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eServices Administrator's Guide

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This guide presents recommendations for monitoring and adjusting your eServices configuration, plus detailed explanations of procedures to use for selected special purposes.

Most information is classified according to the software component that it applies to; there is also a section containing general information:

- [Interaction Server](#)
- [E-mail Server](#)
- [Universal Contact Server \(UCS\)](#)
- [Chat Server](#)
- [SMS Server](#)
- [Knowledge Manager](#)
- [Privacy Manager](#)
- [General recommendations](#)

See also a description of [limitations on multi-tenancy](#).

Important

For the latest version of Interaction Server Deployment Guide, see [here](#).

For the latest version of Interaction Server Administration Guide, see [here](#).