Workspace Web Edition Private Edition Guide

Architecture

2/5/2026

Contents

Learn about Workspace Web Edition architecture

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Introduction

The static Workspace Web Edition (WWE) code is bundled in a dedicated NGINX Docker image at build time, ensuring the immutability of the WWE web application content in a Private Edition Kubernetes cluster environment.

WWE is shipped as a Docker image to take advantage of the Multicloud standards such as:

- Pipeline (including Security)
- Repositories
- Shipping logistics

WWE is deployed as part of the Genesys Web Services Kubernetes Services. Client users (agents) use a web browser running the Agent Workspace to access Workspace Web Edition (WWE), Genesys Web Services (GWS), Genesys Authentication Service (Gauth), and WebRTC containers through the inbound gateway.

The suite-level architecture diagram is on the suite-level Architecture page.

In the architecture diagram, the dotted lines from the browser, going through External Ingress and Ingress Controller, to the non-wwe namespace resources represents the connectivity to the back-end services that expose the APIs used by the WWE web application running in the browser. These services are required for WWE to operate. Refer to the following documentation for details about their respective connectivity:

- Genesys Authentication Private Edition Guide
- Genesys Web Services and Applications Private Edition Guide
- WebRTC Private Edition Guide
- Telemetry Service Private Edition Guide
- Digital Channels Private Edition Guide

For information about the overall architecture of Genesys Multicloud CX private edition, see the high-level Architecture page.

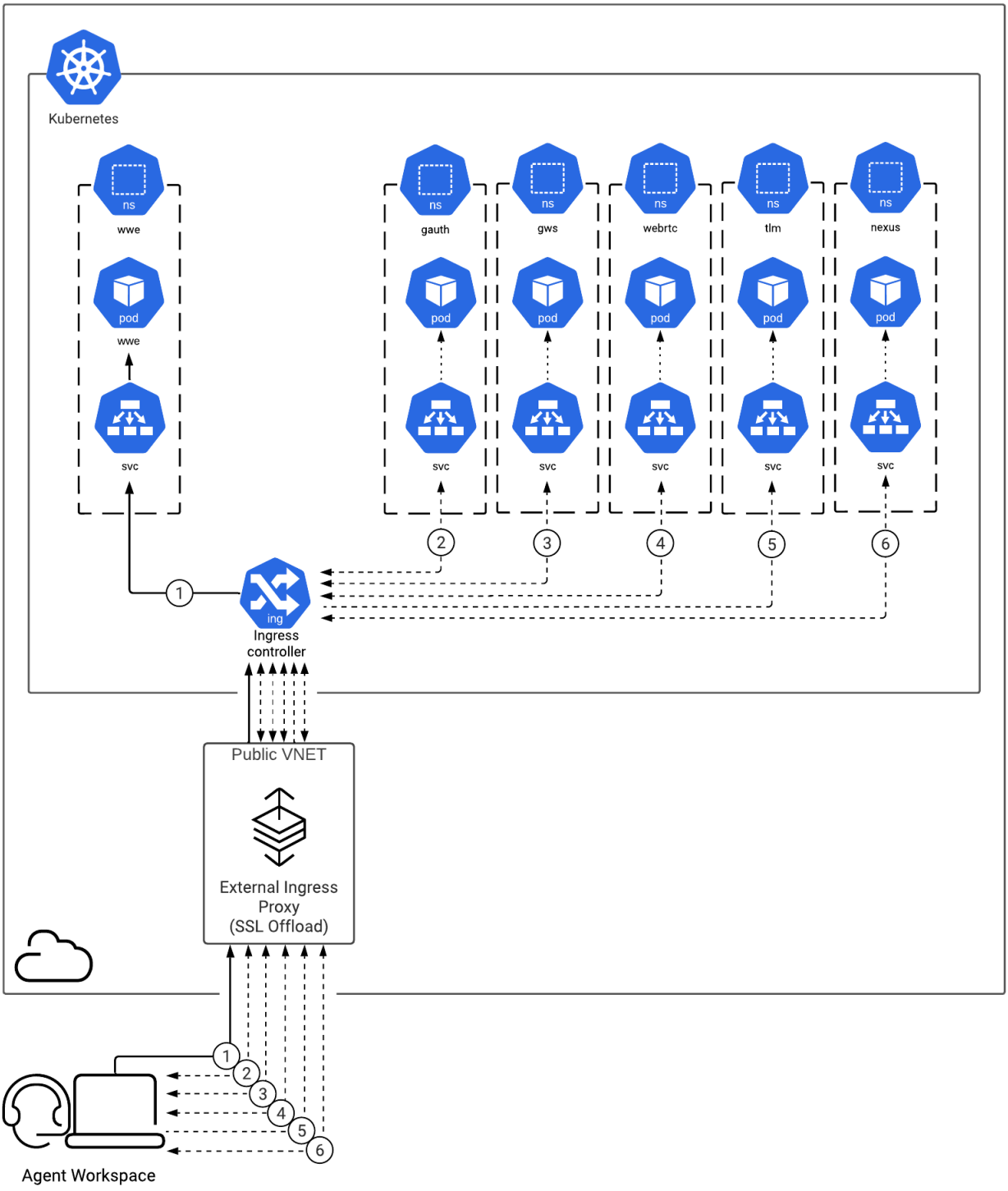
The following diagrams show the Workspace Web Edition architecture.

- Architecture diagram — Data flows is from the point of view of data.
- Architecture diagram — Connections is from the point of view of network connections.

See also High availability and disaster recovery for information about high availability/disaster recovery architecture.

Architecture diagram — Data flows

The numbers on the connection lines refer to the connection numbers in the table that follows the diagrams. The direction of the arrows indicates the direction of data flows.


Kubernetes
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gauth
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gws
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webrtc
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1
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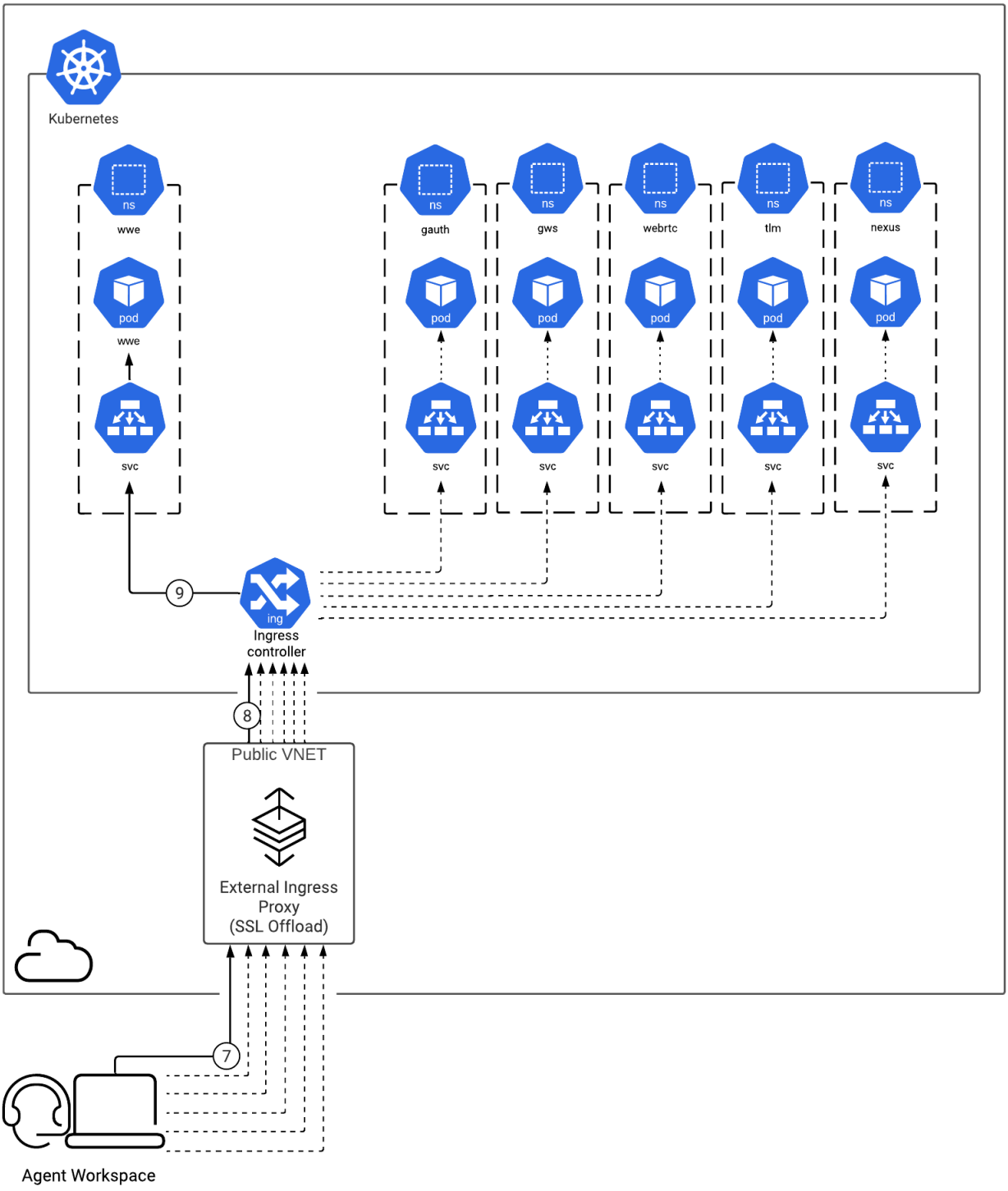
6
ing
Ingress
controller
Public VNET
External Ingress
Proxy
(SSL Offload)
Agent Workspace

Architecture diagram — Connections

The numbers on the connection lines refer to the connection numbers in the table that follows the diagrams. The direction of the arrows indicates where the connection is initiated (the source) and where an initiated connection connects to (the destination), from the point of view of Workspace Web Edition as a service in the network.


Kubernetes
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wwe
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wwe
svc
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gauth
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webrtc
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tlm
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nexus
pod
svc
9
ing
Ingress
controller
8
Public VNET
External Ingress
Proxy
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Agent Workspace

Connections table

The connection numbers refer to the numbers on the connection lines in the diagrams. The **Source**, **Destination**, and **Connection Classification** columns in the table relate to the direction of the arrows in the Connections diagram above: The source is where the connection is initiated, and the destination is where an initiated connection connects to, from the point of view of Workspace Web Edition as a service in the network. *Egress* means the Workspace Web Edition service is the source, and *Ingress* means the Workspace Web Edition service is the destination. *Intra-cluster* means the connection is between services in the cluster.

Connection	Source	Destination	Protocol	Port	Classification	Data that travels on this connection
1	Browser	Workspace Web Edition	HTTPS	443	Ingress	HTML 5 content required to render WWE in the browser.
2	Browser	Genesys Authentication	HTTPS	443	Ingress	Authentication information (depending on authentication model), such as user credentials, JWT token, and so on. Refer to .
3	Browser	Genesys Web Services and Applications	HTTPS	443	Ingress	Refer to . • Provisioning data related to this agent. • Contact and Interaction History records. • Agent and System Statistics. • Interaction Business Data.

Connection	Source	Destination	Protocol	Port	Classification	Data that travels on this connection
						• Interaction Control requests and events. • Digital interaction content.
4	Browser	WebRTC Media Service	HTTPS	443	Ingress	VoIP control and media streams of WebRTC calls. Refer to .
5	Browser	Telemetry Service	HTTPS	443	Ingress	Metrics, Events, and Logs (cleared of customer data) generated by the browser. Refer to .
6	Browser	Digital Channels	HTTPS	443	Ingress	Digital interaction content. Refer to .
7	Browser	Inbound Gateway	HTTPS	443	Ingress	HTML 5 content required to render WWE in the browser.
8	Ingress proxy	Ingress controller	HTTPS	443	Intra-cluster	HTML 5 content required to render WWE in the browser.
9	Ingress controller	Workspace Web Edition	HTTP	8080	Intra-cluster	HTML 5 content required to render WWE in the browser.