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Voice Microservices Private Edition Guide

Architecture

2/17/2026

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- 2 Voice connections

Learn about Voice Microservices architecture.

Related documentation:

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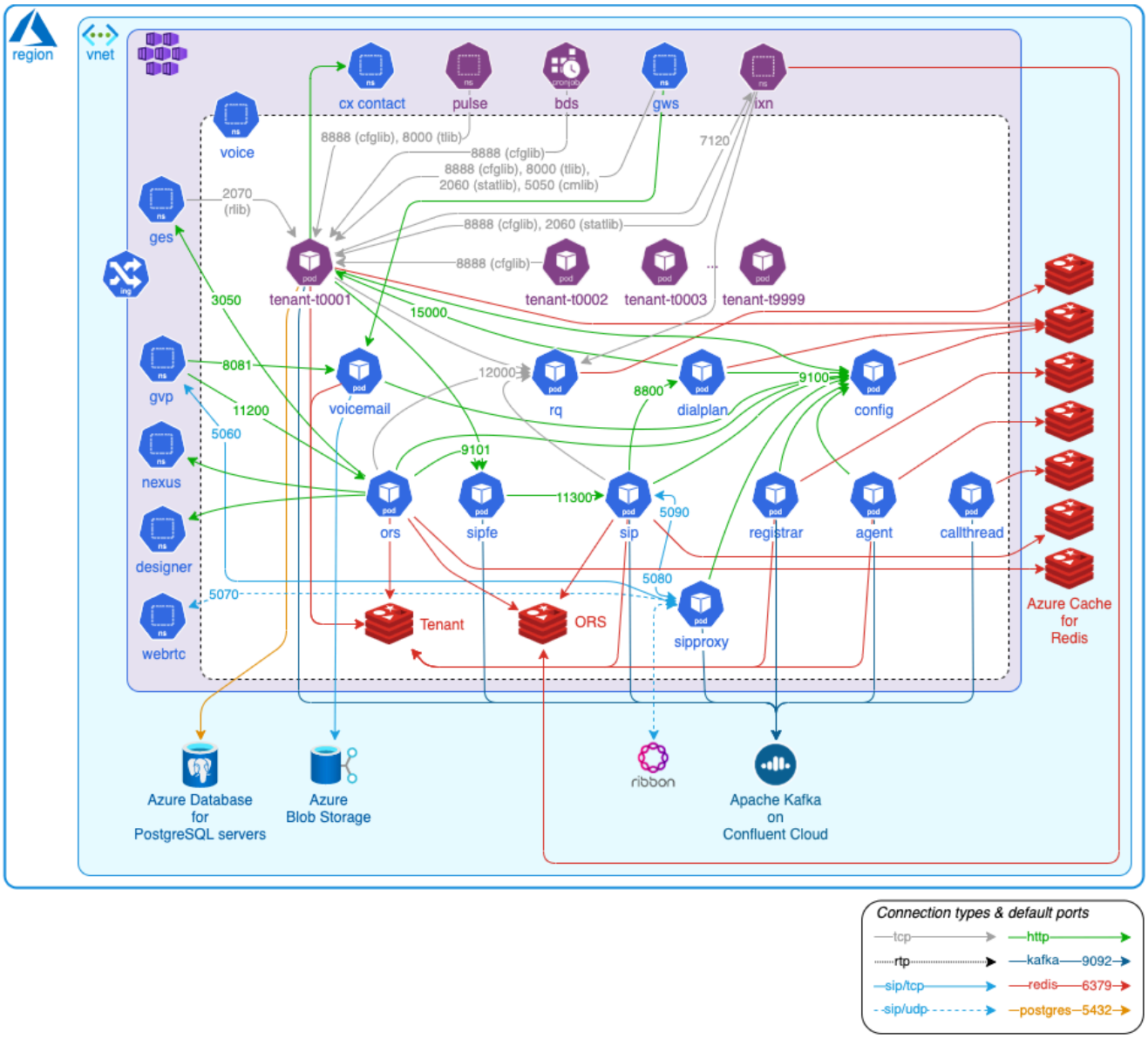
RSS:

- For private edition

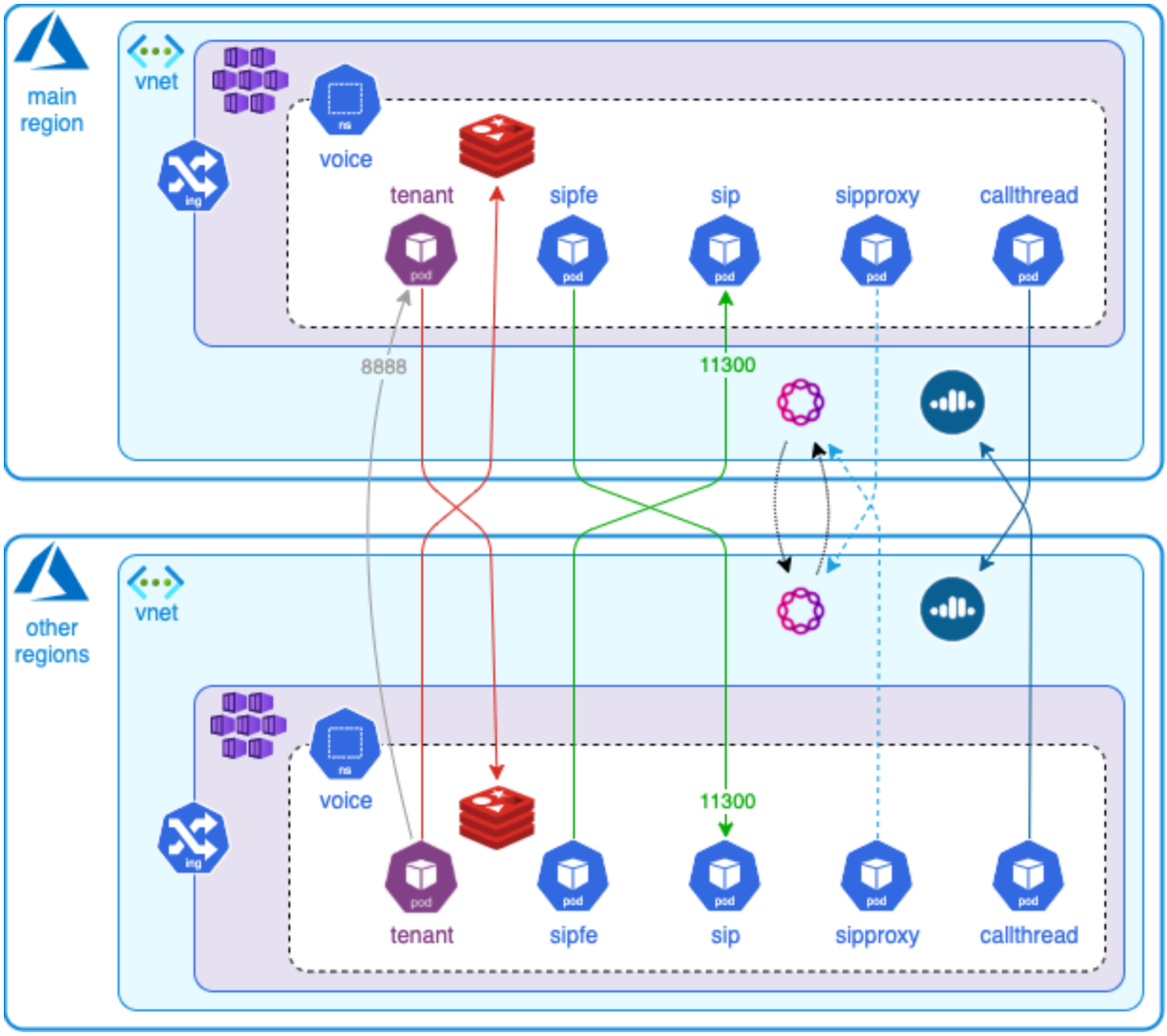
For information about the overall Genesys Multicloud CX Private Edition architecture, see Architecture.

The following diagram shows an example of the high-level architecture for Voice Microservices.



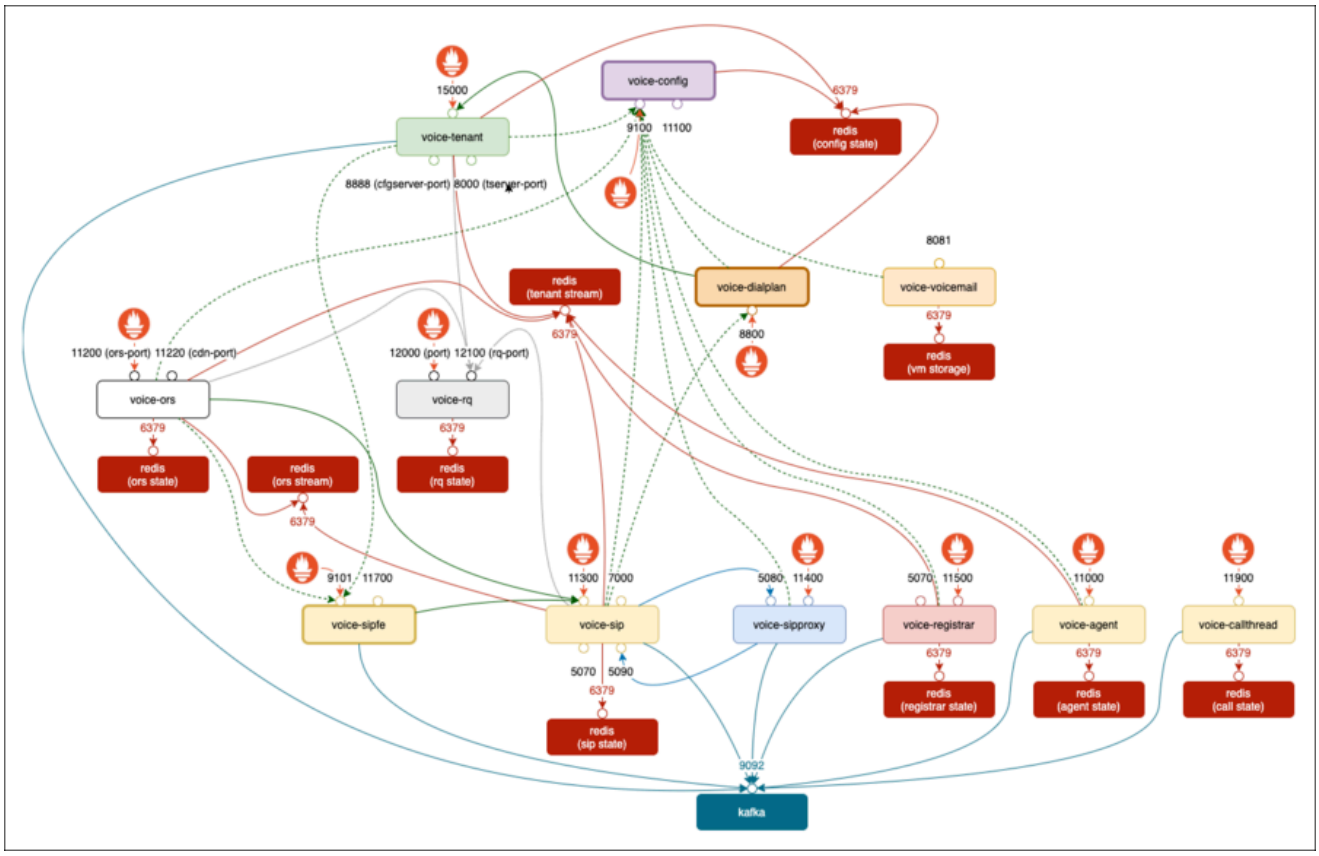
Cross-region architecture

The following diagram shows an example of cross-region architecture for Voice Microservices.



Voice connections

The following diagram illustrates the Voice Services connection architecture.


15000
voice-config
6379
voice-tenant
9100
11100
redis
(config state)
8888 (cfgserver-port) 8000 (tserver-port)
8081
redis
(tenant stream)
voice-dialplan
voice-voicemail
6379
8800
6379
redis
(vm storage)
11200 (ors-port) 11220 (cdn-port)
12000 (port) 12100 (rq-port)
voice-ors
voice-rq
6379
6379
redis
(ors state)
redis
(ors stream)
redis
(rq state)
6379
9101
11700
11300
7000
5080
11400
5070
11500
11000
11900
voice-sipfe
voice-sip
voice-sipproxy
voice-registrar
voice-agent
voice-callthread
5070
5090
6379
6379
6379
6379
redis
(sip state)
redis
(registrar state)
redis
(agent state)
redis
(call state)
9092
kafka