Telemetry Service Private Edition Guide

Architecture

2/8/2026

Contents

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Introduction

In the architecture diagram, the dotted lines from the browser (going through External Ingress and Ingress Controller) and from gws service pods (intra-cluster), to the non-tlm namespace resources, represents the connectivity required by WWE to set-up an authorized connection to the Telemetry Service. Refer to the following documentation for details about their respective connectivity:

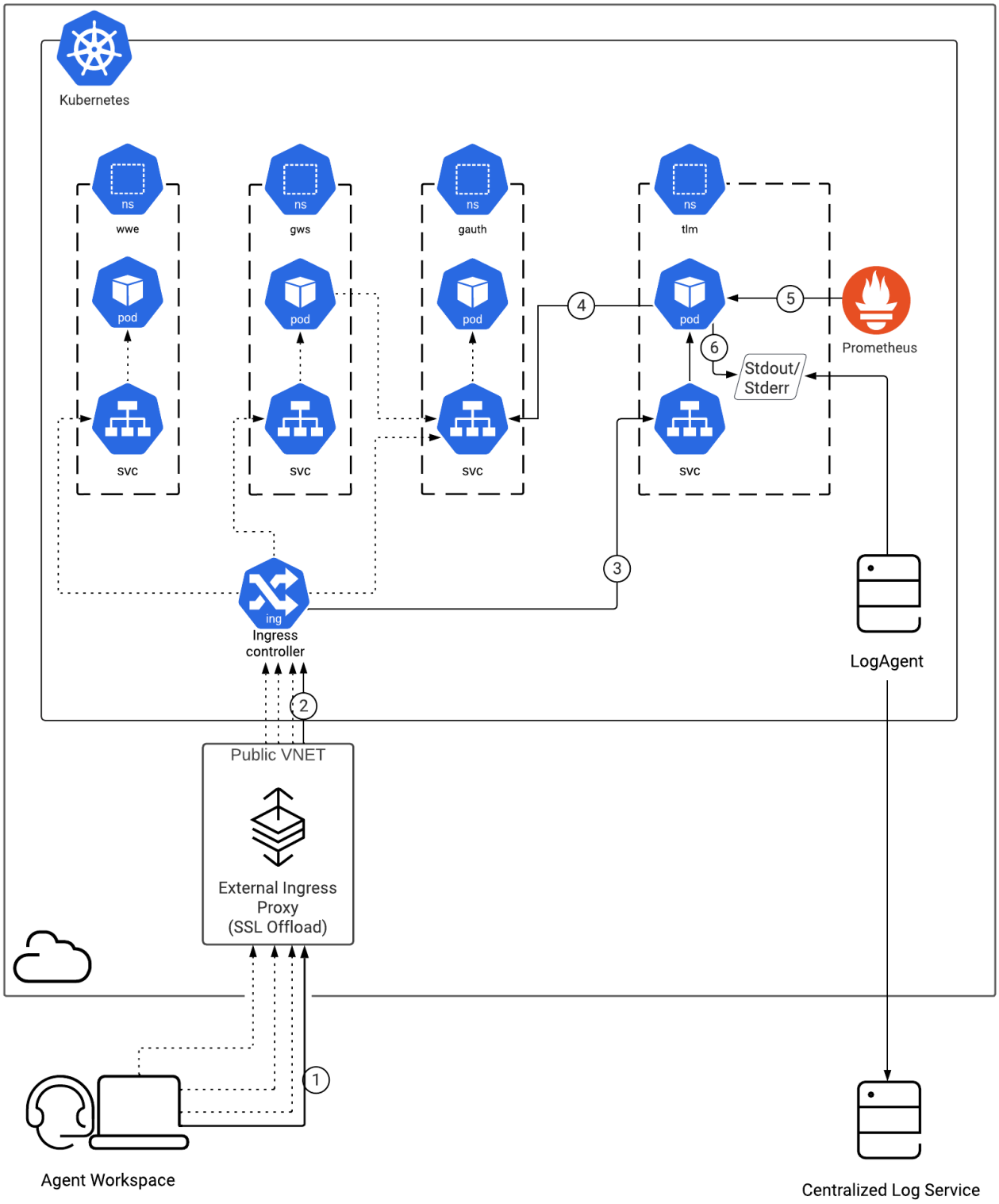
- Genesys Authentication Private Edition Guide
- Genesys Web Services and Applications Private Edition Guide
- Workspace Web Edition Private Edition Guide

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 Telemetry Service as a service in the network.


Kubernetes
ns
wwe
pod
svc
ns
gws
pod
svc
ns
gauth
pod
svc
ns
tlm
pod
svc
4
5
6
Prometheus
Stdout/
Stderr
3
ing
Ingress
controller
LogAgent
2
Public VNET
External Ingress
Proxy
(SSL Offload)
1
Agent Workspace
Centralized Log Service

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 Telemetry Service as a service in the network. *Egress* means the Telemetry Service service is the source, and *Ingress* means the Telemetry 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	Browser	Inbound Gateway	HTTPS	443	Ingress	Inbound web traffic
2	Ingress proxy	Ingress controller	HTTPS	443	Intra-cluster	Inbound web traffic
3	Ingress controller	Telemetry Service	HTTP	8107	Intra-cluster	Ingress controller connects to Telemetry pod
4		Genesys Authentication	HTTP	80	Intra-cluster	Telemetry queries the Genesys Authentication Service to validate user identity.
5	Prometheus	Telemetry Service	HTTP	9107	Intra-cluster	Prometheus connects to Telemetry service for metrics scraping.
6	Telemetry Service	Stdout/ Stderr			Intra-cluster	Structured logs of Telemetry Service and structured logs captured from Telemetry clients.