Genesys Callback Private Edition Guide

Architecture

8/4/2025

Learn about Genesys Callback architecture.

Related documentation:

-
-
-
-

RSS:

- For private edition

For information about the full Genesys Multicloud CX private edition architecture, see Architecture.

For architecture information about GES in relation to the Voice Microservices, including the Tenant Service, see the Voice Microservices Private Edition Guide and the Tenant Service Private Edition Guide.

The following diagram shows the Genesys Engagement Service architecture. There must be at least two GES nodes spread across availability zones, forming a single service for load balancing and high availability.

Configure Redis as primary-replica, non-clustered, single-shard distributed across availability zones. There is a primary node for read-write and one read-only replica, which is a standby in case the primary node experiences a failure.
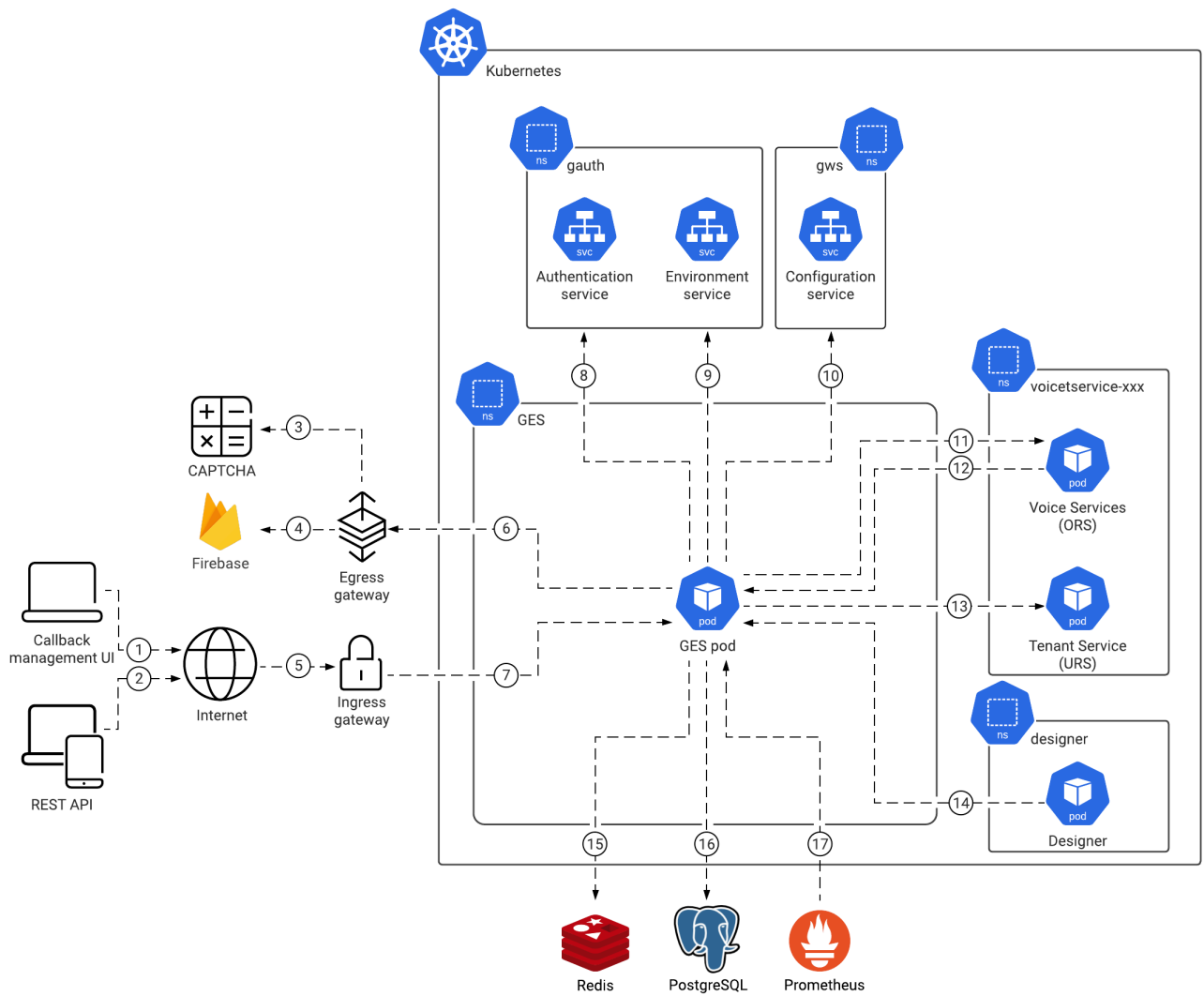
The following table provides information about the objects and connections shown in the preceding architecture diagram.

Diagram reference number	Port number
1	443
2	443
3	443
4	443
5	443
6	443
7	3005

Diagram reference number	Port number
8	8095
9	8092
10	8091
11	9098
12	5580
13	3050
14	6379
15	5432
16	3050