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WebRTC Private Edition Guide

Architecture

5/25/2026

Learn about WebRTC architecture.

Related documentation:

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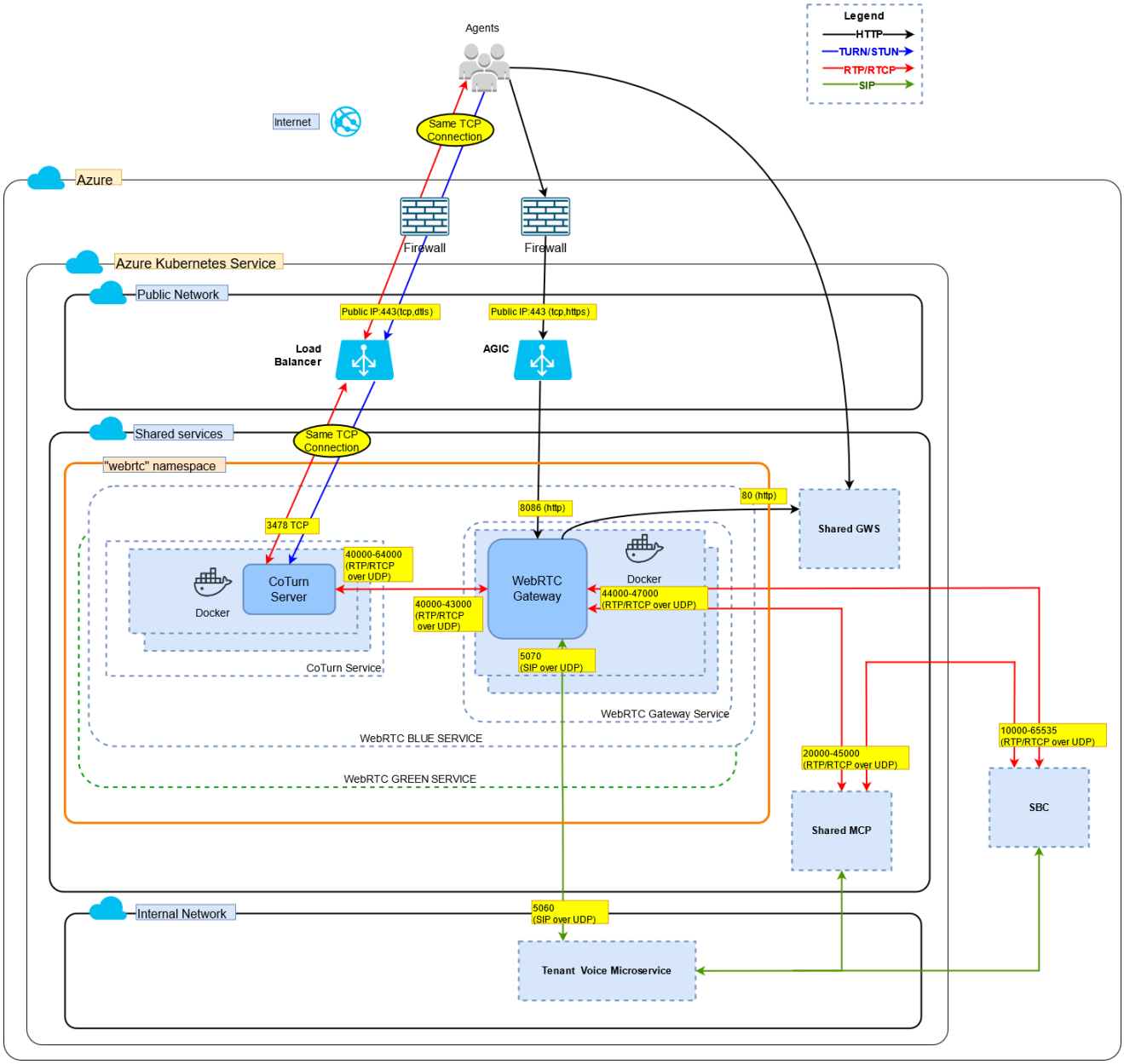
RSS:

- For private edition

For more information about the overall architecture of Genesys Private Edition Cloud, see: Architecture.

Genesys Web Services (GWS) provides Tenant specific information to WebRTC. Workspace Web Edition (WWE) Agent Workspace retrieves all the required information such as tenant ID and WebRTC locations from GWS and sends them to WebRTC.


Legend
HTTP
TURN/STUN
RTP/RTCP
SIP
Agents
Internet
Same TCP Connection
Azure
Firewall
Firewall
Azure Kubernetes Service
Public Network
Public IP:443(tcp,dtls)
Public IP:443 (tcp,https)
Load Balancer
AGIC
Shared services
Same TCP Connection
"webrtc" namespace
8086 (http)
80 (http)
Shared GWS
3478 TCP
40000-64000 (RTP/RTCP over UDP)
CoTurn Server
Docker
40000-43000 (RTP/RTCP over UDP)
WebRTC Gateway
Docker
44000-47000 (RTP/RTCP over UDP)
5070 (SIP over UDP)
CoTurn Service
WebRTC Gateway Service
WebRTC BLUE SERVICE
WebRTC GREEN SERVICE
20000-45000 (RTP/RTCP over UDP)
10000-65535 (RTP/RTCP over UDP)
Shared MCP
SBC
Internal Network
5060 (SIP over UDP)
Tenant Voice Microservice