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Outbound (CX Contact) Private Edition Guide

Architecture

2/9/2026

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Learn about CX Contact architecture

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Introduction

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.

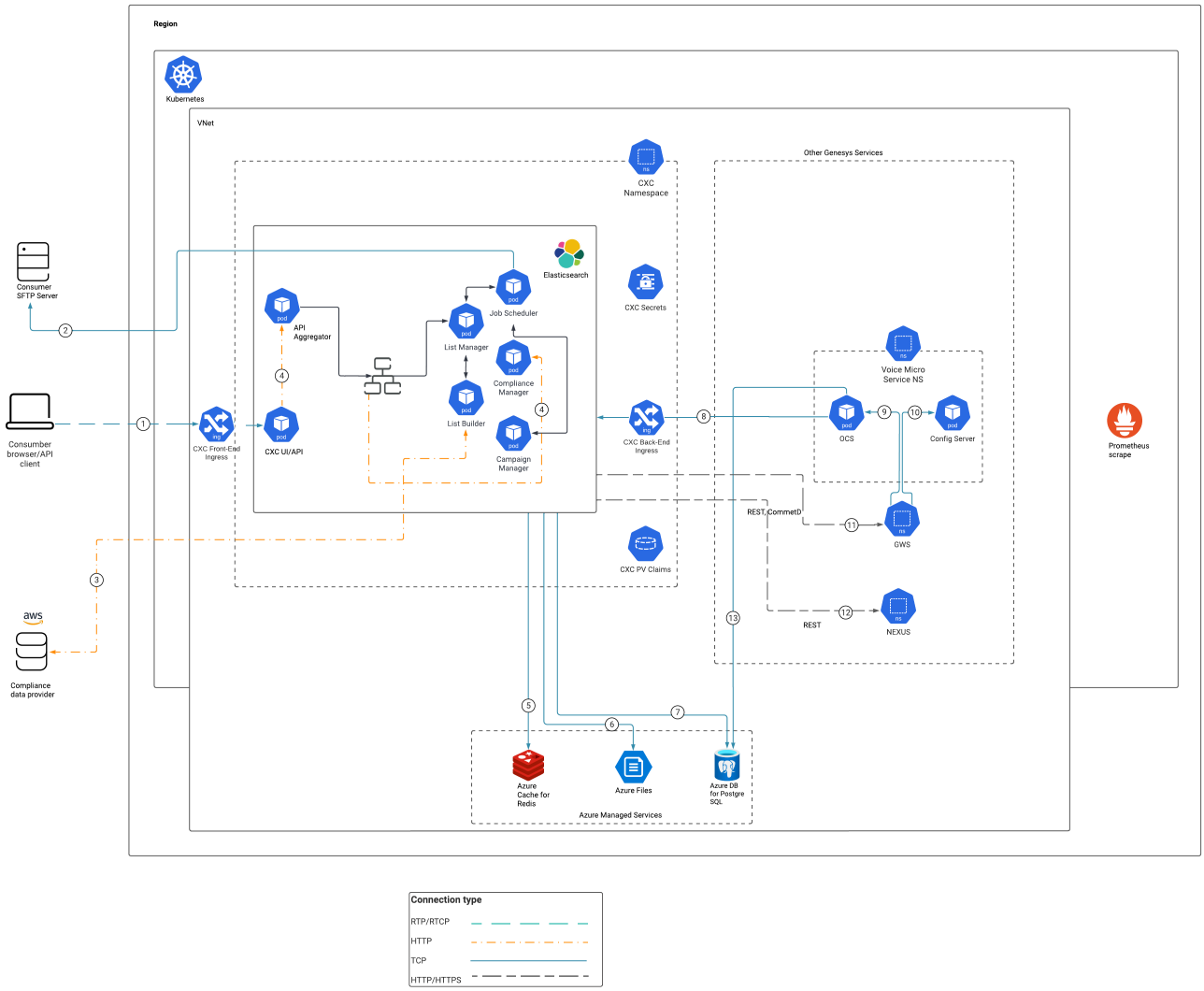
CX Contact supports Horizontal Pod Autoscaler (HPA) for Compliance Manager and Dial Manager.

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 CX Contact 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 CX Contact as a service in the network. *Egress* means the CX Contact service is the source, and *Ingress* means the CX Contact 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	Customer Browser/API	CXC Front-end Ingress	RTP/RTCP	443	Ingress	RTP connection to CX Contact from a customer browser or API client.
2	CX Contact Job Scheduler	SFTP server	TCP	20, 21, 22	Egress	A connection for remote authentication on customer-specified SFTP server.
3	Compliance data provider	CX Contact List Builder	HTTP	443	Egress	A connection to read compliance data and rules from a compliance data provider.
4	CX Contact UI	CX Contact Backend	HTTP	3004-3008	Intra-cluster	HTTP connection between the CX Contact UI and backend services.
5	CX Contact	Redis	TCP	6379	Egress	TCP connection between CX Contact and Redis for caching data on user sessions and dialing history.
6	CX Contact	Network file share	TCP	2049	Egress	A connection for network/ cloud file storage to store import and export files for both contacts and suppression lists.
7	CX Contact	PostgreSQL	TCP	5432	Egress	Connection

Connection	Source	Destination	Protocol	Port	Classification	Data that travels on this connection
						between CX Contact and PostgreSQL to store data about contact and suppression lists from different outbound campaigns.
8	Outbound	CX Contact	TCP	8888	Ingress	Connection between Outbound contact server (back-end components) and CX Contact.
9	GWS	Outbound	TCP	5050	Intra-cluster	A connection between GWS and Outbound contact server for config data.
10	GWS	Config server	TCP	8888	Intra-cluster	A connection between GWS and Config server for config data.
11	CX Contact	GWS	HTTP/HTTPS	443	Egress	An HTTPS connection between CX Contact and GWS for managing config data, campaigns, tenant settings, and authentication.
12	CX Contact	Nexus	HTTP/HTTPS	443	Egress	An HTTPS connection between CX Contact and Nexus for SMS/Email

Connection	Source	Destination	Protocol	Port	Classification	Data that travels on this connection
						support.
13	Outbound	PostgreSQL	TCP	5432	Egress	A connection for Outbound DB access to update contact list data.