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Composer Help

Universal Contact Server

12/16/2025

Universal Contact Server

Universal Contact Server (UCS) interfaces with a database that stores data on contacts (customers). As the basic UCS, it works with Genesys eServices (Multimedia). With an optional set of additional capabilities known as Context Services, it works with other Genesys products and solutions, such as Genesys Voice Portal and Conversation Manager.

In user documentation, the abbreviation *UCS/CS* is used when describing the Context Services capabilities. The term *classic UCS* refers to UCS apart from the Context Services capabilities.

Features Overview

With eServices, UCS does the following:

- It stores data on contacts (customers) and interactions.
- It stores data used in Genesys Knowledge Management, such as category systems, screening rules, and standard responses.

With the Context Services capabilities, there are the following differences:

- UCS also stores data on *services*, which are the basic units in a model for business context used in customer service applications.
- It organizes data in a different, more flexible manner.
- It uses a different procedure for contact identification and creation.

For further details on these and other features, see [UCS with Context Services](#).