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Universal Contact Service Private Edition Guide

Before you begin

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Find out what to do before deploying Universal Contact Service (UCS).

Related documentation:

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RSS:

- [For private edition](#)

Limitations and assumptions

Currently, UCS:

- supports a single-region model of deployment only
- does not support SSL communication with ElasticSearch.
- requires dedicated PostgreSQL deployment per customer.

Download the Helm charts

Download the UCS related Docker containers and Helm charts from the JFrog repository.

See Helm charts and containers for Universal Contact Service for the Helm chart and container versions you must download for your release.

For more information on JFrog, refer to the Downloading your Genesys Multicloud CX containers topic in the *Setting up Genesys Multicloud CX private edition* document.

Third-party prerequisites

- Kubernetes 1.17+
- Helm 3.0

Third-party services

Name	Version	Purpose	Notes
Ingress controller		HTTPS ingress	If UCS is accessed from

Name	Version	Purpose	Notes
		controller.	outside of a K8s cluster, it is recommended to deploy/configure an ingress controller (for example, NGINX), if not already available.
Elasticsearch	7.x	Used for text searching and indexing. Deployed per service that needs Elasticsearch during runtime.	Dedicated (one for UCS cluster) as all indices for all tenants are stored in it. <ul style="list-style-type: none"> UCS does not support SSL communication with Elasticsearch.
PostgreSQL	11.x	Relational database.	Dedicated for master DB and for each tenant DB due to high load. <ul style="list-style-type: none"> DB users must have super user privileges or the following PostgreSQL extensions must be installed before deploying UCS-X service: <ul style="list-style-type: none"> pg_prewarm intarray
A container image registry and Helm chart repository		Used for downloading Genesys containers and Helm charts into the customer's repository to support a CI/CD pipeline. You can use any Docker OCI compliant registry.	You can use any Docker OCI compliant registry.
Load balancer		VPC ingress. For NGINX Ingress Controller, a single regional Google external network LB with a static IP and wildcard DNS entry will pass HTTPS traffic to NGINX Ingress Controller which will terminate SSL traffic and will be setup as part of the platform setup.	For UCS, a single regional Google external network LB will be setup as part of the platform setup.

Storage requirements

All data are stored in the PostgreSQL, Elasticsearch, and Nexus Upload Service which are external to the UCS.

Genesys dependencies

UCS requires the following Genesys components:

- Genesys Authentication Service
- GWS Environment Service

GDPR support

As a part of GDPR compliance procedure, the customer would send a request to Care providing the information about the end user. Care would then open a ticket for Engineering team to follow up on the request.

The engineering team would process the request:

GDPR request: Export Data

- Request to UCS to get contact by ID: identify contact (if there is email address or phone number), or getContact (if there is a direct contact ID).
- Request to UCS-X to get list of interactions for contact found.
- Perform CSV export and attach resulting file to the ticket.

GDPR request: Forget me

- Request to UCS-X to get contact by ID: identify contact (if there is email address or phone number), or getContact (if there is a direct contact ID).
- Request to UCS-X to get list of interactions for contact found.
- Delete all found interactions.
- Re-check that all interactions for contact were removed.
- Delete contact.
- Re-check that contact was removed.
- Update the ticket.