

GENESYS

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Voice Microservices Private Edition Guide

Architecture

9/10/2025

Contents

- 1 Cross-region architecture
- 2 Voice connections

Learn about Voice Microservices architecture.

Related documentation:

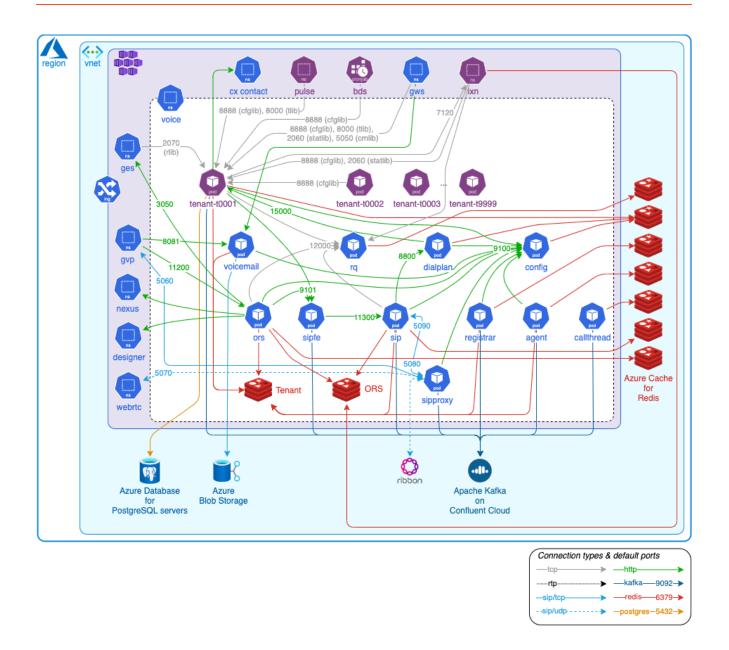
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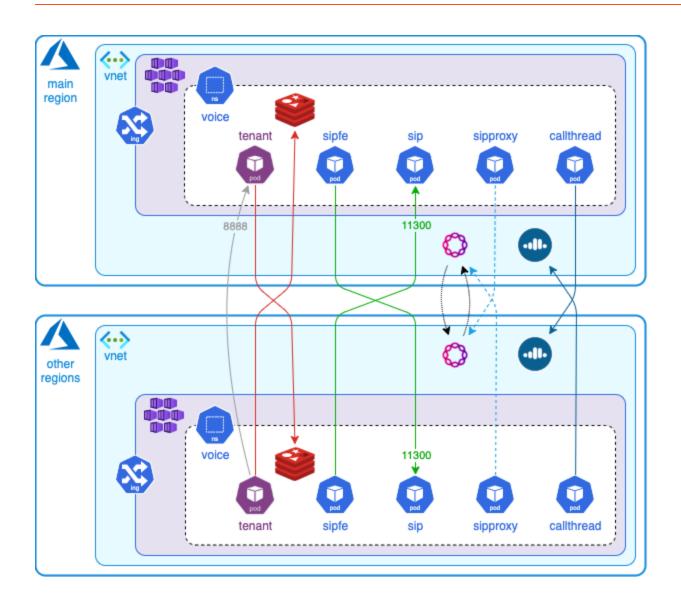
For information about the overall Genesys Multicloud CX Private Edition architecture, see Architecture.

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.

