Genesys Mobile Services Deployment Guide

Configuring the GMS Builtin Services

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Contents

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Now that all of the dependencies are set up, you can start to configure the service and use the samples to test it. Three samples are available for download, and any one of these samples can be used to validate the deployment. The JavaScript sample comes pre-installed with the GMS Installation Package and is ready to use, so the instructions outlined here will focus on the JavaScript sample. To access the sample:

1. In your browser, open the Service Management UI by accessing either of the following URLs:
   - <GMS Local Host>:8080/genesys/home/login.jsp#/
   - <GMS Local Host>:8080/genesys/home/index.jsp#/
2. Click Lab > Samples.
3. Click the `Scenario` drop-down to display the list of scenarios supported. The first two scenarios are of type `builtin`, which means that GMS handles the service features by itself, although the actual interaction must be handled by an ORS workflow or URS strategy. The other scenarios depend on ORS-based Callback services and require advanced configuration. These instructions on this page will show you how to configure and test the `builtin` scenarios.

Prerequisite

You must have configured the dependencies.

Step 1: Resource Group – Add Access Number

Why:

GMS provides this access number to the user, and the user dials in to this access number.

How:

GMS Service Management UI

Procedure:

1. Go to the GMS Service Management UI > Tools > Resources.
2. Add the access number to the `DNIS` group.

Step 2: GMS Service – Create Service request-interaction

Why:

This service is responsible for receiving the GMS request and providing an access number to the user.

How:

GMS Service Management UI

Procedure:

1. Go to the GMS Service Management UI > Services > Configured Services.
2. Click `Add Service`.
3. Set `Configure Service = request-interaction`.
4. Set `Service Name = request-interaction`.
5. Click Save.

Step 3: GMS Service – Create Service match-interaction

Why:

This service helps to match a voice call with an existing GMS service responsible for providing the access number.

How:

GMS Service Management UI

Procedure:

1. Go to the GMS Service Management UI > Services > Configured Services.
2. Click `Add Service`.
3. Set `Configure Service = match-interaction`.
4. Set `Service Name = match-interaction`.
5. Click Save.

Step 4: GMS Service – Create Service request-chat

Why:

This service is responsible for receiving the GMS request and providing a URL to start the chat interaction.

How:

GMS Service Management UI

Procedure:

1. Go to the GMS Service Management UI > Services > Configured Services.
2. Click `Add Service`.
3. Set `Configure Service = request-chat`.
4. Set `Service Name = request-chat`.
5. Click Save.
6. Set the service property `_chat_endpoint = Environment:gms_builtin` (Note: For single tenant: `Resources:gms_builtin`.)

Step 5: Inbound SCXML Service - Voice

Why:

The inbound service matches the voice call with an existing GMS service. If a matching service is found, the GMS user data is attached to the interaction, and the call is routed to the agent.

How:

- Configuration Manager > Switches > SIP_Switch
- Configuration Manager > Scripts

Procedure:

1. Create a route point associated with the access number configured in the procedure Resource Group Add Access Number.
2. Set Annex > Orchestration section > `application = script:GMSInbound.Voice.GMSMatchBuiltin`.
3. Create an enhanced routing script `GMSInbound.Voice.GMSMatchBuiltin`.
4. Set Annex > Application section > `url = http://<gmshost:gmsport>/genesys/1/document/service_template/callback/src-gen/IPD_Voice_GMSMatch.scxml`.
5. Set Annex > `ApplicationParms/app_find_agent_timeout = 30`.
6. Set Annex > `ApplicationParms/app_match_gms_builtin = true`.
7. Set Annex > `ApplicationParms/app_match_target = <target>` (Example: `Customer_Service@stat_server.GA`).
8. Set Annex > `ApplicationParms/app_no_match_target = <target>` (Example: `All_Standard_Agents@stat_server.GA`).

9. Set Annex > `ApplicationParms/app_require_access_code = false`.
10. Set Annex > `ApplicationParms/app_require_ani = true`.
11. Set Annex > `ApplicationParms/app_treatment_waiting_for_agent = <blank>` (A blank value will force the service to use a packaged music file.).
12. Make sure that MSML capabilities are configured and working to play treatments. This step is required because this service includes play treatments, and has a dependency on Media Server.

Step 6: Inbound SCXML Service - Chat

Why:

This inbound service attaches the GMS user data to the interaction, and routes the interaction to the agent.

How:

- Configuration Manager > Chat Server
- Configuration Manager > Scripts

Procedure:

1. Go to Configuration Manager > Chat Server.
2. Create an end point that was specified in procedure GMS Service Create Service request chat (sub-step 6):
   - `gms_builtin = GMSInbound.Chat.QueueBuiltin`
3. Go to Configuration Manager > Scripts.
4. Create an interaction queue that you just specified, above.
   - Name: `GMSInbound.Chat.QueueBuiltin`
   - Annex > `Orchestration/application = script:GMSInbound.Chat.QueueBuiltin.Routing`
5. Create an interaction queue view.
   - Name: `GMSInbound.Chat.QueueBuiltin.View 1`
   - Annex > `View/Queue = GMSInbound.Chat.QueueBuiltin`
6. Create an Enhanced Routing Object that you just specified, above.
   - Name: `GMSInbound.Chat.QueueBuiltin.Routing`
   - Annex > `Application/url = http://<gms_host>:<gms_port>/genesys/1/document/service_template/callback/src-gen/IPD_Chat_QueueBuiltin.scxml`
   - Annex > `ApplicationParms/app_find_agent_timeout = 30`
   - Annex > `ApplicationParms/app_match_gms_builtin = true`
   - Annex > `ApplicationParms/app_match_target = <target>` (Example:

Customer_Service@Stat_Server.GA)

- Annex > ApplicationParms/app_no_match_target = <target> (Example: All_Standard_Agents@Stat_Server.GA)

Step 7: Interaction Workspace – Display GMS Attached Data

Why:

GMS attaches data to the call prior to routing it to the agent. This attached data is displayed to the agent when the call arrives at the agent desktop (Interaction Workspace), and helps the agent to understand the source of the call, as well as to understand the additional information sent from the customer's device when creating the Callback.

How:

Configuration Manager > Business Attributes

1. Create a new business GMSCaseData attribute of type Interaction Operational Attribute.
2. Create new attribute values:
   - first_name
   - last_name
   - location_lat
   - location_long
   - GMS_Call_Direction
   - GMS_MatchMethod_AccessNumber
   - GMS_MatchMethod_ANI
   - GMS_MatchResult
   - GMS_MatchReason
   - GMS_ServiceName
   - GMS_UserData
3. Set the following Application > InteractionWorkspace options:
   - interaction-workspace > interaction.case-data.format-business-attribute = GMSCaseData
   - interaction-workspace > toast.case-data.format-business-attribute = GMSCaseData

Next Steps

Test the GMS Builtin Services