



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.

User's Guide

UCS and Conversation Manager

12/15/2025

UCS and Conversation Manager

Purpose

Provides general descriptions of the Conversation Manager solution and the role that Universal Contact Server (UCS) plays within it. Contrasts UCS/CS with classic UCS.