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Universal Contact Service Private Edition Guide

2/21/2024

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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 .

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- Upgrade, roll back, or uninstall UCS
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Operations

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

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