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Client Samples

iOS Sample

12/17/2025

iOS Sample

The screenshot displays the iOS Sample app interface. At the top, the status bar shows the time 3:28, signal strength, and battery level. The app's header features a red logo, the title "GMS Sample", and a blue headset icon. Below the header, there are several sections: a "USER NAME / ID" section with a "User name" label and a text input field containing "userId"; a "Password" section with a password input field showing eight dots and a clear button; a "SCENARIO" section with a "Way to connect" label, the text "SERVER-DECIDE" in blue, and a right arrow; a "PROBLEM" section with an "Information Level" label, the text "FULLY-DEFINED" in blue, a "Content" label, and a text input field containing "Problem Details"; an "App path" label and a text input field containing "/home/loans/123456/survey"; and a "PICTURE (BINARY DATA)" section. At the bottom, there is a navigation bar with five icons: a blue cloud icon labeled "GMS", a calendar icon labeled "Log", a speech bubble icon labeled "Chat", a clock icon labeled "Queue", and a gear icon labeled "Settings".

You can log into the UI hub at this URL:
<GMS Local Host>:8080/genesys

You can download the source code via the following zip file:
[Genesys Mobile Services iOS Sample Source Code \(1.4.14\)](#).

This sample application provides you with the following scenarios:

- Chat-Now
- Chat-Wait
- Voice-Now-UserOrig
- Voice-Now-UserTerm
- Voice-Wait-UserOrig
- Voice-Wait-UserTerm
- Voice-Scheduled-UserTerm

Notes:

- Go to **Settings** and change the GMS service URL to point to the Callback service that you configured.
- The application does not trim +1 from the phone number. Make sure the phone number in the **Settings** tab is compatible with your test environment if you are using either matching by DNIS+ANI or matching by ANI only. Depending on your setup, T-Server reports ANI with or without a leading country code.

Corrections

Version 1.4.14

- Built with updated distribution profile.

Version 1.4.13

- The iOS sample code now calls the iOS location manager API function to request access to location information and now properly sets `location_lat` and `location_long` parameters in callback requests. Previously, `location_lat` and `location_long` parameters were always set to zero in callback requests.
- The "_" character prefix has been removed from the following callback request parameters: `photo`, `app_path`, `problem`, `problem_info_level`, `date`, and `customer_segment`. These parameters are now added to the call's attached data.

Version 1.4.12

- This version is compatible with Xcode version 7.1.1 and iOS version 9.1. (GMS-2800)

- The chat transcript view is now correctly updated on 64 bit iOS devices.
- Selecting the **Queue** tab no longer forces the application to exit.

Version 1.4.11

- This version is compatible with Xcode version 7.0.
- To ensure compatibility with iOS 9, this version includes the application plist parameter: "NSAppTransportSecurity / NSAllowsArbitraryLoads = true".

Version 1.4.10

- Chat client now includes transcriptPosition in the Comet /meta/connect message.
- This beta release includes support for screen sharing.

Version 1.4.9

- This beta release includes support for screen sharing.

Version 1.4.8

- Text lines in the chat view are no longer overlapping on 64-bit iOS devices.

Version 1.4.7

- Max notification size is now set to 256 if iOS version is older than 8.0. Otherwise, the max size is set to 4096.

Version 1.4.6

- The app no longer switches from the **Chat** tab to the GMS tab when resumed from background.
- If you enable the "Clear chat on new session" option in the **Settings** tab, the **Chat** tab content of the previous chat session is cleared each time a new chat session is initiated.

Version 1.4.5

- If the app is in foreground state, the app no longer terminates when receiving a push notification.

Version 1.4.4

- The app can now work with chat and can handle background status introduced in 8.5.1.
- The User interface for setting the GMS base URL has changed. It is now set by three components:
 - Host-Set to the hostname or IP address.
 - Port-Set to the port number, for example 8080.
 - Application-Set the the application name, by default genesys.

Version 1.4.3

- The app can now work with the new Callback Availability API.

Version 1.4.2

- The app no longer fails to install on iPhone 4S devices.

Version 1.4.1

- Editing the server URL now update the main settings field.
- Location latitude and longitude fields are now properly encoded in Callback requests.

Version 1.4

- Schedule Callback is now supported.
- In the **GMS** tab, you can now set **Way** to **Connect to VOICE-SCHEDULED-USERTERM** to enable the **Desired Time** and **Selected Time** fields.
 - Tap **Desired Time** and select a desired callback time.
 - If the contact center is opened at the given **Desired Time**, tap **Desired Time** to select callback time in the list of available slots.
 - If the contact center is closed at the **Desired Time**, **Selected Time** will display a message indicating that the contact center is closed.
 - Tap **Desired Time** to try another time.
- The **GMS URL** (in the **Settings** tab) is now configured in two parts.
 - Set **URL** to `http://host:port/genesys/1/service`
 - Set **Callback Service** to the execution name of the Callback service.

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