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Setting up Genesys Multicloud CX Private Edition

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

Related documentation:

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RSS:

- [For private edition](#)

Genesys Multicloud CX private edition is a microservices-based contact center offering that adopts containerization technology for all the components.

Overview

Learn about Genesys Multicloud CX private edition, its architecture, the private edition services, and an overview on private edition's networking, and security.

- About Genesys Multicloud CX private edition
- Architecture
- Private edition services
- High availability and disaster recovery
- Networking overview
- Security overview

Requirements

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

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

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

- Quick deployment tour
- Find all service-level deployment guides

Configure your environment

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

- Network settings
- Creating namespaces
- Configuring logging
- Configuring monitoring

Deploy private edition

Learn about how to deploy Genesys Multicloud CX private edition.

- Order of services deployment
- Downloading your Genesys Multicloud CX containers
- Overriding Helm chart values
- Service priorities for Genesys Multicloud CX services
- Setting up a CD pipeline

Upgrade

Learn about different types of upgrades supported by Genesys Multicloud CX services.

- Upgrade overview
 - Upgrade strategies
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- Upgrade process
 - Rollback
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Uninstall

Learn about the steps involved in uninstalling Genesys Multicloud CX private edition.

- Uninstall instructions for services
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References

- Public Repository Links
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