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CX Contact Deployment Guide

Prerequisites

12/20/2025

Prerequisites

The table below outlines all prerequisites for a CX Contact deployment using Kubernetes.

Important

Genesys does not deploy and operate databases in on-premise deployments. It is the responsibility of the end user. In a production deployment, data store components (PostgreSQL, Redis, Elasticsearch) must be deployed outside of the Kubernetes cluster and managed by the end user's DBA team. The end user's DBA team is also responsible for ensuring that these data store components are configured with the appropriate scalability, resiliency, and data protection (backups, and so on).

Component	Description	Mandatory or Optional
CDP NG Access Credentials	As of CX Contact 9.0.025, Compliance Data Provider Next Generation (CDP NG) is used as a CDP by default. Obtain the necessary access credentials (ID and Secret) before attempting to connect to CDP NG. Request these credentials from Genesys Customer Care.	Mandatory
VMs	- Set of VMs running RHEL 7.0 64-bit - Each machine should run Red Hat Enterprise Linux 7.0 64-bit as a guest OS and have at least 8 CPU cores and 16 GB RAM minimum (32 GB RAM recommended), 100 GB HDD minimum. - When RHEL/CentOS 7.8 is used, the Kernel must be upgraded to 3.10.0-1160.15.2.el7.x86_64 or later.	Mandatory
Docker	Docker 17.03.2-ce, with CX Contact Docker images stored in the Docker registry.	Mandatory
Chrome	The latest version of Chrome must be used as the UI browser.	Mandatory
Container orchestration	Any certified K8s platform	Mandatory

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Component	Description	Mandatory or Optional
Network/DNS	All VMs running CX Contact components should belong to the same local network segment and be interconnected so that all components can communicate over the network. DNS must be present in the network and allow for names resolution. CX Contact components always use FQDNs (not IP addresses) to establish communication to each other.	Mandatory
Load Balancers	F5 or functionally comparable hardware or software load balancer. The load balancer must be configured to ensure that internal CX Contact components cannot be accessed via load balancer. Only API Aggregator should be accessible.	Mandatory
Shared file system (NFS)	NFS	Mandatory
PostgreSQL	PostgreSQL 9.5+ CX contact supports non-standard Postgre SQL ports for the Data Access Point (DAP) to assist in Disaster Recovery. List Manager, List Builder, and Campaign Manager can all communicate with Postgre SQL via non-standard ports.	Mandatory
Redis	Redis 5.x cluster, Enterprise Redis with persistence is recommended	Mandatory
Elasticsearch	ES Cluster 6.3x	Mandatory
SFTP Server	Use when automation capabilities are required	Optional
Genesys Web Services (GWS)	v.9.0 Note: You will need to push these images to the local Docker registry.	Mandatory (Deployed using Docker Compose)
Genesys core components	v.8.5 or v.8.1 CX Contact components operate with Genesys core services on the back end. It's expected that all voice-processing components (Voice VM and shared services such as GVP) are deployed and running. CX Contact requires a multi tenant Configuration Server.	Mandatory