



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.

eServices Multitenancy and Load Balancing Guide

Limitations

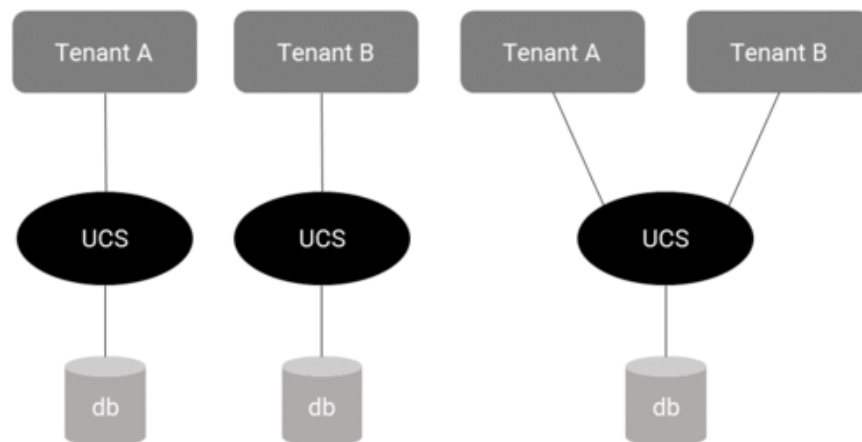
12/20/2025

Limitations

Observe the following limitations:

- Deploy at most one multimedia switch per tenant.
- Deploy at most one Interaction Server per tenant.
- Deploy at most one UCS per tenant.
- Deploy at most one UCS database per tenant. Databases can be shared between tenants. The figure below shows possible ways of arranging multiple tenants, Universal Contact Servers, and databases.

Supported Architectures



Unsupported Architecture

The architecture below remains untested and unsupported.

