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Outbound (CX Contact) Private Edition Guide

1/17/2022

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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.

CX Contact is a service available with the Genesys Multicloud CX private edition offering.

Overview

Learn more about CX Contact, its architecture, and how to support high availability and disaster recovery.

- About CX Contact
- Architecture
- High availability and disaster recovery

Configure and deploy

Find out how to configure and deploy CX Contact.

- Before you begin
- Configure CX Contact
- Deploy CX Contact
- Provision CX Contact
- Upgrade, rollback, or uninstall CX Contact

Observability

Learn how to perform observability tasks in CX Contact.

- Monitoring
 - Alerting
 - Logging
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