GENESYS™

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.

Related documentation:
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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.