Storage requirements

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Contents

Provides information about different storage types required for Genesys Engage services.

File and disk storage

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 Engage cloud private edition, you will create storage for specific services, for example, GCXI, Voice. The services that require storage elements such as file and disk storage for processing its data uses the Kubernetes Persistence Volume subsystem (PV). The storage subsystem and Kubernetes StorageClass types requirements for different services are given in the following table. You can create or select the storage subsystem for your service based on the information presented in the table. For the exact sizing of each storage subsystem or PVs, refer 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 and create custom a 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, using the Sizing Calculator or by leveraging the Genesys Professional Services team's support.

Storage Type	Description	Associated Services
Disk	Uses dynamically provisioned disks (which reside in a single AZ) to create an RWO volume that can be attached to a single pod. Genesys recommends SSD storage for production deployments.	GCXI*, GVP, gPlus-WFM, IXN*, Pulse*, Tenant*, Voice Services*, and WebRTC*
Files-local	Create an RWX volume that can be attached to many pods across all the node pool AZs; this is similar to NFS. Local type means	BDS

	the 'Locally Redundant Storage' which replicates copies of data in a single AZ in a single region. Hence, there is a risk of your Persistent Volume Claims (PVCs) becoming unavailable if a single region completely fails. It needs guaranteed 1 IOPs per GB stored with a minimum of 100 IOPs while allowing bursting and higher throughput than standard HDD storage. Genesys recommends SSD storage for production deployments. **Note:** The minimum volume size needed is 100GB.	
Files-redundant	Create an RWX volume that can be attached to many pods across all the node pool AZs. Redundant type means the 'Zonal Redundant Storage' which replicates copies of data across multiple AZs in a region. No IOPs guarantees needed. Similar to NFS.	CXC, Designer, GCXI, gPlus-WFM, GVP, GWS, IWD, Pulse, Tenant*, UCSX, and WebRTC*
blob storage	Create Blob storage which is optimized for storing massive amounts of unstructured data across AZ and regions. Similar to S3 or Azure Blob, Google Cloud Storage.	GIM data feeds, Recordings, Voicemail, and Telemetry

**Genesys Engage services that use the disk space mainly for logging purposes. You can optionally configure them not to use the disk space. Refer the related service-level guides for more information.*