Tenant Service Private Edition Guide

Architecture

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Contents

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Introduction

The following diagram shows an example of the high-level architecture specific to the Tenant Service.

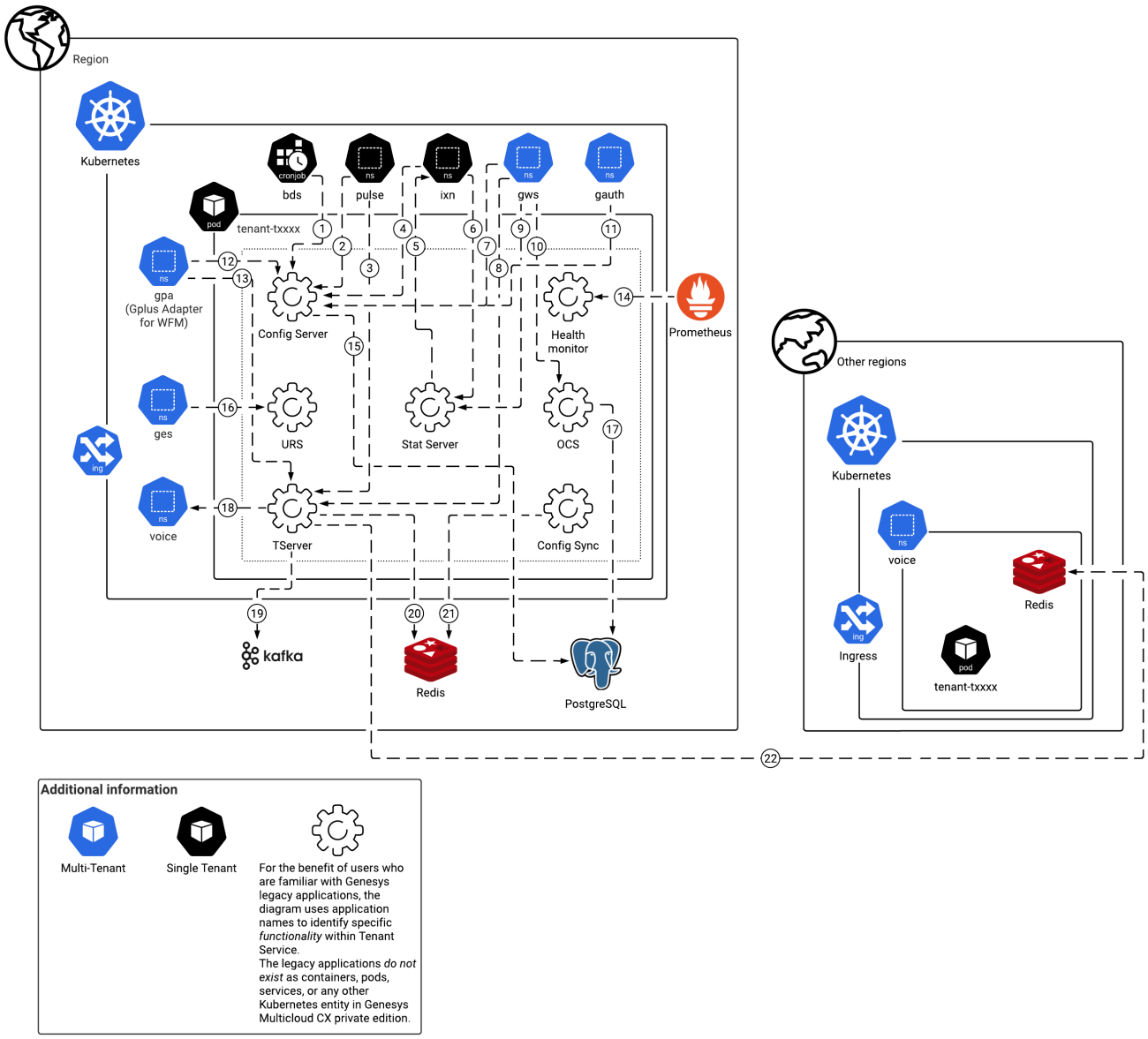
For the high-level architecture that includes all of the Voice Microservices, see Voice Microservices architecture.

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 Tenant Service 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 Tenant Service as a service in the network. *Egress* means the Tenant Service service is the source, and *Ingress* means the Tenant Service 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	Billing Data Service	Tenant Service	TCP	8888	Intra-cluster	Configuration and provisioning
2	Genesys Pulse	Tenant Service	TCP	8888	Intra-cluster	Configuration and provisioning
3	Genesys Pulse	Tenant Service	TCP	8000	Intra-cluster	Voice Microservices events
4	Interaction Server	Tenant Service	TCP	8888	Intra-cluster	Configuration and provisioning
5	Tenant Service	Interaction Server	TCP	7120	Intra-cluster	Multimedia transactions status
6	Interaction Server	Tenant Service	TCP	2060	Intra-cluster	Agent status for multimedia
7	Genesys Web Services and Applications	Tenant Service	TCP	8888		GWS (Configuration Service) access to provisioning
8	Genesys Web Services and Applications	Tenant Service	TCP	8000	Intra-cluster	GWS call control events
9	Genesys Web Services and Applications	Tenant Service	TCP	2060	Intra-cluster	GWS statistics
10	Genesys Web Services and Applications	Tenant Service	TCP	5050	Intra-cluster	Outbound campaign control through GWS
11	Genesys Authentication	Tenant Service	TCP	8888	Intra-cluster	Genesys Authentication access to provisioning
12	Gplus Adapters for WFM	Tenant Service	TCP	8888	Intra-cluster	Configuration and provisioning
13	Gplus Adapters for WFM	Tenant Service	TCP	8000	Intra-cluster	Voice Microservices events
14	Prometheus	Tenant	HTTP	15000	Ingress	Tenant

Connection	Source	Destination	Protocol	Port	Classification	Data that travels on this connection
		Service				Service provides metrics for monitoring and alerting with Prometheus.
15	Tenant Service	PostgreSQL	TCP	5432	Egress	Persistent SQL storage for provisioning data
16	Genesys Engagement Service	Tenant Service	HTTP	5580	Intra-cluster	Routing requests and events
17	Tenant Service	PostgreSQL	TCP	5432	Egress	Persistent storage for outbound campaigns and calling lists
18	Tenant Service	Voice Microservices				For information, see connections 16, 27, and 32 in the Voice Microservices.
19	Tenant Service	Kafka	TCP	9092/9093	Egress	Outbound reporting
20	Tenant Service	Redis	TCP	6379	Egress	Voice Microservices call control events
21	Tenant Service	Redis	TCP	6379	Egress	Tenant configuration and provisioning synchronization for in-memory caching
22	Tenant Service	Redis	TCP	6379	Intra-cluster	Cross-region Voice Microservices call control events in

Connection	Source	Destination	Protocol	Port	Classification	Data that travels on this connection
						remote Redis