



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Tenant Service Private Edition Guide

About the Tenant Service

6/10/2026

---

## Contents

- [1 Supported Kubernetes platforms](#)
- [2 Service description](#)

---

Learn about the Tenant Service and how it works in Genesys Multicloud CX private edition.

**Related documentation:**

- 
- 
- 
- 

**RSS:**

- [For private edition](#)

## Supported Kubernetes platforms

Voice Tenant Service is supported on the following Kubernetes platforms:

- Azure Kubernetes Service (AKS)
- Google Kubernetes Engine (GKE)
- OpenShift Container Platform (OpenShift)

See the Voice Microservices Release Notes for information about when support was introduced.

## Service description

The Voice Tenant Service is included with the Voice Microservices and is a core service of the Genesys Multicloud CX platform. The Tenant Service is an application layer between front-end Genesys Multicloud CX solutions and shared back-end core services in a region.

The Voice Tenant Service instances are dedicated to a tenant of the Genesys Multicloud CX platform and provide these main functions:

- Provisioning of tenant resources, such as agents and DNSs.
- Routing of interactions within a tenant.
- Execution of outbound campaigns for a tenant.
- Providing call control functionality.
- Participation in the authentication workflow for a tenant's agents.