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Genesys Mobile Services Deployment Guide

Configuring the ORS-based Services

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Configuring the ORS-based Services

Now that the basic scenarios are working, let's get started with the ORS-based advanced scenarios.

Prerequisites

You must have completed the following:

1. [Configured the dependencies.](#)
2. [Configured the Builtin services.](#)
3. [Tested the Builtin services.](#)

Step 1: GMS Service – Samples

Why:

This service is responsible for receiving the GMS request from the sample application.

How:

GMS Service Management UI > Services > Configured Services

Procedure:

1. Click Add Service.
2. Set Configure Service = callback.
3. Set Service Name = samples.
4. Set Common Default Configuration = samples.
5. Click Save.
6. Set service property `_urs_server_url` = `http://<urshost>:urshttplisteningport`.
7. Set `_target` = `<routetarget>` Example: `Customer_Service@Stat_Server.GA`.
8. Set `_urs_virtual_queue` = `GMS_VQ_SIP_Switch`.
9. Set `_routing_point` = `8999`.
10. Set service property `_chat_endpoint` = `Environment:gms_ors` (or `Resources:gms_ors` if single tenant).

Step 2: Inbound SCXML Service - Voice

Why:

This inbound service matches the voice call with an existing GMS service. If a matching service is found, it moves the interaction to the GMS service (ORS session), which attaches the GMS User Data, and routes the call 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.GMSMatchORS.
3. Create an enhanced routing script GMSInbound.Voice.GMSMatchORS.
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 = false
7. Set Annex > ApplicationParms/app_no_match_target = <target> (Example: All_Standard_Agents@stat_server.GA)
8. Set Annex > ApplicationParms/app_require_access_code = false
9. Set Annex > ApplicationParms/app_require_ani = true
10. Set Annex > ApplicationParms/app_treatment_waiting_for_agent = <blank> (A blank value will force the service to use a packaged music file.)

Step 3: 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 the procedure [GMS Service Create Service request chat](#) (sub-step 6):
 - `gms_builtin = GMSInbound.Chat.QueueORS`
3. Go to Configuration Manager > Scripts.
4. Create interaction queue that you just specified, above.
 - Name: `GMSInbound.Chat.QueueORS`
 - Set Annex > Orchestration/application = `script:GMSInbound.Chat.QueueORS.Routing`
5. Create an interaction queue view.
 - Name: `GMSInbound.Chat.QueueORS.View 1`
 - Set Annex > View/Queue = `GMSInbound.Chat.QueueORS`
6. Create an Enhanced Routing Object that you just specified, above.
 - Name: `GMSInbound.Chat.QueueORS.Routing`
 - Set Annex > Application/url = `http://<gms_host>:<gms_port>/genesys/1/document/service_template/callback/src-gen/IPD_Chat_QueueORS.scxml`
 - Set Annex > ApplicationParms/app_find_agent_timeout = `30`
 - Set Annex > ApplicationParms/app_match_gms_builtin = `false`
 - Set Annex > ApplicationParms/app_no_match_target = `<target>` (Example: `All_Standard_Agents@Stat_Server.GA`)

Next Steps

Test the ORS-based Services