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# Universal Contact Service Private Edition Guide

About Universal Contact Service (UCS)

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Learn about Universal Contact Service (UCS) and how it works in Genesys Multicloud CX private edition.

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Universal Contact Service (UCS) is a highly scalable, available and serviceable cloud service built with usage of PostgreSQL and Elasticsearch.

UCS covers all tenants in the specific region, having dedicated RDS per tenant. To cover N regions, it will be necessary to install N UCS in each of those regions. UCS does not support cross-region synchronization which means that only single region per tenant is supported.

UCS has an auxiliary component **DataSync** that can migrate data from an existing UCS 8.5 RDS for particular tenant to the newly deployed UCS RDS.

## Supported Kubernetes platforms

Universal Contact Service is supported on the following cloud platforms:

- Azure Kubernetes Service (AKS)
- Google Kubernetes Engine (GKE)

See the Universal Contact Service Release Notes for information about when support was introduced.