



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Universal Contact Service Private Edition Guide

7/26/2024

Contents

- [1 Overview](#)
- [2 Configure and deploy](#)
- [3 Upgrade, roll back, or uninstall](#)
- [4 Operations](#)

Find links to all the topics in this guide.

Related documentation:

•

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*
-