply or enforce any network policy. You can create your own network policy for services that require a network policy and configure them in the Helm v3 charts.

For more information about network policy requirements, see the related service-level guides.