Setting up Genesys Multicloud CX Private Edition

Service priorities for Genesys Multicloud CX services

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Contents

Learn about service priorities of Genesys Multicloud CX Services.

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Genesys has assigned a service priority class for each Genesys Multicloud CX service based on the Kubernetes Pod Priority guidelines. The guideline states to use a value of one million for high priority pods and values of two billion and above for Kubernetes itself for cluster critical Pods like kube-proxy and core-dns. Genesys has designed the service priority values for each priority class such as *Critical*, *Medium*, and *Low*, and categorized the services under different service priority classes based on their business function. For example, Voice services are given 'Critical' priority because they cannot handle long delays. You can override this value in your Helm charts before deployment.

Before overriding, remember that the Pods will be evicted from the node based on the service priority you set. Hence, it is essential to assign service priority based on your business requirements.

Overriding Service Priority

If you want to override the service priority for a service,

* In the **values.yaml** file of the corresponding service, locate the **priorityClassName** optional variable.

* Override the default service priority value by assigning the required value. You can assign any one of the following values—**genesysengage-critical-priority, genesysengage-medium-priority,** or **genesysengage-low-priority**. After overriding, your **values.yaml** configuration looks like the following:

```
priorityClassName: genesysengage-medium-priority
```

The following table illustrates the Genesys chosen priority class and its priority value.

Priority	Priority Value	Usage Notes
Critical	10,000,000	Use this priority for Genesys Multicloud CX services that must **not** be evicted due to resource limitations and can evict all other lower priority services, when needed.
High	1,000,000	Use this priority for Genesys Multicloud CX services that might be evicted by critical services but will evict lower priority services,

Priority	Priority Value	Usage Notes
		when needed.
Medium	100,000	Use this priority for Genesys Multicloud CX services that might be evicted by critical or high priority services but will only evict lower or default priority services, when needed.
	0	Use this priority for Genesys Multicloud CX services that can be evicted for more than 24 hours, if needed.

The following table illustrates the recommended priority for each Genesys Multicloud CX service at a granular level.

Services Groups	Services	Service Priority
Designer	Designer	medium
	Designer Application Service	critical
Genesys Web Services (GWS/GAPI)	9.x GWS Chat Service	high
	9.x GWS Configuration Service	critical
	9.x GWS Environment Service	critical
	9.x GWS Feedback Service	medium
	9.x GWS Interaction Service	high
	9.x GWS OCS Service	high
	9.x GWS Provisioning Service	high
	9.x GWS Setting Service	critical
	9.x GWS SPL Service	high
	9.x GWS Statistics Service	high
	9.x GWS UCS Service	high
	9.x GWS Voice Service	critical
	9.x GWS Workspace Service	critical
	Workspace Web Edition (9.x)	critical
	Agent Setup	critical
Genesys Engagement Service (Callback and Mobile)	Genesys Engagement Service	high
Genesys Cloud CX Hybrid Integration	Conversation Provider	high
	User Event Generator	high
	Data Sync	high

	Screen Recording Gateway	high
	Lightweight Authentication Service	high
Historical Reporting Back-end	GIM	high
	GCA	medium
	GSP	high
Historical Reporting Front-end	GCXI	medium
Realtime Reporting	Quick Update	high
	Pulse web backend	high
	Object Browser	high
	Tenant Load Distribution Server (LDS)	high
	Tenant Collector	high
Digital/Nexus	Nexus	high
	Interaction Server (IXN)	high
	UCS-X	high
IWD	IWD	high
	IWD DataMart	medium
	Email Service	high
CX-Contact	CX Contact API Aggregator	High
	CX Contact Campaign Manager	high
	CX Contact Compliance Manager	high
	CX Contact Job Scheduler	high
	CX Contact List Builder	high
	CX Contact List Manager	high
	CX Contact UI	high
GVP	Voice Platform MCP	critical
	Voice Platform MRCP Proxy	critical
	Voice Platform Reporting Server	high
	Voice Platform RM	critical
	Voice Platform Config Server	critical
	Voice Platform Tenant Provisioner	critical
WebRTC	WebRTC CoTurn Service	critical
	WebRTC Gateway Service	critical

Voice Microservices	Voicemail Service	high
	Dialplan Service	critical
	Config Service	critical
	Orchestration Service	critical
	Frontend Service	critical
	SIP Cluster Service	critical
	Registrar Service	critical
	Agent State Service	critical
	Call State Service	critical
	SIP Proxy	critical
	Tenant Service*	critical
PECA Portal (Hub)	Static Web page per tenant. This page will be deployed in Azure's CDN in regions where the tenant is deployed.	critical
WFM 3rd party Connector	Aria Adapters	high
Telemetry	Telemetry Service	high
BDS	Generates usage billing data	medium
Genesys Authentication Services	Authentication Service (API)	critical
	Environment Service	critical
	Authentication UI	critical

*In private edition, the following functions are rearchitected into Tenant Service:

- Tenant call control functions (T-Servers)
- Configuration functions
- Routing functions
- Statistical functions
- Outbound Contact Server (OCS) functions