Tenant Service Private Edition Guide

Before you begin

12/17/2025

Contents

Find out what to do before deploying the Tenant Service.

Related documentation:

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RSS:

- For private edition

Limitations and assumptions

Not applicable

Download the Helm charts

For information about how to download the Helm charts, see Downloading your Genesys Multicloud CX containers.

See Helm charts and containers for Voice Microservices for the Helm chart version you must download for your release.

Containers

The Tenant Service has the following containers:

- Core tenant service container

- Database initialization and upgrade container

- Role and privileges initialization and upgrade container

- Solution specific: pulse provisioning container

Helm charts

- Tenant deployment

- Tenant infrastructure

Third-party prerequisites

For information about setting up your Genesys Multicloud CX private edition platform, see Software Requirements.

The following table lists the third-party prerequisites for the Tenant Service.

Third-party services

Name	Version	Purpose	Notes
Kafka	2.x	Message bus.	
Consul	1.13.x	Service discovery, service mesh, and key/value store.	Starting with version 100.0.100.0041, Tenant Service supports Consul 1.10.
Redis	6.x	Used for caching. Only distributions of Redis that support Redis cluster mode are supported, however, some services may not support cluster mode.	

PostgreSQL	11.x	Relational database.	**NOTE:** Starting with version 100.0.100.0041, Tenant Service supports PostgreSQL 11.x.
			
			Before deploying Tenant Service, you must provision a PostgreSQL database for Tenant Service using one of the following methods:
			
			• Create a PostgreSQL database specifically for use by Tenant Service.
			
			• Use the shared PostgreSQL database, which is recommended in the OpenShift platform.
			
			Deploy a PostgreSQL database using the following commands:
			
			`helm repo add bitnami https://charts.bitnami.com/bitnami`
			
			`helm install -n voice postgres`

Name	Version	Purpose	Notes
			`bitnami/postgresql` During deployment, you require the database information, including credentials. For the list of database parameters that you override in the Tenant Helm chart **values.yaml** file, see Backend parameters in Override Helm chart values.
A container image registry and Helm chart repository		Used for downloading Genesys containers and Helm charts into the customer's repository to support a CI/CD pipeline. You can use any Docker OCI compliant registry.	

Storage requirements

For information about storage requirements for Voice Microservices, including the Tenant Service, see Storage requirements in the *Voice Microservices Private Edition Guide*.

Network requirements

For general network requirements, review the information on the suite-level Network settings page.

Browser requirements

Not applicable

Genesys dependencies

For detailed information about the correct order of services deployment, see Order of services deployment.

The following prerequisites are required before deploying the Tenant Service:

- **Voice Platform** and all its external dependencies must be deployed before proceeding with the Tenant Service deployment.

- **PostgreSQL 10** database management system must be deployed and database shall be allocated either as a primary or replica. For more information about the sample deployment of a standalone DBMS, see Third-party prerequisites.

In addition, if you expect to use Agent Setup or Workspace Web Edition after the tenant is deployed, Genesys recommends that you deploy **GWS Authentication Service** before proceeding with the Tenant Service deployment.

Specific dependencies

The Tenant Service is dependent on the following platform endpoints:

- GWS environment API
- Interaction service core
- Interaction service vq

The Tenant Service is dependent on the following service component endpoints:

- Voice Front End Service
- Voice Redis (RQ) Service
- Voice Config Service

GDPR support

Not applicable.