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Genesys Callback Private Edition Guide

Architecture

5/15/2026

Learn about Genesys Callback architecture.

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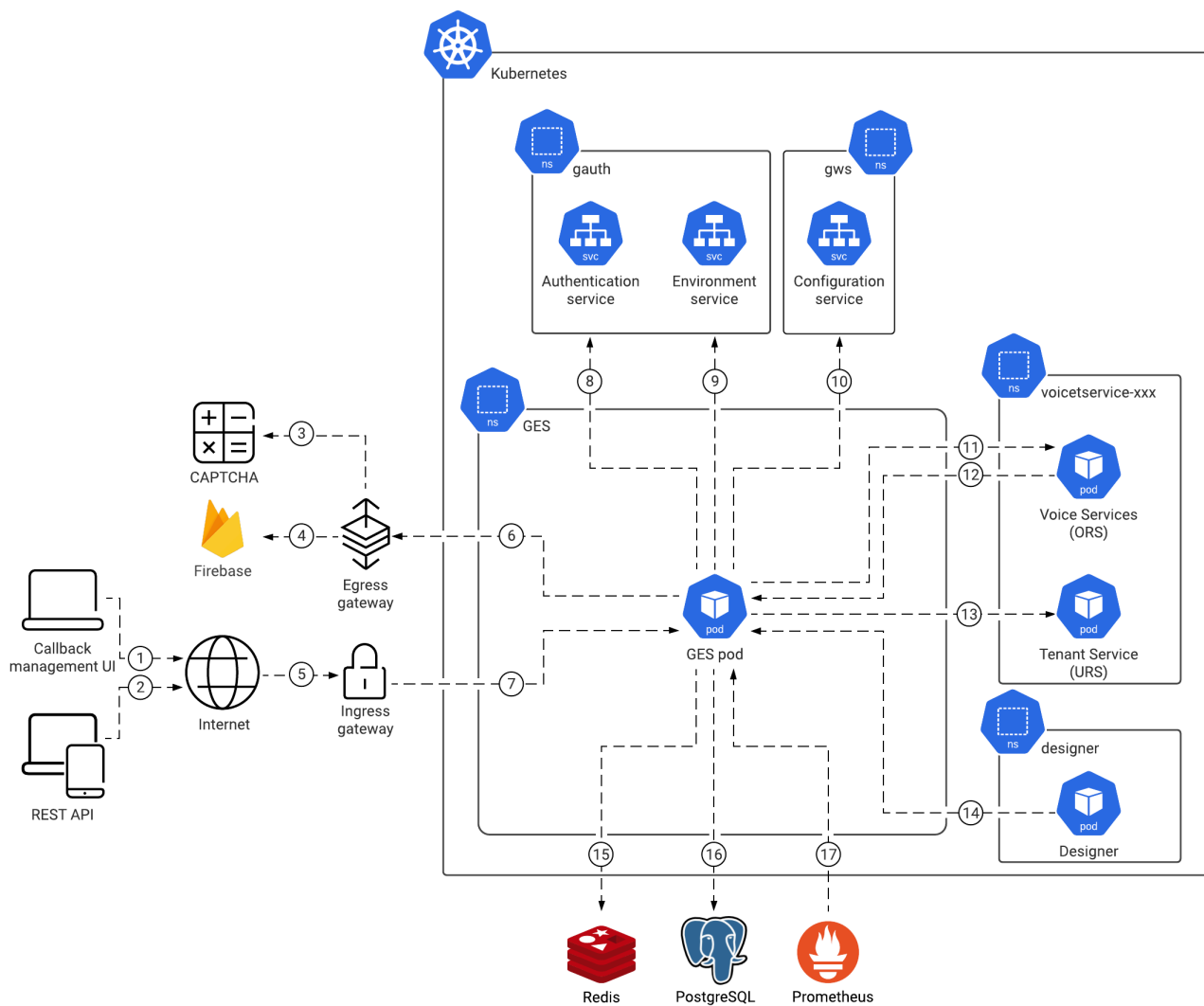
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For information about the full Genesys Multicloud CX private edition architecture, see [Architecture](#).

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