GENESYS™

Outbound (CX Contact) Private Edition Guide

Architecture

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Contents

Learn about CX Contact architecture.

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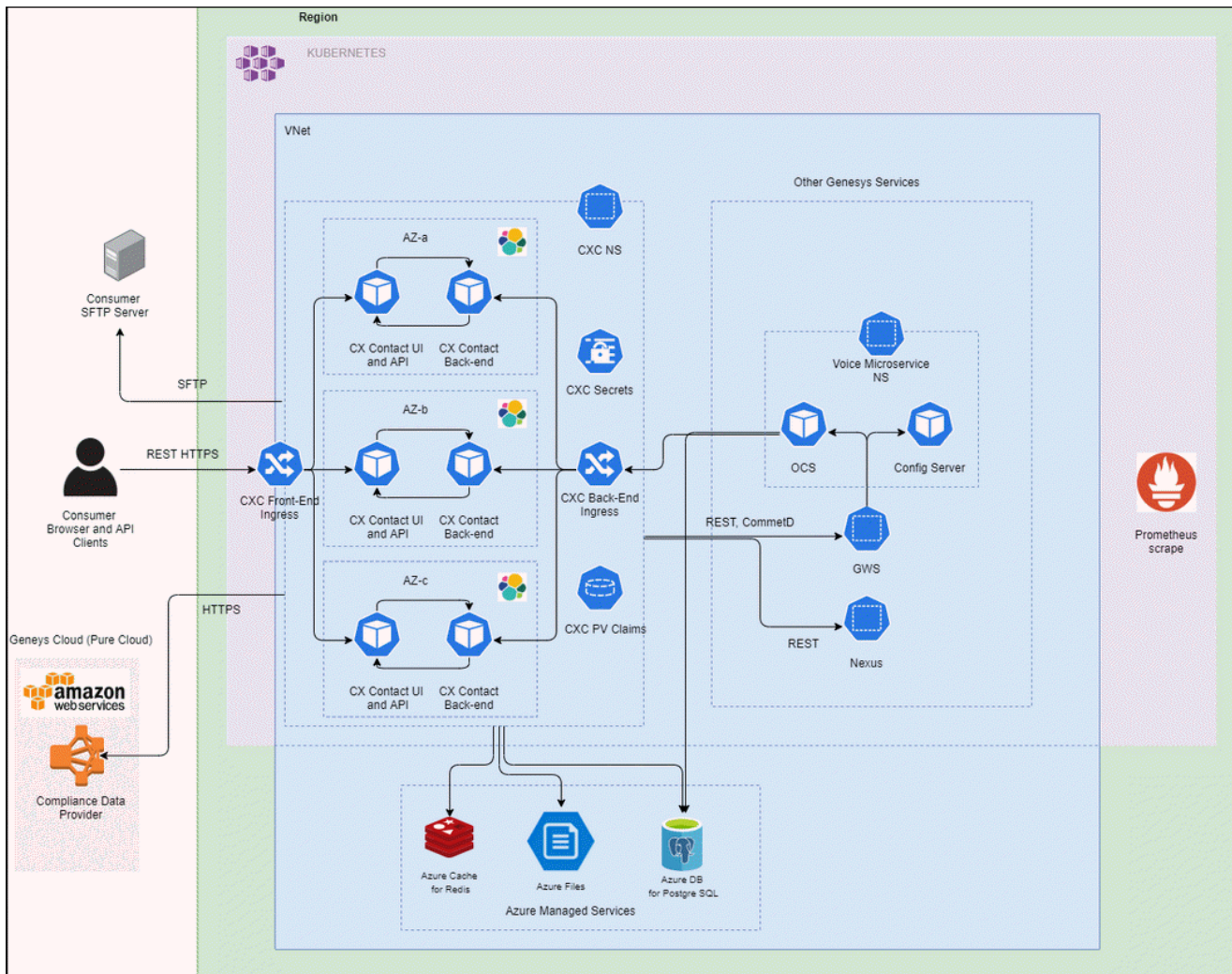## RSS:

- For private edition

CX Contact is set of microservices that run in Kubernetes containers, each scalable in N+1 horizontal mode. It has a state-of-the-art user interface (UI) and middleware components, and uses Genesys servers on the back end (Configuration Server, Outbound Contact Server (OCS), and Stat Server). Genesys Web Services (GWS) is a prerequisite.

CX Contact supports Horizontal Pod Autoscaler (HPA) for Compliance Manager and Dial Manager.

The diagram below shows the CX Contact service architecture. For information about the overall architecture of Genesys Multicloud CX private edition, see the high-level Architecture page:

Included services

The table below provides a description of the CX Contact included services:

Included service	Description
List Builder	- Manages operations related to lists. - Creates contact lists and suppression lists in Configuration Manager. - Reads Compliance data from a compliance data provider. - Copies files from FTP to NFS for List Builder

Included service	Description
	consumption.
List Manager	- Manages operations related to lists. - Creates contact lists and suppression lists in Configuration Manager. - Reads Compliance data from a compliance data provider. - Copies files from FTP to NFS for List Builder consumption.
Compliance Manager	- Manages dynamic compliance rules validation. - Reads suppression entries from Redis and responds to OCS pre-validation requests.
Campaign Manager	- Manages operations related to campaigns. - Executes preloading of campaigns. Processing is done in Outbound Database.
Job Scheduler	Creates and invokes jobs at the right time, providing for automation of tasks.
Dial Manager	Manages SMS and email interactions with Genesys Message Aggregation.
API Aggregator	This is the entry point of APIs to CX Contact. Ensures APIs stay invariant when internal implementation changes.
User Interface (UI)	A set of static HTML5 pages served by Nginx.