Setting up Genesys Multicloud CX Private Edition

About Genesys Multicloud CX private edition

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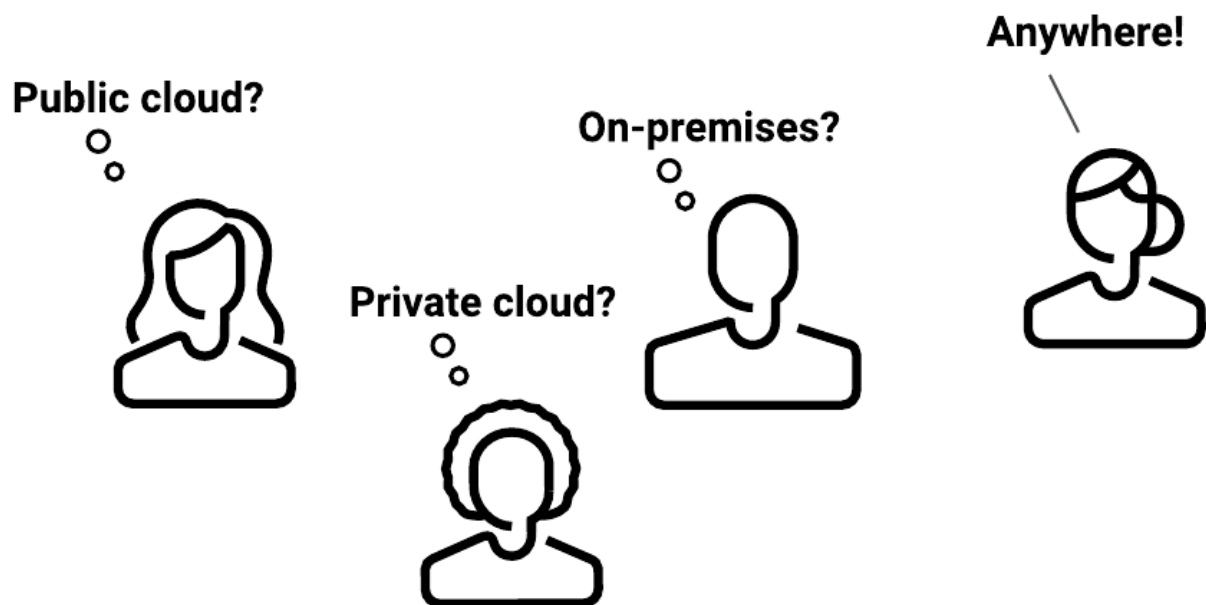Learn about the Genesys Multicloud CX private edition offering and its key features.

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Genesys Multicloud CX private edition is a microservices-based contact center offering that adopts containerization technology for all the components. Containerized Genesys Multicloud CX services are cloud-native and portable, meaning that the Genesys Multicloud CX private edition software offers the same set of features whether it is deployed on public or private clouds, on virtual machines, or on bare-metal servers on-premises.

Genesys Multicloud CX private edition has been designed to:

- Allow a customer or partner to deploy Genesys Multicloud CX on a number of Kubernetes platforms (whether on-premises, or in a public or private cloud)

- Improve deployment and monitoring

- Meet and exceed the scalability, security, and reliability requirements of the largest enterprise customers

With Genesys' support of Kubernetes and Helm, you can quickly set up your contact center with seamless automated deployments, get faster upgrades, monitor the services, and trigger alerts for faulty systems.

Key Features of Genesys Multicloud CX private edition

Benefits	Description
Cloud-native	Cloud-native architecture scales automatically to meet the customer demand without extra overhead costs.
Automated Deployment	Deployment artifacts and features allow customers to automate the deployment of the Genesys Multicloud platform to their choice of Infrastructure such as cloud provider and premise.
High Availability	The HA capabilities have expanded through a new functionality (for example, the change from active-passive model to N+1) and utilization of Kubernetes functionality such as auto-restart of pods. The platform can be deployed to take advantage of multiple availability zones and geo-diverse regions to increase the availability of the platform.
Autoscaling	Autoscaling is the ability to automatically create service copies to meet the demand. When demand decreases, microservices are chosen to be decommissioned to an appropriate level of readiness.
Monitoring	All services in the platform have a rich set of metrics to allow you to monitor the operational health of the platform as a whole and the individual services in order to detect potential problem areas sooner.

Supported Kubernetes platforms

Genesys supports the following Kubernetes platforms for its private edition offering:

- Azure Kubernetes Service (AKS)

- Google Kubernetes Engine (GKE)

For more information on the third-party dependencies required for the related Kubernetes platforms, see Software requirements.