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CX Contact Deployment Guide

Recommendations

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Recommendations

The recommendations in this topic apply only to Kubernetes.

Ingress

CX Contact UI requires Session Stickiness. Use **ingress-nginx** as the **ingress controller** (<https://github.com/kubernetes/ingress-nginx>).

Important

CX Contact helm chart contains default annotations for session stickiness only for **ingress-nginx**. If you are using a different ingress controller, refer to its documentation for session stickiness configuration.

Ingress SSL

Starting from Chrome 80, the **SameSite cookie** must have the **Secure** flag (<https://blog.chromium.org/2020/02/samesite-cookie-changes-in-february.html>). Therefore, it is highly recommended that you configure a valid SSL certificate on ingress.

Logging

Log rotation is required so that logs do not consume all of the available storage on the node.

Kubernetes is currently not responsible for rotating logs. Log rotation can be handled by the **docker json-file log driver** by setting the **max-file** and **max-size** options.

For effective troubleshooting, the engineering team should provide **stdout logs** of the pods (using the command **kubectl logs**). As a result, log retention will not be very aggressive (<https://docs.docker.com/config/containers/logging/json-file/#examples>). For example:

```
{
  "log-driver": "json-file",
  "log-opts": {
    "max-size": "100m",
    "max-file": "3"
  }
}
```

For on-site debugging purposes, CX Contact logs can be collected and stored in Elasticsearch. (For

example, EFK stack <https://medium.com/avmconsulting-blog/how-to-deploy-an-efk-stack-to-kubernetes-ebc1b539d063>).

Monitoring

CX Contact provides metrics that can be consumed by **Prometheus** and **Grafana**. It is recommended to have the **Prometheus Operator** (<https://github.com/prometheus-operator/prometheus-operator>) installed in the cluster. CX Contact **helm chart** supports the creation of **CustomResourceDefinitions** that can be consumed by the **Prometheus Operator**.

Shared Filesystem

The **Kubernetes** cluster must support **ReadWriteMany Persistent Volumes**. To support **ReadWriteMany Persistent Volumes**, use the **NFS server** configured outside the cluster or via container (<https://github.com/kubernetes/examples/tree/master/staging/volumes/nfs>). Containers run as a **Genesys** user (uid:gid 500:500). Therefore, shared volume must have permissions that allow write access to uid:gid 500:500.