CX Contact Deployment Guide

Prerequisites

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Prerequisites

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

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
VM	A single VM running RHEL 7.0 64-bit, 8 CPU cores; 16 GB RAM minimum, 32 GB RAM recommended; at least 100 GB HDD 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 or newer stable	Mandatory
Chrome	The latest version of Chrome must be used as the UI browser.	Mandatory
Container orchestration	Docker Compose and Portainer	Mandatory
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
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
SFTP Server	Use when automation capabilities are required	Optional
Genesys Web Services (GWS)	v.9.0. GWS9 is an integral part of the CX Contact Docker Compose	Mandatory

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	deployment. For this reason, you do not need to deploy GWS9 separately. You must push these images to the local Docker registry.	
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