Setting up Genesys Multicloud CX Private Edition

Voice connectivity

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Contents

Learn about the private edition services involved in handling SIP and RTP traffic, including their connections within and outside the private edition deployment.

Related documentation:

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RSS:

- For private edition

Introduction

For the Genesys Multicloud CX private edition services to receive and process voice interactions, you must enable voice connectivity.

Voice connectivity in a private edition deployment covers the following:

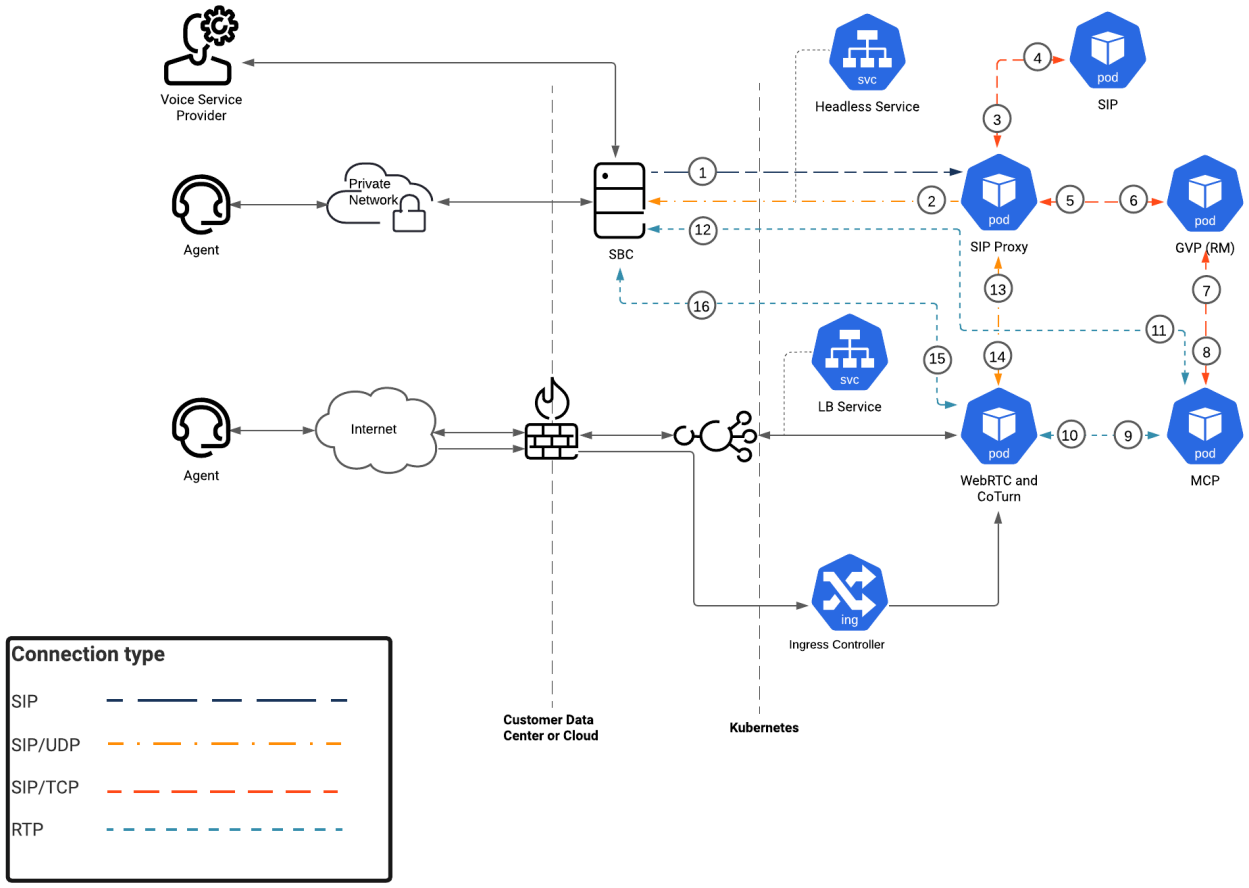
- Connectivity to and from Session Border Controller (SBC)
- Connectivity to and from agent-facing services (Agent Workspace, SIP phone, or Web phone)
- Connectivity to the private edition services involved in processing voice interactions:
  - Voice Microservices — in particular, Voice SIP Cluster Service and Voice SIP Proxy Service
  - Genesys Voice Platform (GVP) — in particular, GVP Media Control Platform (MCP)
  - Web Real-Time Communication (WebRTC) Media Service

For information about Genesys services' connections, see:

- Architecture for Voice Microservices in the *Voice Microservices Private Edition Guide*
- Architecture for Genesys Voice Platform in the *GVP Private Edition Guide*
- Architecture for WebRTC in the *WebRTC Private Edition Guide*

Connections

The following diagram shows the voice connections from the services running in Kubernetes to the other services.



The following table provides the network details of voice connections:

Connection	Client	Client network	Server	Server network	Protocol	Default port	Description
Not applicable	voice-sipproxy	Kubernetes Network	voice-config	Kubernetes Network	SIP/TCP	9100	Fetches tenant details
1	SBC	VNET Network	voice-sipproxy	Kubernetes Network	SIP	5080	SBC SIP signaling
2	voice-sipproxy	Kubernetes Network	SBC	VNET Network	SIP/UDP	5060	SBC SIP signaling
2	voice-sipproxy	Kubernetes Network	SBC (Cross-Region)	VNET Peering	SIP/UDP	5060	SBC SIP signaling
3	voice-sipproxy	Kubernetes Network	voice-sip	Kubernetes Network	SIP/TCP	5090	SIP signaling
4	voice-sip	Kubernetes Network	voice-sipproxy	Kubernetes Network	SIP/TCP	5080	SIP signaling
5	voice-	Kubernetes	gvp (RM)	Kubernetes	SIP/TCP	5060	IVR SIP

Connection	Client	Client network	Server	Server network	Protocol	Default port	Description
	sipproxy	Network		Network			signaling
6	gvp (RM)	Kubernetes Network	voice-sipproxy	Kubernetes Network	SIP/TCP	5080	GVP SIP signaling
7	gvp (RM)	Kubernetes Network	MCP	Kubernetes Network	SIP/TCP	5070	GVP SIP signaling
8	MCP	Kubernetes Network	gvp (RM)	Kubernetes Network	SIP/TCP	5080	GVP SIP signaling
9	MCP	Kubernetes Network	WebRTC/ CoTurn	Kubernetes Network	RTP	Negotiated	RTP Voice
10	WebRTC/ CoTurn	Kubernetes Network	MCP	Kubernetes Network	RTP	Negotiated	RTP Voice
11	MCP	Kubernetes Network	SBC	VNET Network	RTP	Negotiated	RTP Voice
12	SBC	VNET Network	MCP	Kubernetes Network	RTP	Negotiated	RTP Voice
13	voice-sipproxy	Kubernetes Network	WebRTC/ CoTurn	Kubernetes Network	SIP/UDP	5070	Agent SIP signaling
14	WebRTC/ CoTurn	Kubernetes Network	voice-sipproxy	Kubernetes Network	SIP/UDP	5080	Agent SIP signaling
15	WebRTC/ CoTurn	Kubernetes Network	SBC	VNET Network	RTP	Negotiated	RTP Voice
16	SBC	VNET Network	WebRTC/ CoTurn	Kubernetes Network	RTP	Negotiated	RTP Voice

SBC and private edition deployment integration

You must enable access to SBC to ensure the voice interactions pass through to the Genesys services.