



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Callback Private Edition Guide

9/18/2024

Contents

- [1 Overview](#)
- [2 Configure and deploy](#)
- [3 Upgrade, roll back, or uninstall](#)
- [4 Operations](#)

Find links to all the topics in this guide.

Related documentation:

-
-
-

RSS:

- [For private edition](#)

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