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eServices Administrator's Guide

UCS Manager

12/19/2025

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.