GENESYS™

Setting up Genesys Multicloud CX Private Edition

Quick deployment tour

4/22/2026

Contents

Provides an overview of the overall deployment process.

Related documentation:
-
-

RSS:

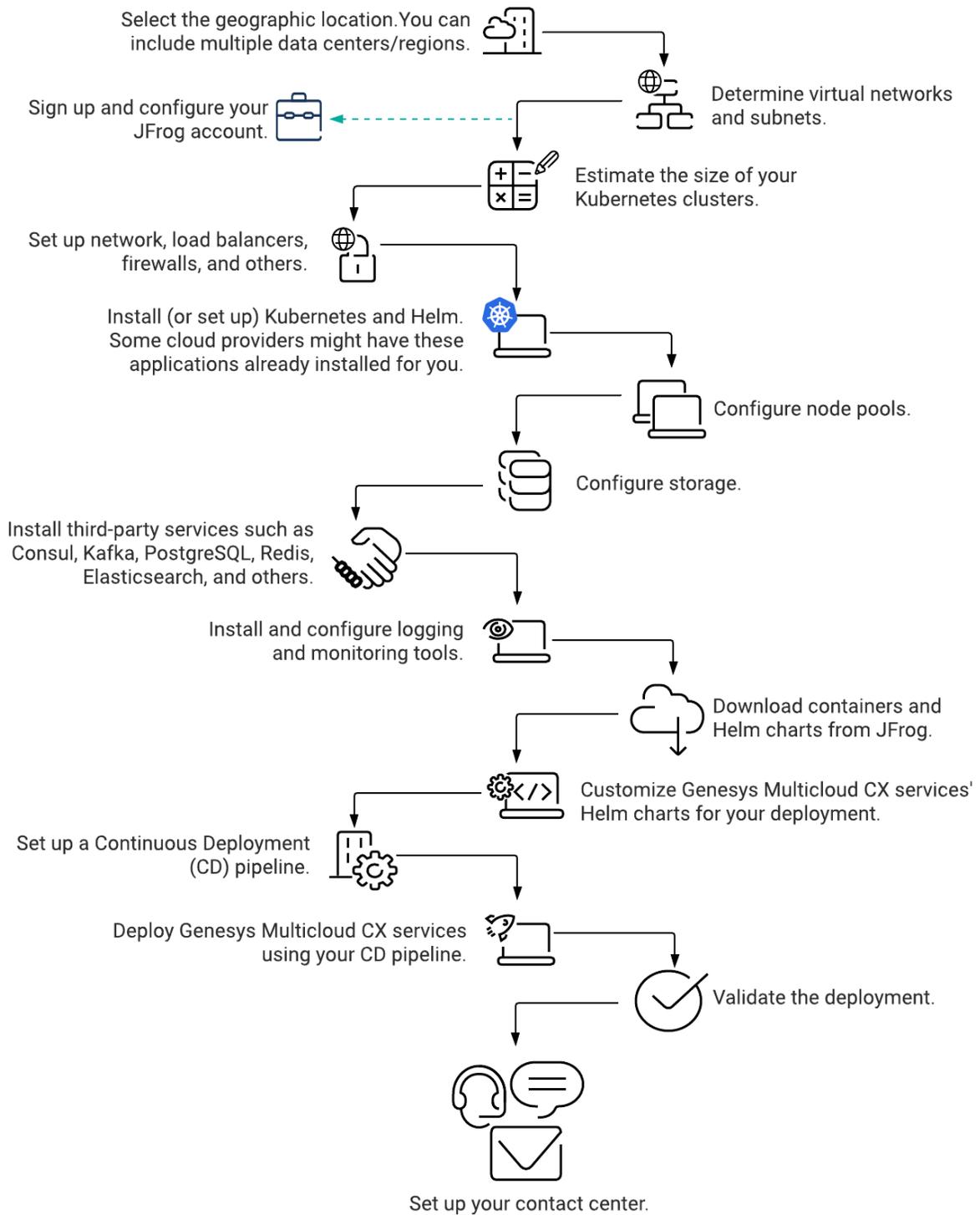- For private edition

Genesys Multicloud CX Private Edition Deployment overview

The following picture takes you through a quick tour of the steps involved in deploying Genesys Multicloud CX private edition. See the process table below the image for links to the relevant topics.

> ### Important
> You must follow the same steps (as shown in the following picture) for setting up the cloud private edition infrastructure in different locations, for example, US West and US East. Repeat the same steps for setting up different environments such as pre-production, production, and so on.

Select the geographic location.You can
include multiple data centers/regions.

Determine virtual networks
and subnets.

Sign up and configure your
JFrog account.

Estimate the size of your
Kubernetes clusters.

Set up network, load balancers,
firewalls, and others.

Install (or set up) Kubernetes and Helm.
Some cloud providers might have these
applications already installed for you.

Configure node pools.

Configure storage.

Install third-party services such as
Consul, Kafka, PostgreSQL, Redis,
Elasticsearch, and others.

Install and configure logging
and monitoring tools.

Download containers and
Helm charts from JFrog.

Customize Genesys Multicloud CX services'
Helm charts for your deployment.

Set up a Continuous Deployment
(CD) pipeline.

Deploy Genesys Multicloud CX services
using your CD pipeline.

Validate the deployment.

Set up your contact center.

Process	Related topics
Select the geographic location	Architecture
Determine virtual networks and subnets	Networking overview
Set up network, load balancers, firewalls and others	Voice connectivity
Configure node pools	Architecture
Configure storage	Storage requirements
Install third-party services	Software requirements
Install and configure logging and monitoring tools	Configuring logging Configuring monitoring
Download containers and Helm charts from JFrog	Downloading your Genesys Multicloud CX containers
Customize Genesys Multicloud CX services' Helm charts for your deployments	Overriding Helm chart values
Set up a Continuous Deployment (CD) pipeline	Setting up a CD pipeline
Deploy Genesys Multicloud CX services using your CD pipeline	Genesys Multicloud CX private edition services

Important

In addition to the content available in this guide, supplemental technical reference information is also available in our public repository. You can access it from here. For easy navigation, we have also linked to it from other applicable sections in this guide.