# Tenant Service Private Edition Guide

## Architecture

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# Contents

Learn about Tenant Service architecture

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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.

Error creating thumbnail: Unable to save thumbnail to destination

## 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 |

| Connection | Source | Destination | Protocol | Port | Classification | Data that travels on this connection |
|---|---|---|---|---|---|---|
| 13 | Gplus Adapters for WFM | Tenant Service | TCP | 8000 | Intra-cluster | Voice Microservices events |
| 14 | Prometheus | Tenant Service | HTTP | 15000 | Ingress | Tenant 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 |

| Connection | Source | Destination | Protocol | Port | Classification | Data that travels on this connection |
|---|---|---|---|---|---|---|
| 22 | Tenant Service | Redis | TCP | 6379 | Intra-cluster | Cross-region Voice Microservices call control events in remote Redis |