

Setting up Genesys Engage Cloud Private Edition

Genesys Engage services

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List of Genesys Engage services and its containers in private edition

Early Adopter Program

Genesys Engage cloud private edition is being released to pre-approved customers as part of the Early Adopter Program. Please note that the documentation and the product are subject to change. For more details about the program, please contact your Genesys representative.

The following table presents the list of Genesys Engage service group and services in the cloud private edition offering.

Service	Service group	Included Services
		<ul style="list-style-type: none"> • 9.x GWS Chat Service • 9.x GWS Configuration Service • 9.x GWS Environment Service • 9.x GWS Feedback Service • 9.x GWS Interaction Service • 9.x GWS OCS Service • 9.x GWS Provisioning Service • 9.x GWS Setting Service • 9.x GWS SPL Service • 9.x GWS Statistics Service • 9.x GWS Voice Service • 9.x GWS Workspace Service • Agent Setup
	WebRTC	<ul style="list-style-type: none"> • WebRTC CoTurn Service • WebRTC Gateway Service
	Realtime Reporting	<ul style="list-style-type: none"> • Object Browser • Pulse web backend • Quick Update

Service	Service group	Included Services
		<ul style="list-style-type: none"> • Tenant Collector • Tenant Load Distribution Server (LDS)
	Historical Reporting Front-end	<ul style="list-style-type: none"> • GCXI
	BDS	<ul style="list-style-type: none"> • Billing Data Service
	Historical Reporting Back-end	<ul style="list-style-type: none"> • GCA • Genesys Info Mart • GSP
	Voice Microservices	<ul style="list-style-type: none"> • Agent State Service • Call State Service • Config Service • Dial Plan Service • FrontEnd Service • ORS • Voicemail
	Genesys Voice Platform	<ul style="list-style-type: none"> • Voice Platform Config Server • Voice Platform MCP • Voice Platform MRCP Proxy • Voice Platform Reporting Server • Voice Platform RM • Voice Platform Tenant Provisioner
	Genesys Engagement Service	<ul style="list-style-type: none"> • Genesys Engagement Service
	Genesys Authentication	<ul style="list-style-type: none"> • Authentication Service • Authentication UI • Environment service
	Designer	<ul style="list-style-type: none"> • Designer

Service	Service group	Included Services
		<ul style="list-style-type: none"> • Designer Application Service
	Telemetry	<ul style="list-style-type: none"> • Telemetry Service
	UCS-X	<ul style="list-style-type: none"> • UCSX
	Web Services and Applications	<ul style="list-style-type: none"> • Workspace Web Edition (9.x)
	Digital Channels	
	CX Contact	
	IWD	
	Voice Microservices	<ul style="list-style-type: none"> • Tenant Service