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Genesys Callback Private Edition Guide

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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](#)
- [Deploy Genesys Engagement Service](#)
- [Provision Genesys Engagement Service](#)
- [Provision an API key for GES](#)

Upgrade, roll back, or uninstall

Find out how to upgrade, roll back, or uninstall Genesys Engagement Service.

- Upgrade, roll back, or uninstall Genesys Engagement Service

Operations

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

- Observability in Genesys Callback
- Callback metrics and alerts