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eServices Administrator's Guide

UCS Manager

5/3/2025

UCS Manager

UCS Manager (Universal Contact Server Manager) connects to UCS and provides a graphic interface that you can use to:

- Configure the options that handle maintenance of the UCS database.
- Correct certain problems that may exist with data integrity.
- Display statistics about the UCS database.

Important

Maintenance here refers to archiving and pruning.

UCS Manager Help describes how to perform all of these tasks.

Inactivity Timeout

If UCS Manager is inactive for a certain length of time, it first issues a warning, then requires you to log in again. The default length of this timeout is 15 minutes; the warning is issued two minutes before the time expires.

To adjust the length of the inactivity timeout,

1. In the Advanced View/Annex (Genesys Administrator) or the Annex tab (Configuration Manager), create a section called Security (if it does not already exist).
2. In the Security section, create an option called `inactivity-timeout` and give it the desired value. Valid values are any integer from 1 to 1440. Changes take effect upon restart.