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WebRTC Private Edition Guide

Architecture

2/24/2026

Learn about WebRTC architecture.

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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.

