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# Service Management UI Help

Getting Started

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# Getting Started

The following sections provide an overview of the UI.

## Login

You can log into the UI at the following URL:

**<GMS Local Host>:8080/genesys**

Use the login credentials that were configured during the [Creating and Configuring the GMS Application Object](#) procedure. For example, *default/password*.

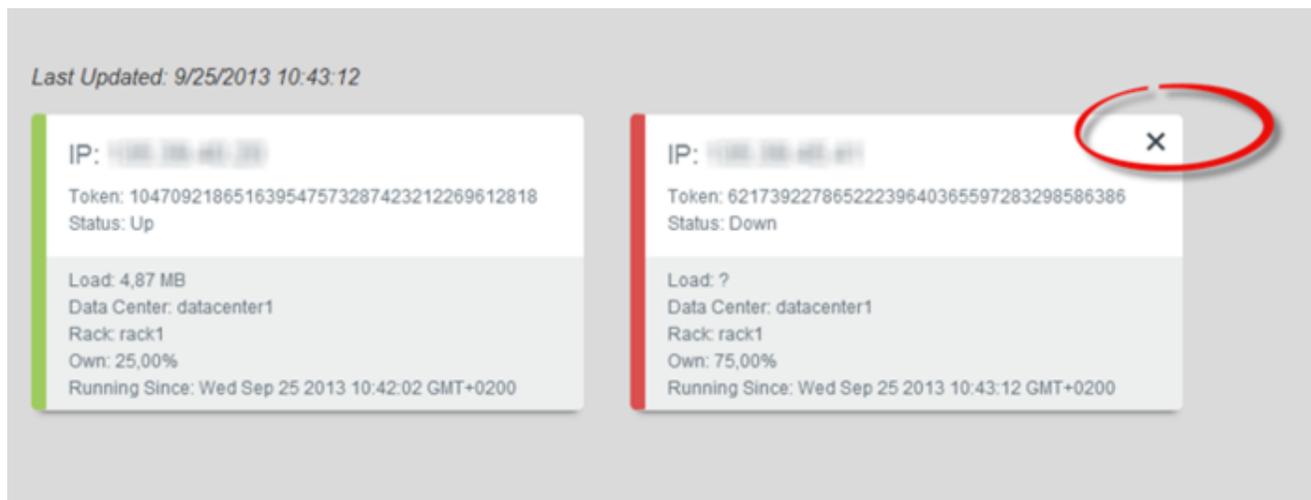
**Note:** The UI supports both the latest versions of Firefox (version 24.0) and Chrome (version 29.0.1547.76 m).

## Home

The *Home* tab displays the current health of the GMS nodes, and is the first screen that appears after logging into the UI.

The following figure shows an example of two GMS nodes. The green bar on the left shows that the system status of one node is *up*. The red bar reflects a *down* system status for the other node. You can remove the down node from the GMS cluster by using the **X** button, as shown in the upper right. Important: If a node goes down for more than 45 minutes, you should remove it from the cluster.

The *Home* screen refreshes every three minutes.



## Services

The *Services* tab enables you to manage the service templates, which contain defined parameters. Before you can get started managing the services, you must first load the service templates through the **Tools** tab. Once a service template has been loaded, the *Services* tab has the following features:

### Configured Services

The service templates that you loaded will be available in the drop-down list on the right. You can now add, and then manage your services based on the templates. The services and categories can be collapsed or expanded for easier viewing. Key parameters for the service will be automatically populated with the appropriate default values. For cluster configurations, all changes made in a service will be replicated into the entire GMS cluster.

The service is also created in the service. {service-execution-name} section of your GMS configuration. The URLs used by the Service API are dependent on the name of the service that you have just created. Services are available at the following URL:

```
http://host:port/genesys/1/service/{service-execution-name}
```

For instance, if you create a service named match-interaction, then {service-execution-name} is match-interaction and the service is available at:

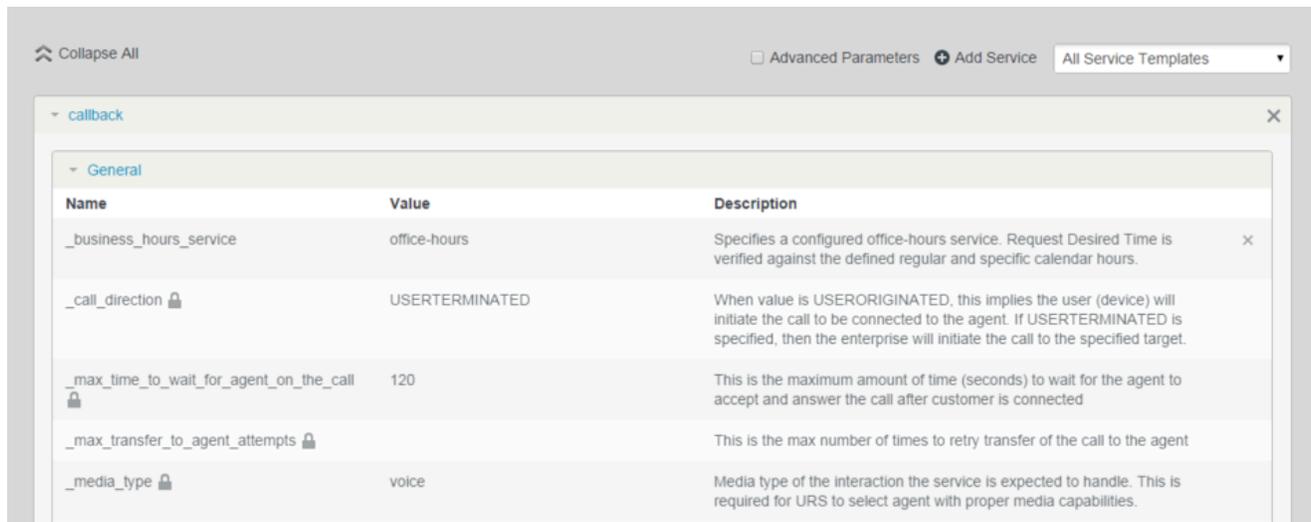
```
http://host:port/genesys/1/service/match-interaction
```

The parameters have the following characteristics:

- Mandatory parameters - are identified with a lock icon; you cannot rename them or remove them.
- Optional parameters - you can rename them by hovering your cursor over the value field (you will see a pencil icon), click, and then enter the new value. You can delete optional parameters by clicking on the X on the right side.
- Advanced parameters - can be hidden by selecting the check box in the upper right.
- Request parameters - are identified with an **i** icon, which displays a hint when your cursor hovers over it.

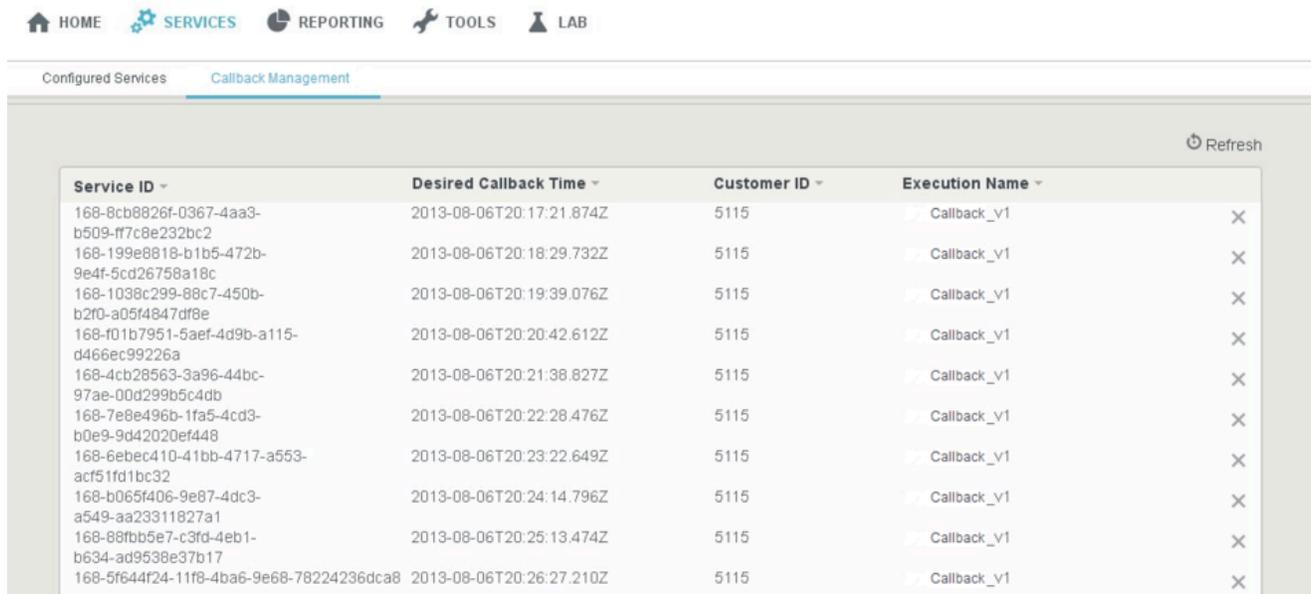
**Important:** Request parameters are usually provided within the request itself. Genesys recommends that you do not configure the Request parameters through this UI, otherwise the parameter within the request will be overridden. If a value was entered through this UI and you wish to remove it at some later date, you can click the garbage can icon and the value becomes *not specified*.

The following figure shows an example of a service.



## Callback Management

The *Callback Management* tab shows the queue for Callback services. You can refresh this screen by using the *Refresh* button.



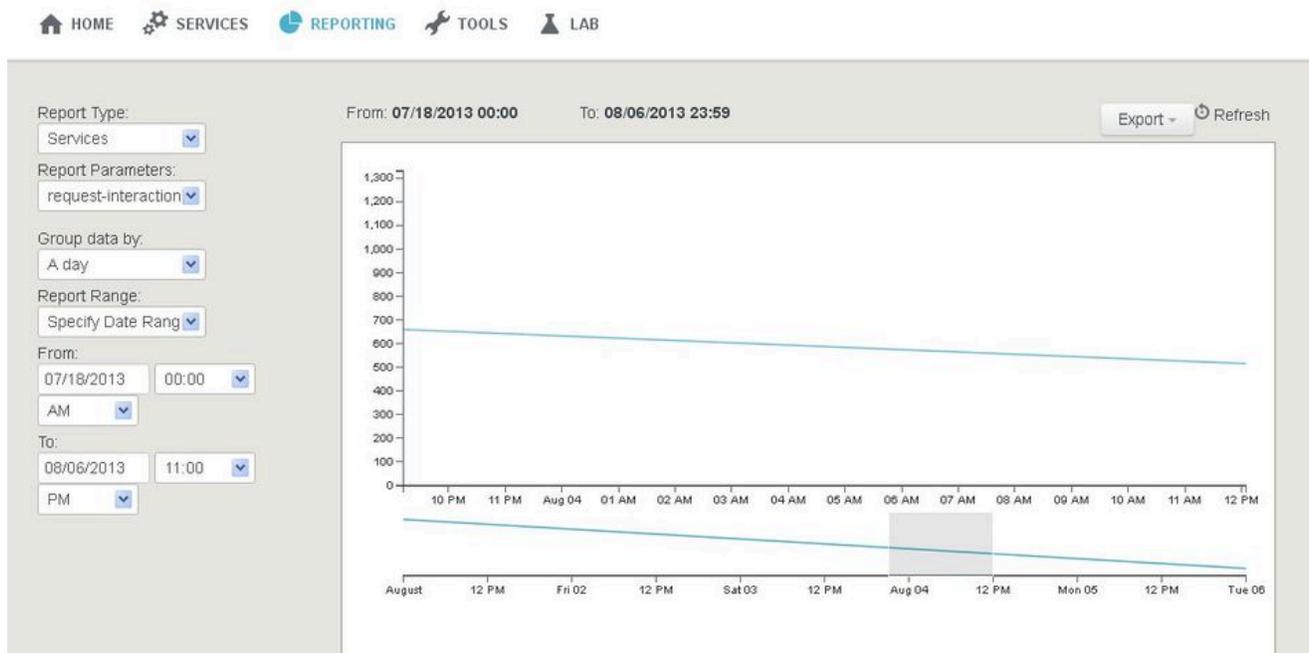
## Reporting

The *Reporting* tab is a dashboard that displays current resource and service utilization. You can select pre-defined date and time ranges, and export the reports into CSV, PDF, or Excel file formats. You also have the ability to zoom into a selected area of the graph to view additional detail.

Three types of reports are available:

- Resources - Displays the usage history of the selected Resource group. Note: These are the Resource groups that were defined in the **Tools** tab.
- Services - Displays the aggregated total a service was accessed for a given time period.
- Callback - Displays Callback services data, if the Callback services are active.

The following figure shows a report with the Zoom-in feature (bottom of the screen) being used.



## Tools

### Patterns

The *Patterns* tab enables you to configure exceptions; for example, phone numbers. The *Help* button displays the format for the expressions.

In the patterns group, you can test the value of a pattern against an entire group. Type a value in the input field, and if a match is found, the corresponding table row will be highlighted.

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123  
Callback\_exceptions

+ New Pattern Group ? Help

Name	Value	
exception1	555.*	X
ex2	123.*	X
ex3	a	X
ddd	12345	X

+ Add Pattern

URL: /genesys/1/patterns/group/Callback\_exceptions  
Post: test\_value=123

## Resources

The *Resources* tab enables you to create new resource groups and add resources. It provides the same functionality as *Resources* (Configuration Database Objects) in [Configuration Manager](#).

Test  
DNIS

+ New Resource Group

Name	Value	
Key1	1-800-1234	X
match-interaction	Click here to set the value	X

+ Add Resource

## Service Templates

The *Service Templates* tab enables you to load the predefined templates that are included with GMS, or you can load your own service templates. The GMS service templates are located in the `<GMS installation directory>/service_templates` directory. After uploading the templates, you can configure the services in the [Services](#) screen. The following templates are available:

- callback.zip
- match-interaction.zip
- office-hours.zip

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- request-access.zip
- request-chat.zip
- request-interaction.zip

+ Add Service Template

Request Interaction		
Name	Default Value	Description
PhoneNumber		Phone number of the mobile phone where the service request originated
Provide Access Code		Provide access code along with access number
Resource Group as configured in CME	DNIS	Resource group from which accessnumber is to be allocated
Service Timeout	30	Duration starting from of service after which the service will be terminated

Service Selection		
Name	Default Value	Description
Service Selection Constraint		Another Service selection

Statistic Selection		
Name	Default Value	Description
Statistic Selection Constraint		Test Statistic selection

## Lab

### Statistics

The *Statistics* tab displays metrics from Stat Server.

HOME SERVICES REPORTING TOOLS LAB

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Statistics API

<b>Metric:</b>	<b>Object Type:</b>
AbandCallsPercentage	RegDN
AverAbandCallTime	Agent
<b>AverConsultDNStatusTime</b>	Place
AverConsultPlaceStatusTime	GroupAgents
AverConsultStatusTime	GroupPlaces
AverDistribCallTime	
AverHandleDNStatusTime	
AverHandlePlaceStatusTime	

## API

The *API* tab is a tool that enables you to test your services, such as having access to the request and response headers, and seeing how the response changes based on different arguments. Click the *service > URL* to expand it, enter your values, and then click *Try it out!* You can also view the source code by clicking *Raw*.

The screenshot shows a web interface for testing an API endpoint. At the top, there is a navigation bar with icons for HOME, SERVICES, REPORTING, TOOLS, and LAB. Below this, there are tabs for Statistics and API. The main content area is titled **/storage** and includes a **POST /1/storage/(ttl)** endpoint. A **Create** button is visible in the top right corner of the endpoint area. Underneath, there is an **Implementation Notes** section stating: "Allows for the creation of a new storage area in GSG." Below that is a **Parameters** table with three rows. Each row has a **Parameter**, a **Value** input field, a **Description**, and a **Data Type**. The first row is for **ttl** with a value of **30** and a description: "The time to live for this data, specified in seconds. The data is automatically deleted after is has been stored for ttl seconds." The second row is for **key1** with a value of **Value1** and a description: "First item to store (Key/Value)." The third row is for **key2** with a value of **Value2** and a description: "Second item to store (Key/Value)." At the bottom left of the parameters section, there is a **Try it out!** button.

Parameter	Value	Description	Data Type
ttl	<input type="text" value="30"/>	The time to live for this data, specified in seconds. The data is automatically deleted after is has been stored for ttl seconds.	string
key1	<input type="text" value="Value1"/>	First item to store (Key/Value).	string
key2	<input type="text" value="Value2"/>	Second item to store (Key/Value).	string