

## **GENESYS**

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User's Guide

**Enabling Customer Profiles in UCS** 

## Enabling Customer Profiles in UCS

## **Important**

This step is optional. If you don't need to keep backward compatibility or Customer profiles in your application, you don't have to enable customer profiles in UCS. UCS is intended to be used for profile management only. If your application used to handled services in UCS using former releases of Context Services, you should migrate these services to GMS, as detailed in the migration page.

You cannot manage profiles in Context Services if you don't deploy UCS. Starting 8.5.103.16, you must deploy UCS to access the **Journey Timeline** interface.

- For a description of deploying UCS, see the eServices documentation.
- · For a description of deploying Context Services in UCS, refer to the guidelines in this chapter.
  - Prepare Your Deployment in UCS
  - Learn about how UCS works with Context Services
- Finally, you must perform specific configuration steps in your Context Services application to ensure compatibility with your UCS installation.

See Configuring CS for UCS Compatibility.

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