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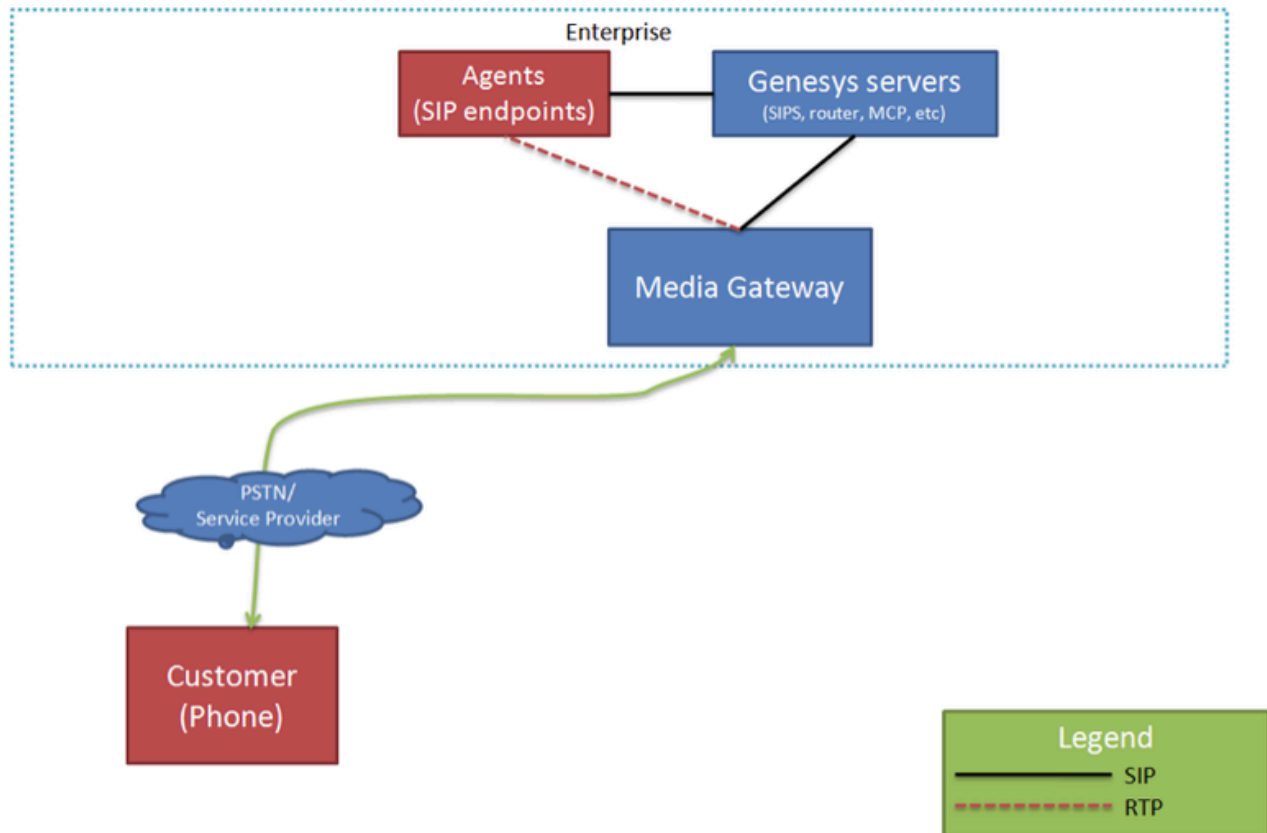
Web Real-Time Communications Deployment Guide

Deployment Types

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Deployment Types

In a typical Genesys deployment, customers call into the contact center with a telephone and the contact center receives the inbound call from a service provider via various means. In the following diagram, the deployment assumes that the contact center is integrated with the service provider or PSTN via a media gateway or a session border controller.



When you are deploying the Genesys WebRTC Service, you must ensure that there is a media path between the browser client on one end of the call and either another browser client or a SIP client on the other end. The following topics discuss issues that can arise when the Genesys WebRTC Service is deployed within an enterprise network (or private cloud) or in a public cloud.