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Genesys Customer Experience Insights Hardware Sizing Guide

Genesys Customer Experience Insights 9.0.0

5/18/2022

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Genesys CX Insights Hardware Sizing Guide

This document provides recommendations for hardware sizing for typical contact center scenarios. This document is intended only for 9.0.x releases of Genesys CX Insights, and is intended for deployments of Genesys CX Insights in Genesys Engage on-premises environments.

The information in this guide is provided based on the assumption that you have read and are familiar with Genesys Customer Experience Insights (Genesys CX Insights) components, features, deployment procedures, and software prerequisites that are described in the *Genesys CX Insights Deployment Guide*.

This document contains the following sections:

- *Performance Considerations*
- *General Guidelines*

For more information about terminology and concepts used in this document, see:

- *Genesys CX Insights User's Guide*
- *Genesys CX Insights Deployment Guide*

Performance considerations

Genesys CX Insights is the presentation layer that Genesys has designed for the business-like interpretation of source data that is collected by Genesys Info Mart and stored in the Info Mart database. Genesys CX Insights provides reports and dashboards that summarize contact center activity, using easy-to-read grids, while dashboards summarize a wider range of information using a variety of visual devices, including various interactive charts and graphs. Genesys CX Insights 9.0 is powered by MicroStrategy 10 software.

Requirements for the Genesys CX Insights environment are largely determined by the requirements for MicroStrategy software, plus the resources required for Docker and Kubernetes (which is used to deploy Genesys CX Insights). The operating environment must also support any other required Genesys software, such as Genesys Info Mart and Reporting and Analytics Aggregates (RAA), which you use to provide data to Genesys CX Insights. For information about hardware requirements for Genesys Info Mart and RAA, see the [Genesys Hardware Sizing Guide](#).

Hardware requirements for Docker, Kubernetes, and MicroStrategy

For information about the hardware requirements for your specific deployment scenario, talk to your Genesys representative, and review the following resources:

- [MicroStrategy hardware requirements](#)
- [Docker CE requirements](#)
- [Kubernetes requirements](#)

See the [General Guidelines](#) for example hardware specifications.

General guidelines

In general, you can deploy MicroStrategy and Genesys CX Insights on any Linux platform with appropriate resources to deploy and run Kubernetes and Docker. However, MicroStrategy / Genesys CX Insights can require significant resources, so note the following minimums:

- 64-bit compatible CPU architecture
- Minimum of 10 GB of RAM.
 - More is strongly recommended, and is required in many cases. Deployment in less than 10 GB requires changes in the gcxi.yaml file. Production deployments commonly have 16 – 64 GB RAM.
 - As a general rule, you need as much memory as is required for MicroStrategy in your deployment scenario, plus about 2 GB for Docker, Kubernetes, and Genesys CX Insights.
- Minimum of 40 GB of available disk space on each machine.
- Two machines (nodes), each with a supported version of Linux (Genesys recommends Red Hat Enterprise Linux 7.5 / CentOS Linux 7.5) with the **systemd** suite installed.
- Ensure that you have access to an account with root access.
- Prepare a PostgreSQL 12.x server to store the MicroStrategy meta database.
- Depending on the deployment options you choose, Kubernetes requires either two or three machines (nodes), each with a supported version of Linux (Genesys recommends Red Hat Enterprise Linux 7.5 / CentOS Linux 7.5) with the **systemd** suite installed.
- Depending on whether you choose to deploy an external PostgreSQL server for the meta database, one of the following statements applies:
 - If you use an external PostgreSQL server to store the MicroStrategy meta database, ensure that your PostgreSQL server is properly configured with PostgreSQL.
 - If you wish to avoid deploying and managing a PostgreSQL server, use the pre-packaged PostgreSQL server provided in the Installation Package.

Additional resources

The following resources provide additional information that is relevant to this software. Consult these additional resources, as necessary.

Genesys CX Insights

Documentation for Genesys Customer Experience Insights (CX Insights) is available on the [Genesys Documentation website](#):

- [Genesys CX Insights Deployment Guide](#), which will help you install, start, stop, and uninstall the Genesys-provided image of MicroStrategy and the CX Insights Project and reports.
- [Genesys CX Insights User's Guide](#), which includes a report- customization example that displays aggregated results that are sectioned by your own custom user data.
- [Genesys CX Insights Projects Reference Guide](#), which describes objects that are used in Genesys CX Insights projects and reports, focusing on metrics, attributes, and the folders that are used to organize them.
- [Genesys CX Insights Hardware Sizing Guide](#), which provides information about hardware sizing for typical contact center scenarios.
- Genesys CX Insights Release Notes, Product Alerts, and What's New are available on the [GCXI page](#) of the Genesys documentation site.

MicroStrategy

Documentation for MicroStrategy software is available on the [MicroStrategy Learning Center](#) or [Help page](#), or in an electronic format that you can download to your mobile device ([QR codes](#)).

Easy search for MicroStrategy topics

- [MicroStrategy Community Search Page](#)

Tip

On the Community Search Page, filter your search results by selecting the Document Version (such as **2020**).

Following are some popular topics, and where to find information about them on the MicroStrategy Wiki:

The latest information from MicroStrategy

- [What's New in MicroStrategy](#)
- [Key information about MicroStrategy Web](#)
- [Key information about MicroStrategy Developer](#)

Analyzing data in a MicroStrategy report or dashboard

- [Basic Reporting Guide](#)
- [Mobile Analysis Guide](#)

Creating dashboards and reports

- Enterprise Reporting
 - [Document Creation Guide](#)
 - [Dashboard and Widgets Guide](#)
- Slice and Dice Analysis
 - [Basic Reporting Guide](#)
 - [Advanced Reporting Guide](#)
- Advanced and Predictive Analysis
 - [Advanced Reporting Guide](#)
 - [Function Reference Guide](#)
- Alerts and Proactive Notification
 - [System Administration Guide](#)
 - [Mobile Analysis Guide](#)
- OLAP Analysis
 - [In-memory Analytics Guide](#)
- Integrate data reporting with Microsoft Office
 - [MicroStrategy Office User Guide](#)

Installing or upgrading MicroStrategy

- [Installation and Configuration Guide](#)
- [Upgrade Guide](#)

Modelling your data and designing a project

- [Project Design Guide](#)

- [MDX Cube Reporting Guide](#)

Configuring and Administering MicroStrategy

- [System Administration Guide](#)
- [Timeout settings in MicroStrategy Web](#)
- [User Session Idle Timeout](#)

MicroStrategy Quick Start

- [Quick Start Guide](#)

Docker

- [About Docker](#)

Kubernetes Installation

- [Kubernetes Getting Started](#)
- [Installing kubeadm](#)

OpenShift

- [OpenShift documentation](#)

Helm

- [Helm documentation](#)

Genesys Info Mart

Documentation for Genesys Info Mart is available on the [Genesys Documentation website](#):

- [Genesys Info Mart Operations Guide](#), for information about Genesys Info Mart jobs such as Job_AggregateGIM and the Genesys Info Mart Manager for managing Genesys Info Mart jobs.
- [Genesys Info Mart Deployment Guide](#), for information about configuring the Genesys Info Mart and Interaction Concentrator servers to recognize user data.

Reporting and Analytics Aggregates

Documentation for Reporting and Analytics Aggregates (RAA) is available on the [Genesys Documentation website](#):

- [Reporting and Analytics Aggregates Deployment Guide](#), which describes the runtime parameters and configuration options mentioned in this document.
- [Reporting and Analytics Aggregates User's Guide](#), which describes the different modes of running aggregation, the aggregation hierarchies, and how to configure Reporting and Analytics Aggregates (RAA) to aggregate data based on these user-defined dimensions.
- The Physical Data Model documentation for your RDBMS, which describes the aggregate tables and subject areas:
 - [Reporting and Analytics Aggregates Physical Data Model for a Microsoft SQL Server Database](#)
 - [Reporting and Analytics Aggregates Physical Data Model for an Oracle Database](#)
 - [Reporting and Analytics Aggregates Physical Data Model for a PostgreSQL Database](#)

Genesys

Additional documentation for Genesys products is available, as follows:

- The [Genesys Glossary](#) provides a comprehensive list of the Genesys and computer-telephony integration (CTI) terminology and acronyms.
- [Genesys Migration Guide](#), available on the [Genesys Documentation website](#), provides documented migration strategies for Genesys product releases. Contact Genesys Customer Care for more information.
- Release Notes and Product Advisories for each Genesys product, which are available on the [Genesys Documentation website](#).

Information about supported hardware and third-party software is available on the [Genesys Documentation website](#) in the following documents:

- The [Genesys CX Insights](#) page in the [Genesys Supported Operating Environment Reference Guide](#)
- [Genesys Supported Media Interfaces Reference Manual](#)
- [Genesys Hardware Sizing Guide](#), which provides information about Genesys hardware sizing guidelines for the Genesys 8.x releases. For additional system-wide planning tools and information, see the release-specific listings of [System-Level Documents](#) on the Genesys Documentation website (docs.genesys.com).

Other Genesys product documentation is available on the:

- [Genesys My Support website](#) (formerly Customer Care)
- [Genesys Documentation website](#)
- Genesys Documentation Library DVD, which you can order by email from Genesys Order Management at [Genesys Order Management](#).