User's Guide

Frequently Asked Questions

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GMS stands for Genesys Mobile Services.

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Do I have to install GMS to run Context Services?

Yes, as detailed in the installation page, the installation of Genesys Mobile Services is mandatory.

Do I have to license GMS to run Context Services?

Yes.

If I install Context Services, can I use GMS?

Yes. GMS and Context Services are two distinct products which can be used within the same GMS instance, assuming that licensing for Context Services is correctly setup.

What is the difference between PUT and POST queries?

Both can be used to create and modify a resource, however:

- PUT should be used to create or overwrite a resource.
- POST should be used to modify and update a resource.

Can I manage profiles in Context Services with the GMS installation?

No. Context Services does not include the Customer Profile API by default. The Customer Profile API is part of the UCS product and will remain there, along with Contact related information and interactions history. See the Enabling Customer Profiles in UCS for further details. The Service API which is migrated to GMS keeps backward compatibility between APIs and no longer requires the schema provisioning for extensions.