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Service Management UI Help

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Service Management Help

Genesys Mobile Services (GMS) includes a Service Management User Interface, where you can:

- **Load** and **manage** service templates.
- **Add, delete, and modify** a GMS service.
- Perform simple **testing** to verify a GMS service.
- Manage **Resource groups**.
- **Manage** Call Center operating hours and holiday schedules.
- Manage the **exception list** for Callback services.
- **Run reports**.