GENESYS

Universal Contact Service Private Edition Guide

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Related documentation:
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RSS:
- For private edition

Universal Contact Service (UCS) is a service available with the Genesys Multicloud CX private edition offering.

Overview

Learn more about Universal Contact Service (UCS), its architecture, and how to support high availability and disaster recovery.

- About Universal Contact Service (UCS)
- Architecture
- High availability and disaster recovery

Configure and deploy

Find out how to configure and deploy Universal Contact Service (UCS).

- Before you begin
- Configure UCS
- Provision UCS
- Deploy Universal Contact Service

Upgrade, roll back, or uninstall

Find out how to upgrade, roll back, or uninstall UCS .

- Upgrade, roll back, or uninstall UCS

Operations

Learn how to monitor Universal Contact Service (UCS) with metrics and logging.

- Observability in Universal Contact Service
- *No results* metrics and alerts