

GENESYS[®]

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Genesys Mobile Services Deployment Guide

Configuring Routing Dependencies

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Configuring Routing Dependencies

Before getting started with your GMS services, you must first ensure that external dependencies are configured properly. The following outline will guide you through each dependency.

Note: These procedures assume a multi-tenant configuration and Tenant = Environment.

Universal Routing Server

GMS requests URS to start strategies by HTTP, and GMS receives asynchronous Callbacks from URS by HTTP. To enable the HTTP interface:

Create a Listening HTTP Port in URS

URS will listen on this port for incoming HTTP requests. Basically, this steps turns URS into an HTTP server.

General	Ports 🔺						Add	Rem
Connections		ID		Port	4	Connection		HAS
Ports			v	7000	•		¥	
Tenants		detault		7202				
Options		http		5590		http		
Permissions								
Dependencies					G	2		
Application Options								
	•							

In Genesys Administrator Extension, edit your URS application.

Add an HTTP listening port with a port ID http in the **Ports** tab. Make a note of this port number as you will need it later when configuring GMS and ORS-based services.

🥌 GAX	Dashboard	Agents	Config	uration Routing Parameters	Reports Admini	stration Centralized Logs	Web Engagement			defau	ult ?
Home >	Applications >	Applicati	ons > Un	iversal_Routing_Server Properti	ies			Clone	💼 Delete	Move	То
Gen	eral		Applicat	tion Options			Q Quick Filter		Delete	Add 🌣 M	lore /
Con	nections			Кеу	Å	Value	L		_		
Port	ts			▶ default		Do not a	configure this por	rt in the	http sec	tion	
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Perm	nissions			_verbose		3					
Depe	endencies	_		log_file		C:\logs\Universal_Routing_	.Server\UR_Server_HTTP.log				
Appl	lication Options			http_port	hr)	5590					
				▼ log	<u> </u>						
				alarm							
				all		C:\logs\Universal_Routing_	Server\UR_Server_811				

You can also do this by creating the http_port option in the http section of your **Application Options** tab.

Warning

This HTTP port needs to be created in one place only.

Enable Web HTTP Replies in URS

URS uses the httpbridge module to send target information back to GMS. To make this possible, create a web HTTP port that will be used to reply. URS will be able to perform external HTTP requests, for example, to submit timetodial events to GMS, and so on.

Important

The listening **http** port created in the previous section and the **web** port defined below MUST have different values.

e > Applications > App	lications > Ur	niversal_Routing_Server Pro	perties			e	Clone 🔟 🛙	Delete Move To
General	Ports A							Add Rem 4
Connections		ID	Å	Port 🗧	Connection	∆ ⊽	HA Sync	Listening Mode
Ports		default		7202				Unsecured
enants		http		5590	http			Unsecured
		web		5580	http			Unsecured
vermissions								

In Genesys Administrator Extension, edit your URS application. Add an HTTP port with a port ID web in the **Ports** tab.

General						
Connections	Applica	tion Options	Q Quick I	Filter	Delete Add	🎗 Mor
connections		Кеу	∆ ⊽	Value		♦
Ports						-
Tenants		► http	Do not co	onfigure this p	ort in the web	,
Options		► log	section if	'you already a	dded it to the	
Permissions		▼ web		Ports tab	!	
Dependencies		_verbose		3		
Application Options		enable_web_access		true		
		http_log_buffering		false		
		http_log_file		C:\logs\Universal_R	outing_Server\UR_Serv	er
		http_port		5580		
		wfm_polling_interval		1)	4
	•					►.

You can also do this by creating the http_port option in the **web** section of your **Application Options** tab.

http_port = 5580 (or some other port, used internally)

Warning

This HTTP port needs to be created in one place only.

Configure Strategies

You must deploy URS delay strategies. This step is required because when a service request is received by GMS, the request is sent to ORS for execution. ORS then sends a request to URS to create

a virtual interaction and to place it in the specified virtual queue. When an agent is available, URS sends an asynchronous response containing the selected target information to GMS, via a URL specified at the time of creation of the virtual interaction. For samples, you will create a new virtual queue in which to place the interactions, however, for a real-world scenario, the virtual queue must be selected appropriately.



Deploy URS Delay Strategies

- 1. Go to Configuration Manager > Switching > DNs > Switches > SIP_Switch > DN > Virtual Queue.
- 2. Create a virtual queue GMS_VQ with alias GMS_VQ_SIP_Switch.
- 3. Download the URS Strategies and import them into IRD. See the procedure URS Strategy to access the downloadable files and for more details.

Important

When you upgrade GMS, you need to import the Callback Template from your GMS installation directory. Start the Service Management UI, upload the <GMS Installation Directory>/service_templates/callback.zip file, and restart ORS.

GMS version	ZIP	Instructions
8.5.004.xx and earlier	GMS_URS_Strategy.zip	
between 8.5.005.xx and 8.5.101.10	GMS_URS_Strategy_85005.zip	 Download and unzip the zip file containing the URS strategies.
between 8.5.101.10 and 8.5.107.19	GMS_URS_Strategy_85010_v2.3.zip	2. Open Interaction Routing
8.5.108.02 and higher	GMS_URS_Strategy_85108_v2.4.zip)
8.5.109.08 and higher	GMS_URS_Strategy_85109_v2.58.z	WaitForTarget.zcf. and
8.5.114.09 and higher	GMS_URS_Strategy_85114_v2.63.1.zip GMS_URS_Strategy_852000_v2.64.1.zip GMS_URS_Strategy_85200_v2.66.zip	subroutine SetRouteDelay.zcf, using <i>File > Import From File</i> on the respective tabs.
8.5.2 and higher	See URS Strategies in 8.5.2	 Open the strategy and subroutine. Compile and save.

- Starting in 8.5.109.08, the URS Dial Success Rate is set to 85% when new callbacks are created to improve the callback performance.
- Starting in 2.64.1, the DialOutSuccessRate function of the WaitForTarget strategy is no longer invoked to allow the enhanced VCB algorithm within Universal Routing Server to work properly. If your application requires the legacy VCB algorithm to work, change the strategy to invoke the DialOutSuccessRate function as in earlier versions of the strategy.

Important

You do not need to load the strategy in ORS because ORS will request it when needed. See the Interaction Routing Designer help file for information about using IRD.

Enable ORS to pull interactions

- 1. Go to Configuration Manager > Applications > Universal Routing Server Application
- 2. Set the option Strategy=ORS.

SIP Server

- 1. Enable the answering machine connection, which is required for user-terminated scenarios with Call Progress Detection (CPD) capability. To do this:
 - Go to Configuration Manager > Applications > SIP Server Application, and set TServer/amdetected = connect.

- 2. Enable MSML, which is required so SIP Server can communicate with GVP as a Media Server to delegate outbound calls, play treatments, and CPD. To do this, set the following:
 - TServer/msml-support=true
 - TServer/refer-enabled=true

Web API Server

Important

If you are deploying a GMS version prior to 8.5.101.03, refer to the Web API Server Configuration in 8.5.0. In later versions, Chat deployment is simplified and no longer requires connections or configuration related to the Web API Server.

Media Server (GVP)

Note: See the Genesys Voice Platform Deployment Guide for additional details.

- 1. GMS Callback uses Media Server via SIP Server:
 - To play treatments.
 - For CPD (Call Progress Detection).
 - To make outbound calls.
- 2. SIP Server talks to Media Server using MSML and requires the following configuration to enable:
 - Go to Configuration Manager > SIP_Switch > DN > VOIP Service > MSML_Service.
 - Make sure that the following options are configured for MSML_Service to enable outbound:
 - make-call-rfc3725-flow=1
 - refer-enabled=false
 - ring-tone-on-make-call=false
 - userdata-map-filter=*
 - Configure the Routing Point for outbound source DN. To do this, go to Configuration Manager > Switches > SIP_Switch > DN > Routing Point.
 - Create a Routing Point object with name 8999 and alias 8999_SIP_Switch.