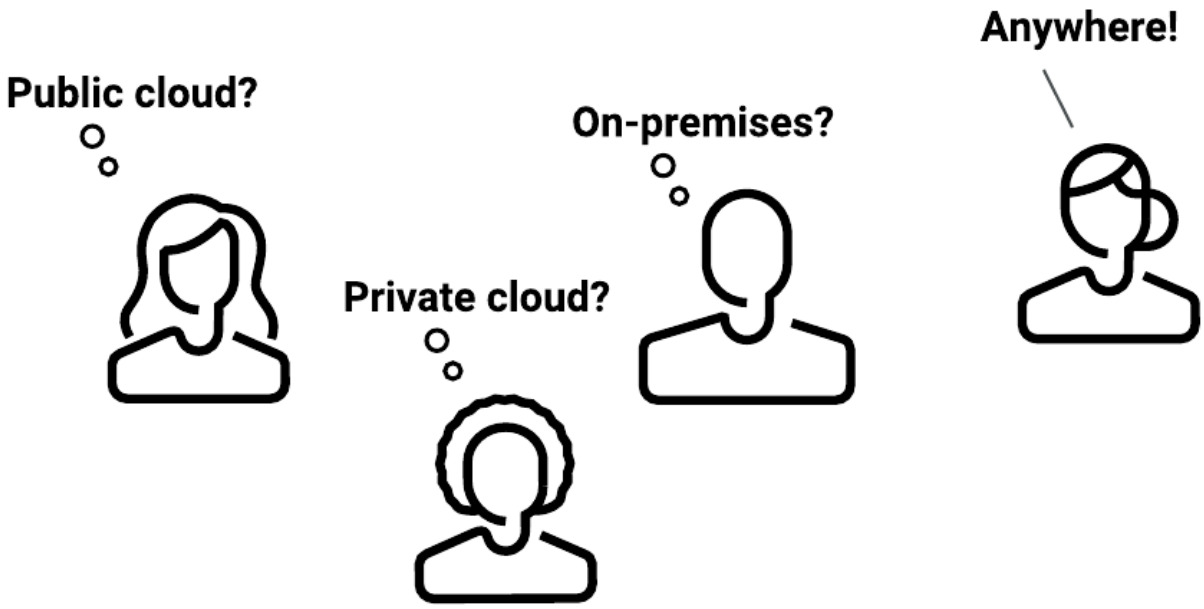
# About Genesys Engage cloud private edition

5/13/2026

Learn about the Genesys Engage cloud private edition offering and its key features.




**Genesys Engage cloud private edition** is a microservices-based contact center offering that adopts containerization technology for all the components. Containerized Genesys Engage services are cloud-native and portable, meaning that the Genesys Engage cloud private edition software offers the same set of features whether it is deployed on public or private clouds, on virtual machines, or on bare-metal servers on-premises.

Genesys Engage cloud private edition has been designed to:

- Allow a customer or partner to deploy Genesys Engage on any Kubernetes platform (whether on-premises, or in a public or private cloud)
- Improve deployment and monitoring
- Meet and exceed the scalability, security, and reliability requirements of the largest enterprise customers

Genesys has extended its microservice strategy and requirements to include Kubernetes and Helm as

the common delivery platform. With Genesys Engage cloud private edition, you can quickly set up your contact center with seamless automated deployments, get faster upgrades, monitor the services, and trigger alerts for faulty systems.

Key Features of Genesys Engage cloud private edition

| Feature | Description |
|---|---|
| Cloud-native | Cloud-native architecture scales automatically to meet customer demand without extra overhead costs. This architecture works for massive duplication and distribution globally, ensuring resilience against outages out of the box. |
| Automated Deployment | Automated deployment provides the customer the flexibility and control to migrate to the cloud with their choice of Infrastructure as a Service (IaaS) provider. |
| High Availability | High Availability (HA) prevents single point-of-failure and provides immediate failure recovery, minimizing downtime. All datastores have their HA capabilities enabled and deployed. |
| Autoscaling | Autoscaling is the ability to automatically create microservice copies to meet demand is ~~autoscaling~~. When demand decreases, microservices are chosen to be decommissioned to an appropriate level of readiness. |
| Resiliency | Resiliency is valuable during outages. It provides a way to support in-cluster HA, automatic failover, configurable backups and snapshots, active-active support, and Disaster Recovery (DR) support for business continuity across clusters. |
| Agility | Extending ~~Genesys Microservice~~ the microservices strategy and requirements of Genesys Engage to include Kubernetes and Helm as ~~Genesys~~ the common delivery platform for Genesys Engage improves agility while enabling the business to support multicloud offerings. **JD note:** Where is this taken from? I think "the business" might be referring to Genesys, not the customer, and the way this is expressed sounds more like an argument justifying the choice of K8S and Helm on the Genesys side. Maybe reword as something like: "Using Kubernetes and Helm as the common delivery platform for containerized Genesys Engage software enables agile deployment and management of Genesys Engage microservices." |
| Monitoring | To monitor the health of the containers, Prometheus support has been implemented. This enables the collection of custom metrics provided in the Prometheus data model for autoscaling policies. |