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Setting up Genesys Multicloud CX Private Edition

Genesys Multicloud CX private edition services

8/5/2025

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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 •  Release Notes •  Helm charts and containers •
	<ul style="list-style-type: none">• Designer• Designer Application Server	 Guides •  Release Notes •  Helm charts and containers •








Services	Included services	Service documentation
	<ul style="list-style-type: none"> AI Connector 	 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"> Authentication Service Authentication UI Environment 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"> Genesys CX Insights 	

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

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