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# Genesys Mobile Services Deployment Guide

Configuring the GMS Built-in Services

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# Configuring the GMS Built-in Services

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-access

**Why:**

This service lets you:

- Create a new access to a service
- Allocate a new DN in the resource group

**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-access.
4. Set Service Name = request-access.
5. Click Save.

## Step 5: 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 6: Inbound SCXML Service—Voice

**Why:**

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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 7: 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:**

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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 8: 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 Built-in Services](#)