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Service Management UI Help

Service Management User Interface

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Service Management User Interface

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 Callbacks, and manage the exception list for Callback services.
- Run reports.
- Access Samples.
- Download DFM files.