Setting up Genesys Multicloud CX Private Edition

Understanding responsibilities

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Learn about the division of responsibilities between Genesys and your organization in deploying Genesys Multicloud CX private edition.

Related documentation:

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RSS:

- For private edition

Genesys Multicloud CX services are containerized and delivered to your organization through the JFrog Artifactory Edge repository. Genesys ensures that the containers can run on infrastructure such as a public or private cloud (refer to the release notes for the complete list of supported platforms), or bare-metal servers that reside within your corporate data center. However, it is your responsibility to set up the infrastructure that is suitable for deploying Genesys Multicloud CX services, including deployment of Genesys-recommended third-party prerequisites in your clusters.

After you set up the clusters and third-party prerequisites, you can proceed with deploying Genesys Multicloud CX services.

The following table presents the responsibilities between Genesys and the organization(s) responsible for deploying Genesys Multicloud CX private edition.

Organization(s) deploying private edition	Genesys
Deploys and manages your Kubernetes technology stack.	Provides containerized software that supports multiple Kubernetes-certified environments. Provides sizing estimates to determine the cluster size, number of nodes, and so on, to set up the infrastructure.
Deploys and manages all required third-party services such as PostgreSQL, Redis, Elasticsearch, and so on. Check Software requirements for more information.	Provides documentation that lists the recommended third-party services and their supported versions. Provides guidance or the need for any Genesys-specific configuration in the third-party services.
Provides environment-specific configuration values to override the default values.	Ensures that Genesys Multicloud CX services and their Helm charts are accessible to your organization through the JFrog Artifactory Edge repository. Provides the ability to override the Helm charts with environment-specific values.
Provides the network infrastructure with required access to manage voice and data traffic.	Provides network requirements information such as Ingress controller, load balancers, and so on for each service.

Organization(s) deploying private edition	Genesys
Ensures security of the infrastructure by implementing security protocols.	Ensures that Genesys-provided container images and artifacts enable your organization to implement your security policies and guidelines, based on industry best practices and security standards.
Configures the preferred logging software to capture Genesys Multicloud CX services logs.	Provides support to standard out/standard error logging, which enables your organization to use popular logging software such as Fluentd to collect and analyze log data. Explains the configuration procedure with Fluentd as an example.
Configures the preferred monitoring software to capture Genesys Multicloud CX services metrics.	Provides support to popular monitoring software such as Prometheus, to monitor your operations using metrics provided by each service. Explains the configuration procedure with Prometheus as an example.
Manages upgrades by setting a continuous deployment (CD) pipeline and performs timely deployment testing.	Provides new software updates through the JFrog Artifactory Edge repository, which enables you to perform in-service upgrades using the documented steps a CD pipeline must implement. Also provides a sample procedure that helps to set up a CD pipeline in your environment.