Setting up Genesys Multicloud CX Private Edition

Storage requirements

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Contents

Provides information about different storage types required for Genesys Multicloud CX services.

Related documentation:
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RSS:

- For private edition

Deciding storage includes a lot of factors such as the number of agents, call volumes, call recordings and archiving them, data security, accessibility, and so on. It also includes technical factors such as the Input Output Per Second (IOPS) or throughput, storage type, latency, and so on.

In Genesys Multicloud CX private edition, you will create storage for specific services, for example, Genesys Customer Experience Insights (GCXI), and Voice. The services that require storage elements, such as file and disk storage for processing its data, use the Kubernetes Persistence Volume subsystem (PV). The storage subsystem and Kubernetes StorageClass types requirements for different services for different Kubernetes platforms are given in the following tables:

- File and disk storage for Azure Kubernetes Service (AKS)
- File and disk storage for Google Kubernetes Engine (GKE)

You can create or select the storage subsystem for your service on a specific Kubernetes platform based on the information presented in the corresponding table. For the exact sizing of each storage subsystem or PVs, refer to the related service-level documentation.

Important
By default, the Kubernetes platform creates default file and disk storage classes. However, Genesys recommends not to use them but to create a custom file and disk storage for your service.

Tip
You can determine the storage requirements for your contact center yourself by either exploring the storage requirements of each service, by using the Sizing Calculator or by leveraging the Genesys Professional Services team's support.

File and disk storage for AKS

The following table provides the storage information for AKS:

AKS Storage Class Name[#]	Storage Type	Notes	Associated Services
disk-hdd (ephemeral)	Standard_HDD	Node disk mounted via HostPath.	• GCXI • Gplus WFM • GVP-MCP • GVP-RM • Interaction Server • Pulse • Tenant • Voice Services • WebRTC
disk-standard disk-premium	Azure Disk - Standard Azure Disk - Premium	Use single AZ disks to create an RWO volume that can be attached to a single pod.	• CX Contact • Designer • GVP • GWS • UCSX
files-standard	Azure Files - Standard Fileshare LRS	Local redundant storage (LRS) for RWX volumes that can be shared between multiple pod instances; replicated data in a single AZ. Lower throughput than premium and no IOPs guaranteed.	BDS
files-standard-redundant	Azure Files - Premium Fileshare ZRS	Zonal redundant storage (ZRS) for RWX volumes shared across multiple pods; replicated data across multiple AZs in a region. No IOPS guaranteed - similar to NFS.	• CX Contact • Designer • GCXI • Gplus WFM • GVP • GWS

AKS Storage Class Name[#]	Storage Type	Notes	Associated Services
			• Pulse • Tenant • UCSX • WebRTC
blob storage	Azure Blob Storage	Create Azure Blob Storage which is optimized for storing massive amounts of unstructured data across AZ and regions.	• Digital channels (image, files, upload) • GIM data feed/GSP • Recordings (GVP) • Telemetry • Voicemail

- #The AKS storage class names are created by default. You can modify the storage class names based on your organizational needs.

File and disk storage for GKE

The following table provides the storage information for GKE:

GKE Storage Class Name[#]	Storage Type	Notes	Associated Services
ephemeral (emptyDir)	Persistent disk	Node disk accessed through local ephemeral **emptyDir** volumes, provided there is no access to hostPath.	• GCXI • GVP-MCP • GVP-RM • Gplus-WFM • Interaction Server • Pulse • Tenant • Voice services • WebRTC
standard-rwo*	pd-balanced (SSD)	Persistent Disk (pd) - Default Zonal (single AZ) RWO	• CX Contact

GKE Storage Class Name[#]	Storage Type	Notes	Associated Services
premium-rwo*	pd-ssd (SSD)	StorageClasses provided by GKE with typical Block storage performance.	• Designer • GVP • GWS • UCSX
standard-rwx**	Filestore - Basic HDD	Local redundant storage for RWX volumes shared between pod instances; replicated data in a single AZ.	BDS
redundant-rwx**	Filestore - Enterprise	Regional redundant storage for RWX volumes shared between pod instances; replicated data to two zones in a region (Regional PD).	• CX Contact • Designer • GCXI • Gplus-WFM • GVP • GWS • Pulse • Tenant • UCSX • WebRTC
blob storage	Cloud Storage buckets	Create Google Cloud Storage which is optimized for storing massive amounts of unstructured data across AZ and regions.	• Digital channels (image, files, upload) • GIM data feed/GSP • Recordings (GVP) • Telemetry • Voicemail

- #The GKE storage class names are created by default. You can modify the storage class names based on your organizational needs.

- *RWO type storage is tested with the default CSI driver.

- **RWX type storage is tested with the Filestore CSI driver. This storage driver is not enabled by default and it must be enabled in the GKE clusters. However, this configuration is available only in GKE 1.21.x releases. For more information on enabling Filestore CSI driver, see GKE documentation