**High Level Network Diagram**

Diagram

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* Genpact will only leverage Cytiva ZPA to connect over Internet to Cytiva business applications. For this the Zscaler app on the end point will be authenticated with Cytiva credentials.
* Cytiva ZPA traffic will be forwarded to Zscaler cloud through the route (End point -> Local LAN -> Internet Router -> Open internet -> Zscaler cloud. This traffic will not take the Zscaler GRE.
* PAC file will be enforced on the systems through Cytiva Zscaler App ensure all the web traffic is routed via the Genpact Zscaler tenant. This traffic will take the route (End -> Local LAN -> Open internet -> Zscaler GRE -> Zscaler cloud).

**Voice Network Architecture**

1. **Voice Sol. In India for Collectors & Backoffice user:**

* Will use Genpact Avaya on premise infra for collectors in India.
* User will be provisioned with Avaya Soft phone on their laptop registering back to Genpact Avaya PBX.
* The users will have to first connect to Genpact Network via the Voice complaint VPN solution where in machine will have static IP’s.
* User will be provisioned with Agent ID and Authorization codes for reporting on the outgoing calls made by them.

Diagram

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1. Voice Solution Outside India:

* Amazon Connect to be used as the voice platform for collectors.
* Amazon Connect will be integrated with Genpact managed CRM solution GENCRAS used for Cytiva. (GENCARS is also hosted in AWS)
* Access to Amazon Connect is managed using OKTA with MFA.

Diagram

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