Digital Channels Private Edition Guide

Architecture

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Contents

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Introduction

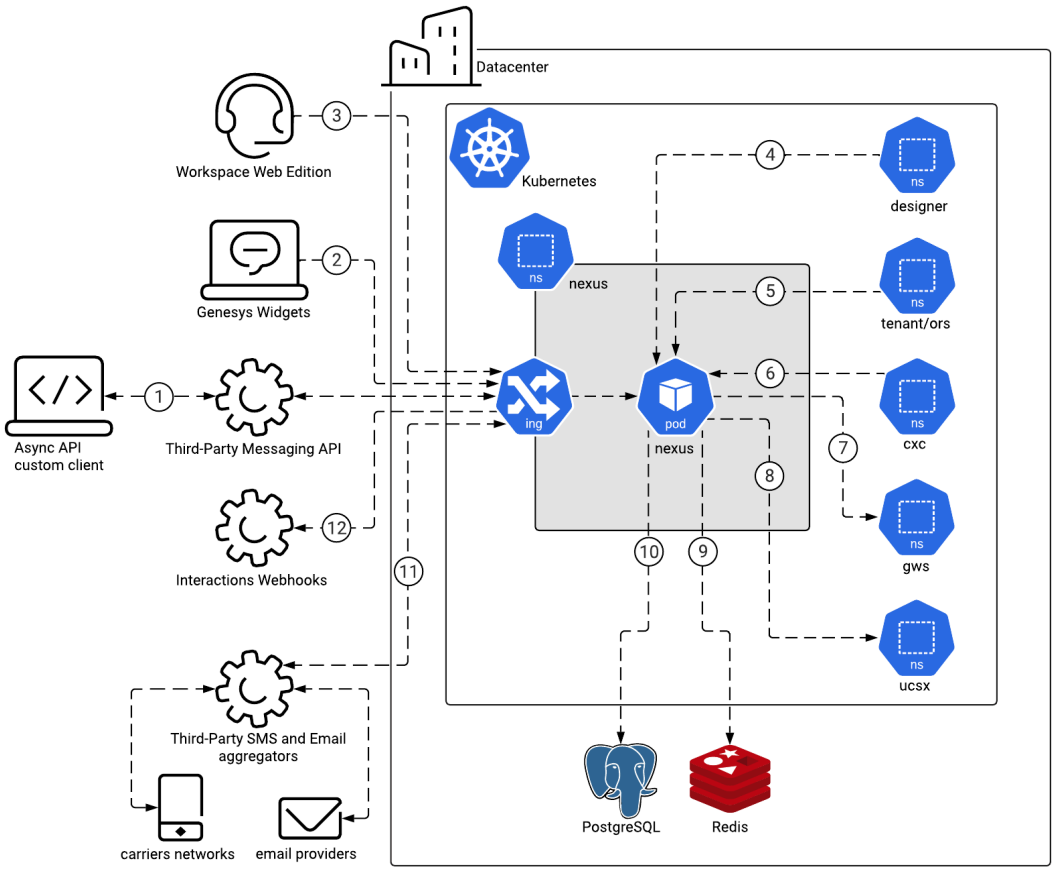
The following diagram shows the high-level architecture of Digital Channels (labelled as "nexus").

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

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

Architecture diagram — Connections

The numbers on the connection lines refer to the connection numbers in the table that follows the diagram. 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 Digital Channels as a service in the network.



Connections table

The connection numbers refer to the numbers on the connection lines in the diagram. 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 Digital Channels as a service in the network. *Egress* means the Digital Channels service is the source, and *Ingress* means the Digital Channels 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	Async API custom client	Digital Channels through Third-Party	HTTPS	443	Ingress/ Egress	Delivers messages to Digital Channels

Connection	Source	Destination	Protocol	Port	Classification	Data that travels on this connection
		Messaging API				and sends messages from Digital Channels.
2	Genesys Widgets	Digital Channels	HTTPS	443	Ingress	Chat interaction data.
3	Workspace Web Edition	Digital Channels	HTTPS/WSS	443	Ingress	Data for chat, social media, and SMS interactions.
4	Designer	Digital Channels	HTTP	80	Intra-cluster	Routing information for various Digital Channels.
5	Tenant Service	Digital Channels	HTTP	80	Intra-cluster	Chat communication for routing and self-service purposes
6	CX Contact	Digital Channels	HTTP/WS	80	Intra-cluster	Outbound campaign data and record statuses.
7	Digital Channels	Genesys Web Services and Applications	HTTP/ CometD	80	Intra-cluster	Interaction management and configuration access.
8	Digital Channels	Universal Contact Service	HTTP	80	Intra-cluster	Access to contact and interaction history.
9	Digital Channels	Redis	Redis		Intra-cluster	Shared real-time data for ongoing chat sessions.
10	Digital Channels	PostgreSQL	Postgres		Intra-cluster	Provisioning data and authentication information for third-party bots.
11	Digital	Third-Party	HTTPS	443	Ingress	

Connection	Source	Destination	Protocol	Port	Classification	Data that travels on this connection
	Channels	SMS and Email aggregators				
12	Digital Channels	Interactions Webhooks	HTTPS	443	Egress	Notifications about state changes in chat and secure email interactions.