

Setting up Genesys Engage Cloud Private Edition

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This guide provides general information covering what you need to know about setting up Genesys Engage cloud private edition in your environment.

Early Adopter Program

Genesys Engage cloud private edition is being released to pre-approved customers as part of the Early Adopter Program. Please note that the documentation and the product are subject to change. For more details about the program, please contact your Genesys representative.

Genesys Engage cloud private edition is a microservices-based contact center offering that adopts containerization technology for all Genesys Engage services and its components.

Overview

Learn about Genesys Engage cloud private edition.

- About Genesys Engage cloud private edition

Requirements

Learn about prerequisites, third-party dependencies, and responsibilities between your organization and Genesys in setting up Genesys Engage cloud private edition.

- Software requirements
- Storage requirements
- Communication ports and protocols
- Understanding responsibilities

Deployment overview

Have a quick tour of the deployment steps and learn about setting up your infrastructure to run Genesys Engage cloud private edition.

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- [Quick deployment tour](#)
 - [Deployment tasks summary](#)
 - [Find all service-level deployment guides](#)
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Configure your environment

Learn about the topology, namespace recommendations, and security settings for configuring your Genesys Engage cloud private edition environment.

- [Network settings](#)
 - [Creating namespaces](#)
 - [Security settings](#)
 - [Configuring logging](#)
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Deploy Genesys Engage cloud private edition

Learn about how to deploy Genesys Engage cloud private edition.

- [Order of services deployment](#)
 - [Downloading your Genesys Engage containers](#)
 - [Overriding Helm Chart values](#)
 - [Service Priorities for Genesys Engage services](#)
 - [Setting up an OpenShift Container Registry](#)
 - [Understanding versions](#)
 - [Setting up a CI/CD pipeline](#)
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Upgrade

Learn about different types of upgrades supported by Genesys Engage services.

- [Upgrade overview](#)
 - [Upgrade strategies](#)
 - [Upgrade process](#)
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- Rollback
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Uninstall

Learn about the steps involved in uninstalling Genesys Engage cloud private edition.

- *Content coming soon*
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Troubleshooting

Find out how to troubleshoot if you encounter any issues while deploying Genesys Engage cloud private edition.

- *Content coming soon*
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