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Web Services and Applications Deployment Guide

Support for Universal Contact Server Cluster

12/18/2025

Support for Universal Contact Server Cluster

Web Services supports a Universal Contact Server Cluster deployment for load balancing. For more information on cluster deployments, suggested configurations, and the configuration procedure, please see [Universal Contact Server Cluster](#) and see [Creating the UCS 9.1 Cluster Application Object](#).

Special Considerations

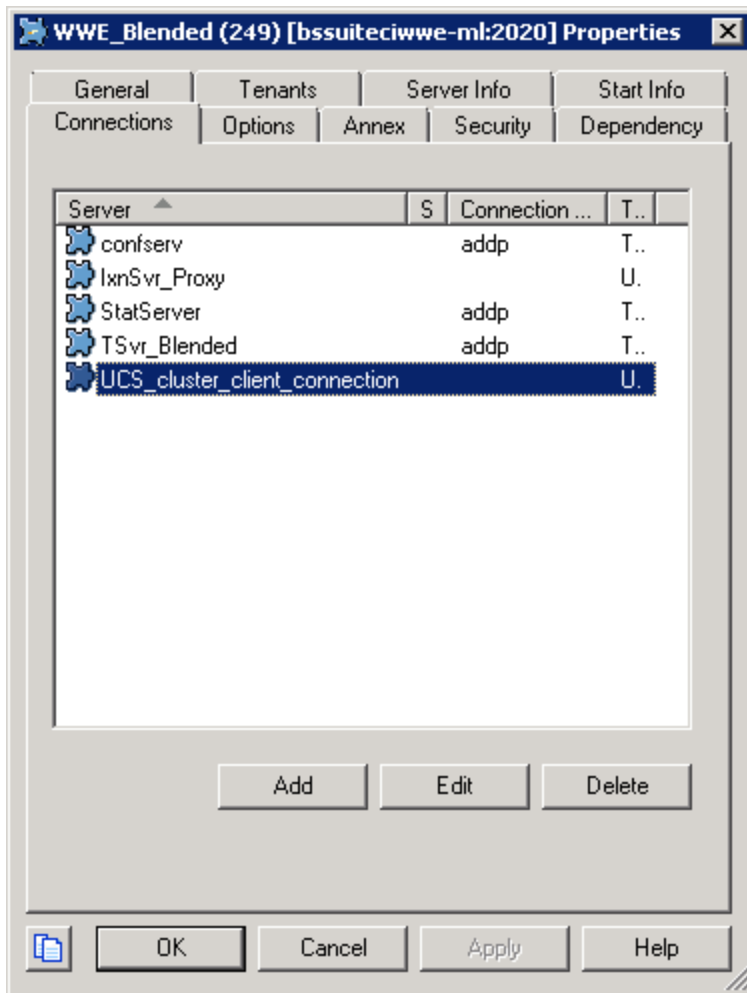
The Cloud Cluster can have one of the following connections:

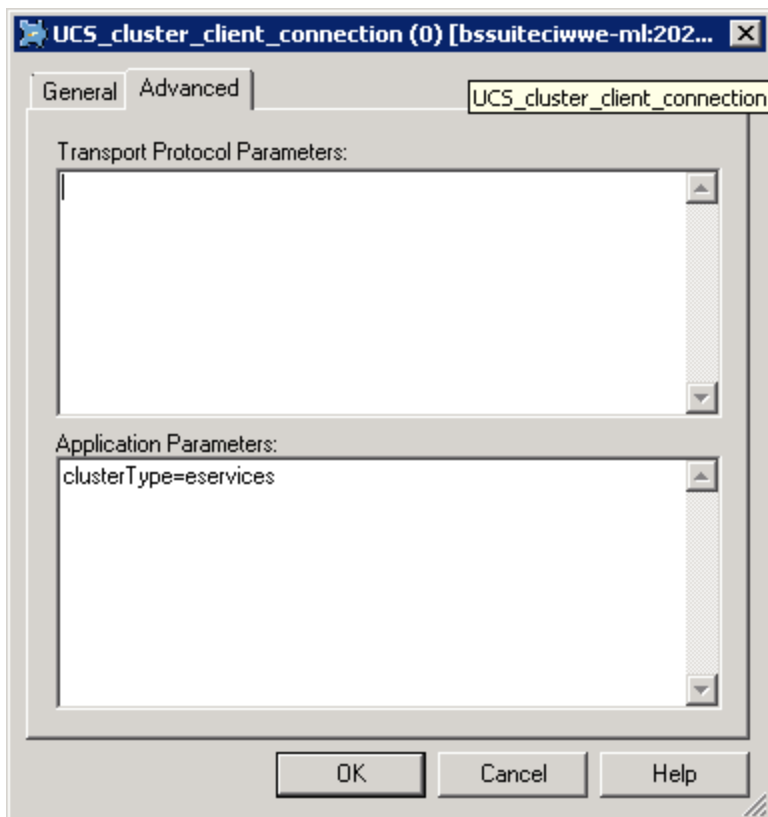
- Direct connections to Universal Contact Server pair
- Connections to an Application Cluster that contains a list of Universal Contact Servers 9.x

The Cloud Cluster cannot support both connections listed above.

When you configure the connections, the **Applications Parameters** field must include the following string:

```
clusterType=eservices
```





Connection

Server *

UniversalContactServer_Cluster

Port ID *

default

Connection Protocol

Local Timeout

0

Remote Timeout

0

Trace Mode *

Unknown Trace Mode

Transport Protocol Parameters

Application Parameters

clusterType=eservices

OK

Cancel