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Genesys Callback Private Edition Guide

11/27/2021

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Related documentation:

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Early Adopter Program

Genesys Multicloud CX private edition is being released to pre-approved customers as part of the Early Adopter Program. Please note that the documentation and the product are subject to change. For more details about the program, please contact your Genesys representative.

Genesys Engagement Service (GES) provides callback and click-to-call-in services, which are available with the Genesys Multicloud CX private edition offering.

Overview

Learn more about GES and Genesys Callback, its architecture, and how to support high availability and disaster recovery.

- About Genesys Engagement Service/Callback
- Architecture
- High availability and disaster recovery

Configure and deploy

Find out how to configure and deploy GES.

- Before you begin
- Configure Genesys Engagement Service
- Provision Genesys Engagement Service
- Deploy Genesys Engagement Service
- Upgrade, rollback, or uninstall Genesys Engagement Service

Operations

Learn how to monitor GES and the callback services with metrics and logging.

- Metrics and alerts
 - Logging
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