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Setting up Genesys Multicloud CX Private Edition

[Genesys Multicloud CX private edition services](#)

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List of private edition services and their microservices.







Related documentation:











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RSS:










- [For private edition](#)









The following table presents the list of Genesys Multicloud CX private edition services and their microservices. These services do not require any technical licenses or activation files for deployment or operation in any environment. For more licensing information, see Licensing requirements.









| Services | Included services | Service documentation |
|----------|---|--|
| | <ul style="list-style-type: none"> • CX Contact API Aggregator • CX Contact Campaign Manager • CX Contact Compliance Manager • CX Contact Dial Manager • CX Contact Job Scheduler • CX Contact List Builder • CX Contact List Manager • CX Contact UI |  Guides <ul style="list-style-type: none"> •  Release Notes <ul style="list-style-type: none"> •  Helm charts and containers <ul style="list-style-type: none"> • |
| | <ul style="list-style-type: none"> • Designer • Designer Application Server |  Guides <ul style="list-style-type: none"> •  Release Notes <ul style="list-style-type: none"> •  Helm charts and containers <ul style="list-style-type: none"> • |







| Services | Included services | Service documentation |
|----------|--|---|
| | <ul style="list-style-type: none"> • AI Connector |  Guides •  Release Notes •  Helm charts and containers • |
| | <i>Single microservice only</i> |  Guides •  Release Notes •  Helm charts and containers • |
| | <ul style="list-style-type: none"> • Authentication Service • Authentication UI • Environment Service |  Guides •  Release Notes •  Helm charts and containers • |
| | <ul style="list-style-type: none"> • Genesys CX Insights |  |

| Services | Included services | Service documentation |
|----------|---|---|
| | <ul style="list-style-type: none"> Reporting and Analytics Aggregates | Guides <ul style="list-style-type: none"> • • •  Release Notes <ul style="list-style-type: none"> •  Helm charts and containers <ul style="list-style-type: none"> • • |
| | <i>Single microservice only</i> |  Guides <ul style="list-style-type: none"> •  Release Notes <ul style="list-style-type: none"> •  Helm charts and containers <ul style="list-style-type: none"> • |
| | <ul style="list-style-type: none"> GIM GIM Config Adapter GIM Stream Processor |  Guides <ul style="list-style-type: none"> •  Release Notes <ul style="list-style-type: none"> •  Helm charts and containers <ul style="list-style-type: none"> • |

| Services | Included services | Service documentation |
|----------|--|--|
| | <ul style="list-style-type: none"> • Pulse Web Service • Tenant Data Collection Unit (DCU) • Tenant Load Distribution Server (LDS) • Tenant Permissions Service |  Guides <ul style="list-style-type: none"> •  Release Notes <ul style="list-style-type: none"> •  Helm charts and containers <ul style="list-style-type: none"> • |
| | <ul style="list-style-type: none"> • Voice Platform Configuration Server • Voice Platform Media Control Platform • Voice Platform Reporting Server • Voice Platform Resource Manager • Voice Platform Service Discovery |  Guides <ul style="list-style-type: none"> •  Release Notes <ul style="list-style-type: none"> •  Helm charts and containers <ul style="list-style-type: none"> • |
| | <ul style="list-style-type: none"> • Agent Setup • GWS Chat Service • GWS Configuration Service • GWS Data Collector Service • GWS Ingress • GWS Interaction Service • GWS OCS Service • GWS Provisioning Service • GWS Services • GWS Setting Service • GWS Statistics Service |  Guides <ul style="list-style-type: none"> •  Release Notes <ul style="list-style-type: none"> •  Helm charts and containers <ul style="list-style-type: none"> • |

| Services | Included services | Service documentation |
|----------|---|--|
| | <ul style="list-style-type: none"> • GWS UCS Service • GWS Voice Service • GWS Workspace Service | |
| | <i>Single microservice only</i> | |
| | <i>Single microservice only</i> |  <p>Guides</p> <ul style="list-style-type: none"> •  <p>Release Notes</p> <ul style="list-style-type: none"> •  <p>Helm charts and containers</p> <ul style="list-style-type: none"> • |
| | <i>Single microservice only</i> |  <p>Guides</p> <ul style="list-style-type: none"> •  <p>Release Notes</p> <ul style="list-style-type: none"> •  <p>Helm charts and containers</p> <ul style="list-style-type: none"> • |
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|----------|---|---|
| | <i>Single microservice only</i> |  Guides •  Release Notes •  Helm charts and containers • |
| | <i>Single microservice only</i> |  Guides •  Release Notes •  Helm charts and containers • |
| | <ul style="list-style-type: none"> • Agent State Service • Call State Service • Config Service • Dial Plan Service • FrontEnd Service • ORS • Voice Registrar Service • Voice RQ Service • Voice SIP Cluster Service • Voice SIP Proxy Service • Voicemail |  Guides • • •  Release Notes • • • • • • • • |

| Services | Included services | Service documentation |
|----------|---|---|
| | | <ul style="list-style-type: none"> • •  Helm charts and containers • |
| | <ul style="list-style-type: none"> • WebRTC CoTurn Service • WebRTC Gateway Service | <ul style="list-style-type: none">  Guides •  Release Notes •  Helm charts and containers • |
| | <p><i>Single microservice only</i></p> | <ul style="list-style-type: none">  Guides •  Release Notes •  Helm charts and containers • |