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Setting up Genesys Multicloud CX Private Edition

Service priorities for Genesys Multicloud CX services

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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 |

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|---------------------------------------|---------------------------------------|----------|
| | 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*