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Voice Microservices Private Edition Guide

[Configure the Voicemail Service](#)

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Learn how to configure the Voicemail Service.

Related documentation:

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- [For private edition](#)

Override Helm chart values

For general information about overriding Helm chart values, see [Overriding Helm Chart values in the Genesys Multicloud CX Private Edition Guide](#).

To assist you, Genesys provides override values for Voice Microservices in the `Values.yaml` file. If you need to change the default configuration, you must modify the `Values` file. The following section describes some common changes to these values.

Overriding `values.yaml` for the Voicemail Service

Common changes:

```
#Configure the GWS Base URL
context:
...
  envs:
    ...
      gwsBaseUrl:  # sample URL https://auth/v3
    ...

```

You can override the Voicemail Service values for the following parameters based on what kind of storage you're using.

Persistent Volumes & Persistent Volume Claims

For PV and PVCs, use the following example:

```
#Blob Storage to be disabled and no value for mounts and volumes
blobStorage:
  general:
    mode: 'k8s | csi'
    enabled: false
  mounts:
  volumes:
```

```
context:
...
envs:
  ...
  storageInterface: "FileSystem"
  voicemailHome: "/storage/data"
  ...
  ...
```

Azure blob storage

For Azure Blob storage, use the following examples.

Azure Blob storage with the CSI driver:

1. Store the Azure Blob storage account access keys into Key Vault with a key-value pair:
 - key=
 - value=
2. Create a CSI driver from the Key Vault into the Kubernetes cluster with the name "keyvault-voice-voicemail-storage-csi-secrets".
3. Do the following changes in **values.yaml**:

```
#Blob Storage is enabled
blobStorage:
  general:
    mode: 'k8s | csi' # Secrets needs to mounted via K8s or CSI driver
    enabled: true
  mounts:
    - name: voicemail-secrets
      readOnly: true
      mountPath: "/opt/genesys/katana/voicemail/secret"
  volumes:
    - name: voicemail-secrets
      csi:
        driver: secrets-store.csi.k8s.io
        readOnly: true
        volumeAttributes:
          secretProviderClass: keyvault-voice-voicemail-storage-csi-secrets
```

```
context:
...
envs:
  ...
  storageInterface: "AzureBlob"
  voicemailHome: ""
  ...
  ...
```

Azure Blob storage with a Kubernetes secret:

1. Create a K8s secret cluster with the name "voicemail-storage-secrets" having a key-value pair:
 - key=
 - value=
2. Do the following changes in **values.yaml**

```

#Blob Storage is enabled
blobStorage:
  general:
    mode: 'k8s | csi' # Secrets needs to be mounted via K8s or CSI driver
    enabled: true
  mounts:
    - name: voicemail-secrets
      readOnly: true
      mountPath: "/opt/genesys/katana/voicemail/secret"
  volumes:
    - name: voicemail-secrets

secret:
  secretName: voicemail-storage-secrets

context:
...
envs:
...
  storageInterface: "AzureBlob"
  voicemailHome: ""
...

```

AWS S3 bucket

For AWS S3 bucket with a Kubernetes secret, use the following examples.

1. Create a Kubernetes secret cluster with the name "voice-voicemail-s3-secrets" having a key-value pair:
 - accessKey=
 - secretkey=
 - bucketName=
 - bucketPath=

```

{
  "accessKey": "",
  "secretkey": "",
  "bucketName": "",
  "bucketPath": ""
}

```

2. Do the following changes in **values.yaml**:

```

#AWS S3 is enabled
s3Storage:
  general:
    mode: 'k8s' # Secrets needs to be mounted via K8s
    enabled: true
  mounts:
    - name: voicemail-s3-secrets
      readOnly: true
      mountPath: "/opt/genesys/katana/voicemail/secret"
  volumes:
    - name: voicemail-s3-secrets
      secret:
        secretName: voice-voicemail-s3-secrets

```

```
context:  
...  
envs:  
...  
  storageInterface: "AWS_S3"  
  voicemailHome: ""  
  ...
```

You can now run the Helm install to deploy a Voicemail Service.

Create the IVR profile

The IVR profile is required for GVP to connect with the Voicemail Service.

To create the IVR profile for the Voicemail service:

1. Configure the following parameters:
 - Name = "voicemailservice"
 - Display name = "voicemailservice"
 - Annex options:
 - [gvp.general]\service-type=voicexml
 - [gvp.policy] section with default values
 - [gvp.service-parameters]\voicexml.gvp.appmodule="fixed,VXML-NG"
 - [gvp.service-prerequisite]\initial-page-url and alternate-voice-xml = "http://voice-voicemail-service.voice.svc.cluster.local:8081/fs"
 - [gvp.service-prerequisite]\REQUESTURI_TIMEOUT = 5
2. In Tenant > Annex options:
 - [gvp.dn-groups]\voicemailservice = "55551111"
 - [gvp.dn-group-assignments]\voicemailservice = DB id of the IVR profile ("voicemailservice")
3. In the GVP namespace, add port 8081 to allow outbound communication. The Voicemail service runs in the Voice namespace with port 8081.