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Digital Channels Private Edition Guide

Architecture

6/14/2026

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Introduction

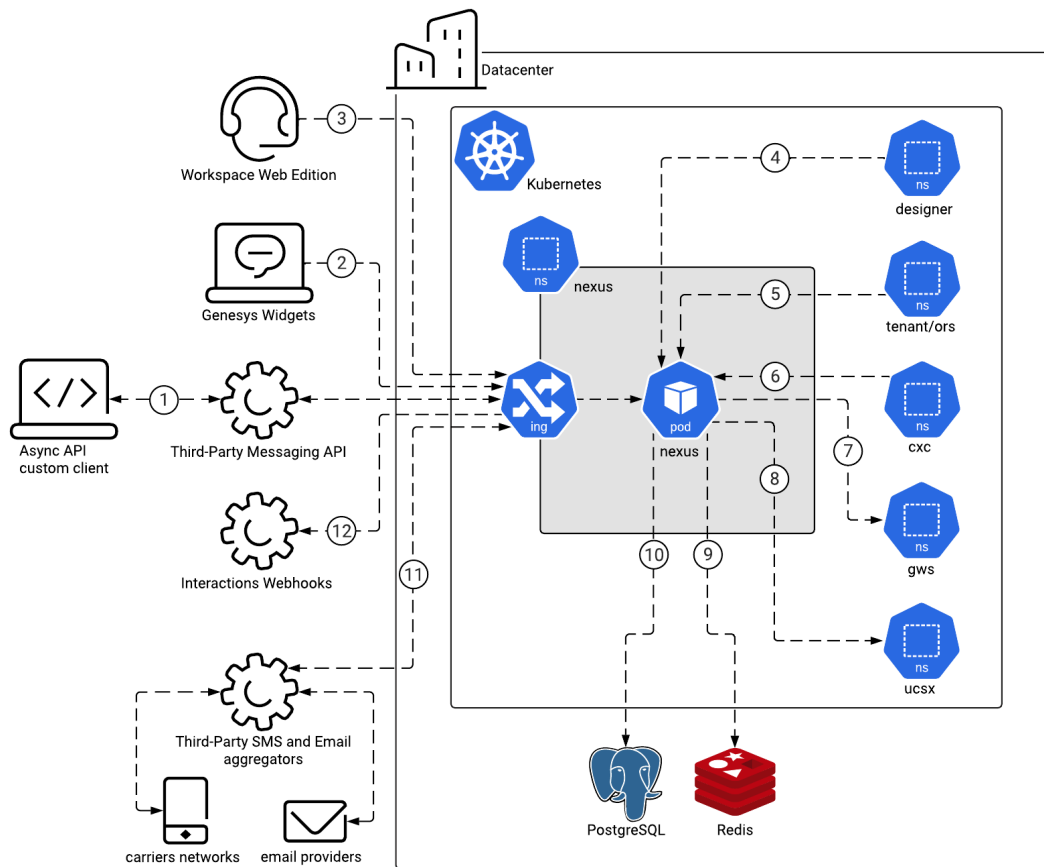
The following diagram shows the high-level architecture of Digital Channels (labelled as "nexus").

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. |