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Web Services and Applications Deployment Guide

Elasticsearch

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Elasticsearch

Contents

- [1 Elasticsearch](#)
 - [1.1 Configuring Web Services to use an Elasticsearch cluster](#)
 - [1.2 Using GWS without Elasticsearch](#)
 - [1.3 Next Step](#)

Web Services uses **Elasticsearch** — an open-source, full-text search engine with a RESTful web interface — to store real-time statistics and facilitate search capabilities. Real-time statistics reflect the current state of the object (User, Queue, Skill).

For new Web Services and Applications 8.6 deployments, you must set up a new cluster of Elasticsearch nodes that is separate from your Web Services nodes. See **Configuring Web Services to use an Elasticsearch cluster** for details.

Configuring Web Services to use an Elasticsearch cluster

You can configure Web Services to work with an Elasticsearch cluster by completing the steps below.

Prerequisites

- You have deployed and configured a cluster of Elasticsearch nodes. Refer to the **Elasticsearch documentation** for details. **Note:** Genesys recommends that you use the **latest stable 8.x version of Elasticsearch**.

Start

Complete the following steps for each Web Services node:

1. Web Services keeps Elasticsearch in sync with Configuration Service and removes statistical data for deleted objects by performing index verification. By default, Web Services runs index verification when its node is started, but you can also configure scheduled index verification by setting **enableScheduledIndexVerification** to true in the **elasticSearchSettings** option. By default, the index verification takes place every 720 minutes (12 hours), but you can change this timing by setting **indexVerificationInterval** in **elasticSearchSettings**. **Note:** Genesys recommends that you only configure one Web Services node for index verification to avoid excessive requests to Elasticsearch.
2. If your deployment uses statistics, make sure you complete the **reporting configuration steps**, including setting the **nodeId**.
3. Set the **TransportClientSettings** in the **elasticSearchSettings** section. Web Services connect to the Elasticsearch cluster configured under the transport client.
4. Set the **enableElasticSearchIndexing** option to true. Once this option is enabled Web Services writes and reads statistics values to and from Elasticsearch.
5. Set the **elasticSearchSettings** option to appropriate values for your environment.
6. Set the **enableSecurityFeatures** option to false.

End

Using GWS without Elasticsearch

Web Services and Applications 8.6 can optionally be deployed without Elasticsearch. This disables functionality of select GWS APIs and should only be considered after a technical consultation with Genesys support.

Next Step

- [Back to Configuring features](#)