

GENESYS

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Service Management UI Help

Genesys Mobile Engagement 8.5.1

12/30/2021

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Service Management Help



Genesys Mobile Services (GMS) includes a Service Management User Interface, where you can manage services and also access dedicated interfaces for Callback and Context Services.

Before you can access this UI, first install GMS. See the deployment instructions here.

Admin UI



The Admin UI gives you access to an administrator console, where you can:

- Monitor your GMS nodes
- Create resource groups and patterns
- Run reports
- Access samples
- Download DFM files
- Retrieve snippets for your jetty-http.xml file
- Manage the exception list for Callback services

Mobile Engagement

တို Mobile Services Co	nfigured Services	Callbac	k Tools -						demo 🛨
Q Search Items	•	O Pre	eview						Í
🕂 Create 🛚 💼 Delete		Q	- Search Table	Sel	ect All 🧳				
Configured Services					+ Add New	📋 Delete	Advanced Parameters	✓ Expand All	C Refresh
Preview		•	Name	\$	Value	Ş	Description		\$ /
Samples Terminated preview match-interaction		•	Customer_nur	nber			Request Parameter - Custor to match the call with servic set to USERORIGINATED. A connection with the custom	mer's phone number ce data when the cal lso used to establish rer when the call dire	r. Can be used Il direction is h the ection is
Contract Hours							USERTERMINATED. This is a use in REST queries.	a request parameter	that you can
business-hours			_service		a callback				
Capacity			_type 🖌	Ф	ors				
Capacity			 Chat (1) 						/
			✓ General (29)						
			arient transfe	r conf	0		Maximum time to wait for c	all events ned) related to the ti	ransfer of the
								Genesys Mobile S	Services 8.5.111

The Mobile Engagement Interface is the new user-friendly, web-based interface that is intended to be used by administrators and supervisors to:

- Load and manage service templates
- Add, delete, and modify a GMS service
- Manage Call Center Office Hours, holiday schedules, and Agent Capacity

Callback

	Days								
🕂 Crea	ate Callback	🔗 Adva	nced Options		C Refresh	X Cancel	Callbacks 🛨 Down	nload Re	ports
1 Callba	ack(s) Found	•			Search		Phone Number		~
	State	Ş	Desired Callback Time (GMT+2)	•	Phone Number	Ş	Service Name	Ş	
	SCHEDULED)	10/6/2017 14:25:00		5085		Preview		1
				C	ŕ				

If you installed and configured Callback, this interface enables you to:

- Create a Callback record
- Manage your callbacks

Context Services

တို Mobile Services	Context Services						demo 🗸
Phone Number 🗸	Q 5125	×					HTTP Request History
Q - Search	Filte	er	Sort by:	Time Started	~	Latest First	~
+	Services	+	States			Tasks	
BlueSky Flight Status	×	Bluesky Flight Times			BlueSky LocDate	es Depart	
					General Info	ormation	
		Ø	1	D	543-c37ed991-04f	e-4a03-ba00-4f6	5f5704d82
			T	ask Type	BlueSky LocDates	Depart (2457)	
			т	ime Started	2017-10-05T10:01	24.838Z	/
			C	Completed	Complete		/
					Business At	ttributes	
			N	Aedia type (Started))		any
						Genesys N	Nobile Services 8.5,111.4

If you installed and enabled Context Services, the Context Services interface enables you to:

- Search for services
- Manage your services
- Create a service, state, or task
- Complete a service, state, or task
- Delete a service

Journey Timeline

ione Number 🗸	Q 5125	×	both	•	
				3	
omer Name : Jone	es John				Filter
				BlueSky Flight Status	
				Active - 2 states	
				Blue Sky Service Email Started · 1 state	
			APRIL 2	APRIL 3 APRI	L4
neline for BlueS	:::: sky Flight Status				III
neline for BlueS	::: Sky Flight Status			Customer Profile KPIs	Journey Details
eline for BlueS	::: ky Flight Status	2017-10-05 - 14 h	ours ago	Customer Profile KPIs Currently Selected : All	Uservices → <u>BlueSky Flight Status</u>
eline for BlueS	:::	2017-10-05 - 14 h	ours ago	Customer Profile KPIs Currently Selected : All	∷: Journey Details Services → <u>BlueSky Flight Status</u>
eline for BlueS	iky Flight Status	2017-10-05 - 14 h	ours ago ky Flight Times	Customer Profile KPIs Currently Selected : All Distr	Journey Details Services → <u>BlueSky Flight Status</u> ibution of States in BlueSky Flight Status
eline for BlueS	tky Flight Status	2017-10-05 - 14 h Blues © Con	ours ago ky Flight Times npleted in 2 hours	Customer Profile KPIs Currently Selected : All Distr	Journey Details Services → <u>BlueSky Flight Status</u> ibution of States in BlueSky Flight Status
Neline for BlueS	::: iky Flight Status 12:01:13 GMT+2	2017-10-05 - 14 h BlueS © Cor	ours ago ky Flight Times npleted in 2 hours	Customer Profile KPIs Currently Selected : All Distr	Journey Details Journey Details Services → BlueSky Flight Status ibution of States in BlueSky Flight Status 10 0
neline for BlueS	::: iky Flight Status 12:01:13 GMT+2 ? 2	2017-10-05 - 14 h Blues • Cor	ours ago ky Flight Times npleted in 2 hours	Customer Profile KPIs Currently Selected : All Distr	Journey Details Journey Details Services → <u>BlueSky Flight Status</u> ibution of States in BlueSky Flight Status 10 0 8
BlueSky Pret	Sky Flight Status	2017-10-05 - 14 h BlueS © Cor 14:21:37 GMT+2	ours ago ky Flight Times npleted in 2 hours	Customer Profile KPIs Currently Selected : All Distr	Journey Details Services → BlueSky Flight Status ibution of States in BlueSky Flight Status

If you installed and enabled Context Services, the Journey Timeline interface enables you to:

- Search and select a customer
- Visualize the customer's journey timeline
- Display states and tasks
- Display details related to service and state Selection

Learn About Scenarios

GMS provides service templates and their scenarios that you can load in the Mobile Engagement UI, and then access through REST queries. All callback related scenarios are detailed in the Callback Solution Guide.

Login

Set permissions for your Administrator

Configuration Man	ager				
Access Groups Agent Groups Capacity Rules Persons	Home > F	Persons > Persons	More 🛛 🕄 Show	Quick Filter Direct	Persons (Person Folder)
Roles		Username 🍐	First Name 🛛 🚽	Last Name 🕹	Agent
		👤 admin	admin		
Accounts		archiveUser_tenant1			
		becadmin	becadmin	becadmin	
	(\cdot)	s bobdema	Bob	Demo	~
		1 cim (2)	cim		
		L cloudadmin	cloudadmin		/
		Cloudsupervisor	Cloudsupervis		~
		L cobrowse	cobrowse		
		@	Carole	Spencor	~

Open GAX and select the **Configuration Manager** section. In the **Accounts** menu, select **Persons** to get the list of configured users.

Edit the person who will be logging into the Service Management UI. You are going to give this user the permissions to read/write data into Callback related configuration objects (for example, GMS Application, Business Attributes, Transaction Lists for Resources/Patterns, and so on).

General (DBID: 8984)	Options	Q Quick Filter Delete Add the Mo
Member Of	Кеу	∀alue 2 4
Ranks	No items	
Skills)
Agent Logins		
Options		New ×
Permissions		e Section *
Dependencies		gms ×
Accessible Objects	•	Key*
		roles
	Cancel	Value ply Save
		Administrator

In the **Options** tab, click **Add** to set the gms/roles option:

- Enter gms for **Section**,
- Enter roles for **Key**,
- Enter one of the following values: and its value to:
 - Supervisor: Role used to monitor and configure Callbacks only.
 - Administrator: Role used to administer the creation of Callback Services. This role provides access to all panels and includes the **Supervisor** role.

Login



You can log into the UI hub at this URL: http://<GMS Local Host>:8080/genesys Browser support is listed in the Genesys Supported Operating Environment Reference Guide.

<mark>ទ</mark> ំGENESYS	
Welcome	
default	
English 🗸	
Server Connection Error	
Log In	

If no GMS is running, you get a **Server Connection Error**.

Admin UI

Access Admin UI

ဗီ Mobile Services			demo 🗸
	ß		
Admin UI	Callback and Mobile Engagement	Context Services	Journey Timeline
135.39.46.7:90/genesys/develop/index.html#/cs			Genesys Mobile Services 8.5.111.04

To access this interface, you must log in as a user who owns the Administrator or Supervisor role. Then, you can select the Admin UI icon.



To make sure that the UI displays the right data of the GMS nodes, you need to consider some use cases and configuration options in your GMS application. See the options reference for details.

Monitor tab

ő	Mobile Services							
	Ģ	MONITOR	SERVICES	📞 CALLBACK		📌 TOOLS	LAB	
								/
	La	st Updated: 1	0/5/2017 16:47:2	0				
		IP: 135.39	.46.7		IP: 135.39.40.19			/
		Token: 8854326 Status: Up	53504417234861906	60738745	Token: 61082200147921 Status: Up	259635834837333	3356	
		Load: 5.72 MB Data Center: da Rack: rack1	atacenter1	- 1	Load: 5.66 MB Data Center: datacenter Rack: rack1	1		,
		Own: null Running Since:	Thursday, October 5tl	h 2017, 15:	Own: null Running Since: Thursday	/, October 5th 2017	7, 16:	(

The **Monitor** tab displays the current health of the GMS nodes.

In this example (left), you can see two running GMS nodes. A green bar shows the system status for that node is up. A red bar means the system status for that node is down.

The *Monitor* screen refreshes every three minutes.

Important

Services and Callback tabs redirect to the new UIs released in 8.5.104.

Reporting tab



The *Reporting* tab is a dashboard that displays current resource and service utilization. You can select pre-defined date and time ranges, and export the reports into CSV, PDF, or Excel file formats. You also have the ability to zoom into a selected area of the graph to view additional details.

Four types of reports are available:

- Resources Displays the usage history of the selected Resource group. Note: These are the Resource groups that were defined in the *Tools* tab.
- Services Displays the aggregated total a service was accessed for a given time period.
- Callback Displays Callback services data, if the Callback services are active.
 - Display Advanced Metrics When this option is selected, you can choose between a metric type of Holdtime or Watermark.
 - Holdtime You can set parameters for displaying the HoldTime statistics (media type, rolluprange, and time range).
 - Watermark For Callbacks in the QUEUED state, you can display high, low, and average watermarks (AVG, MIN, MAX) over time periods of 15 minutes, 30 minutes, an hour, or a day. Note that the Watermark is computed every minute, so for example, running 20 Callbacks simultaneously within a one-minute period, then none for the rest of the same 15-minute period, will result in Min=0, Max=20, and Avg=1.
- · Operational metrics DNIS pool usage and availability.
 - DNA availability by pool Determines, in real time, the number of outstanding service requests (or available resources) by resource pool.
 - Average Handle Time (AHT) by resource pool Reports historical AHT, in seconds, by resource pool summarized by 15 minutes, 30 minutes, an hour, a day, or over a range of periods such as today, yesterday, last week, last month, or a range of dates. Timeouts do not impact the calculation.

• Service Exiting Reporting — Reports on historical service terminations (match or timeout) by resource pool summarized by 15 minutes, 30 minutes, an hour, a day, or over a range of periods such as today, yesterday, last week, last month, or a range of dates.

Tools tab

Patterns

Callback_exceptions	Name	Value	✓ 123	×
	exception1	555.*		×
	ex2	123.*		×
	ex3	а		×
	ddd	12345		×
	+ Add Pattern			

The *Patterns* tab enables you to configure groups of exceptions; for example, phone numbers. The *Help* button displays the format for the expressions. Once you have defined some patterns, use the **Pattern Matcher API** queries to check the validity of your parameters. In the patterns group, you can test the value of a pattern against an entire group. Type a value in the input field, and if a match is found, the corresponding table row will be highlighted.

Resources

			New Resource Crown
Dais Pool			New Resource Group
Perfomance_DNIS_Pool	Name	Value	×
DNIS_Manu	_allocation_strategy	local	×
resource_available: 10,	dnis1	6504664131	×
resource_total: 10	dnis2	6504664132	×
	dnis3	6504664133	×
	_booking_expiration_timeout	30	×
	dnis10	6504664140	×
	dnis4	6504664134	×
	dnis5	6504664135	×
	dnis6	6504664136	×
	dnis7	6504664137	×

The *Resources* tab enables you to create new resource groups and add resources. It provides the same functionality as *Resources* (Configuration Database Objects) in Configuration Manager, as well as displaying available and total resources.

Download DFMs

Patterns Resources	Service Templates Download Dfm	
	File Name:	Download Link:
	Callback.jsp	Download Callback.jsp
	Notification.jsp	Download Notification.jsp
	Services.jsp	Download Services.jsp
	Storage.jsp	Download Storage.jsp
	Statistic.jsp	Download Statistic.jsp

The *Download DFM* tab enables you to download special configuration files, called DFM. [+] **Tell me why.**

DFM files define Genesys Mobile Services-specific SCXML that are required for Orchestration Server-based services. You must deploy these files in your Orchestration Server application if you need to execute SCXML applications used within Orchestration Server-based Services.

- 1. In Admin UI, select rools, then click Download Dfm . The Download DFM panel displays the list of required files.
- 2. Click one of the DFM file links and the download will start.



Lab tab

Important

The ${\bf Lab}$ area of the UI is for testing purposes and is provided "as is" without warranty of any kind.

Statistics

monitor 🔅 ser	RVICES 📞 CALLBA		📌 TOOLS	LAB	
Statistics V2 Config	Sample	\frown			
Metric: AbandCallsPercentage AbandonedFromRinging AbandTime ACW_Time_Inbound ACW_Time_Other ACW_Time_Other ACW_Time_Outbound AgentLogInTime	Objec Grou Que Rout	et Type: pQueues pe ePoint		Select a Metric, then, an Object Type, and the statistics panel appears	
Statistic	Value		Ľ		
3159@SIP_Switch	17				J
9001@SIP_Switch	17 1				
9002@SIP_Switch	17.				1
9003@SIP_Switch	1J				/
9010@SIP_Switch	17.				
9011@SIP_Switch	17				
9004@SIP_Switch	17.				
9007@SIP_Switch	17.				
					1

The *Statistics* tab displays metrics from Stat Server.

Config

MONITOR	SERVICES	📞 CALLBACK		or Tools	LAB	
Statistics C	Config Sample	Python Interpreter				
rts Restrict	ion Configuratio	n.				
	ion comgarate					
2xml versio	on="1.0"?>					
DOCTYPE Co	onfigure PUBLIC	; "-//Jetty//Config	ure//EN" "http:/	//www.eclipse.or	g/jetty/configure_9_	0.dtd">
I				>		
! Configu	ure a HTTPS cor	inector.		>		
! This co	onfiguration mu	ist be used in conj	unction with je	tty.xml>		
! and jet	tty-ssl.xml.	2	-	>		
! ======	-			>		
Configure i	id="Server" cla	uss="org.eclipse.je	tty.server.Serve	er">		
=====</td <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>						
Add a</td <td>a HTTPS Connect</td> <td>or.</td> <td></td> <td>></td> <td></td> <td></td>	a HTTPS Connect	or.		>		
Confi</td <td>igure an o.e.j.</td> <td>server.ServerConne</td> <td>ctor with conne</td> <td>ction></td> <td></td> <td></td>	igure an o.e.j.	server.ServerConne	ctor with conne	ction>		
facto</td <td>ories for TLS (</td> <td>aka SSL) and HTTP</td> <td>to provide HTTP</td> <td>S></td> <td></td> <td></td>	ories for TLS (aka SSL) and HTTP	to provide HTTP	S>		
All a</td <td>accepted TLS co</td> <td>nnections are wire</td> <td>d to a HTTP con</td> <td>nection></td> <td></td> <td></td>	accepted TLS co	nnections are wire	d to a HTTP con	nection>		
				>		
</td <td>1t the invedor</td> <td>of o.e.j.server.S</td> <td>erverConnector,</td> <td>></td> <td></td> <td></td>	1t the invedor	of o.e.j.server.S	erverConnector,	>		
<br Consu</td <td>III LINE JAVAUUU</td> <td></td> <td></td> <td></td> <td></td> <td></td>	III LINE JAVAUUU					
Consu<br o.e.</td <td>j.server.SslCor</td> <td>nectionFactory and</td> <td></td> <td>></td> <td></td> <td></td>	j.server.SslCor	nectionFactory and		>		
Consu<br 0.e.;<br 0.e.;</td <td>j.server.SslCor j.server.HttpCo</td> <td>nnectionFactory and nnectionFactory fo</td> <td>r all configurat</td> <td>> tion></td> <td></td> <td></td>	j.server.SslCor j.server.HttpCo	nnectionFactory and nnectionFactory fo	r all configurat	> tion>		

The *Config* tab provides you with a code snippet that you must add to the jetty-http.xml file for port number control. The code snippet is available when port restrictions have been enabled in Configuration Manager. See Restricting Ports for more information about using this feature.

By default, restrictions are disabled and the **Config** Tab displays a default message.

[+] See default message

S Home				
	services	📞 CALLBACK	🗲 TOOLS	
Statistics	Config Sample	Python Interpreter		
Ports Restric	ction Configuration	:		
Ports rest	rictions has not	been enabled.		
			 	1

Sample

Important

To use the sample, make sure to load the sample template and to create a sample service before you start using this interface.

Admin UI

🖵 monitor 🧳 services 📞 callback	C REPORTIN	IG 🖌 TOOLS
Statistics V2 Config		
	Reset	GMS Sample Connect
Start the scenario —	First Name	John
	Last Name	Doe
	User name	jdoe_desktop
	Password	····
	Scenario	
	Problem	GMS Demo
	Select	your scenario
	GMS	Image: Obst Chat Image: Obst Chat Image: Obst Chat

The *Sample* tab provides you with the ability to test your GMS deployment, and supports the scenarios described in the Callback Scenarios. This sample can also be used to test an existing GMS deployment.

For more information, as well as a download option, see the Lab Sample page.

Deprecated tabs



The **Services**, **Callback**, and **Service Templates** tabs are deprecated in Admin UI and redirect you to the new Configured Services, Callback, and Service Templates interfaces.

Mobile Engagement and Callback

% Mobile Services Conf	igured Services	Cal	lback	Tools 🗸					demo 🗸
Q Search Items	~ ^	0	Previe	ew					
🕂 Create 🛚 💼 Delete			Q - S	earch Table	Sele	ect All 🥒			1
Configured Services						+ Add New	💼 Delete	Advanced Parameters Z Expand Al	l 😯 Refresh
Preview		•		Name	\$	Value	Ş	Description	\$
Samples Terminated preview match-interaction		•		Customer_nur	nber			Request Parameter - Customer's phone numb to match the call with service data when the or set to USERORIGINATED. Also used to establ connection with the customer when the call d	per. Can be used call direction is ish the direction is
Office Hours								USERTERMINATED.This is a request paramet use in REST queries.	er that you can
business-hours				Service		a callback			
Capacity				_type 🖌	$\overline{\mathbb{Q}}$	ors			,
Capacity			^	Chat (1)					
			~	General (29)					
				arient transfe	r conf	0		Maximum time to wait for call events (interaction partystatechanged) related to the	transfer of the
								Genesys Mobil	e Services 8.5.111

The Mobile Engagement Interface is a user-friendly, web-based interface for administrators and supervisors. Use this interface to manage and customize your Configured Services, Office Hours, and Service templates.

The Mobile Engagement Interface provides functionality formerly available in the **Admin UI** > **Configured Services** tab.

Access Mobile Engagement



To access this interface, you must log in as a user who owns the Administrator or Supervisor role. Then, you can select the **Callback and Mobile Engagement** icon.

How to Implement a Service

- 1. Check the list of templates available in the Service Templates tab. If your template is not available, upload it.
- 2. Create your service in the Configured Services tab.
- 3. Configure your service.

You can now start to send requests to this service.

Service Templates

Upload Service Templates

O Mobile Services Configured Services	Caliback Tools -			demo 👻
+ Upload Delete	Service Templates Capaony Q - Search from table	No categories available	.)	
Service Templates	Id	Default Value		4
Capacity Get Service	_capacity	Click to edit	2 Dimentional per time slot.	Matrix specifying the number of agents available
Match Interaction Office Hours	_capacity_add	Click to edit	1 Dimentional	Matrix for specific days. Overrides _capacity.
Request Access Request Chat	_timezone	UTC	Timezone mat Defaults to UT	tching days of week and time range definition. °C.
URS Statistic Callback				/
	-			

Before you can start creating services, you must load the template associated with these services.

- The template lists options related to your services.
- Each template includes one or more scenarios detailed in this Help, except for the Callback template scenarios, which are detailed in the Callback Solution Guide.

To add a template, select **Service Templates** in the **Tools** menu bar and click **Upload** to browse your template. The template is added to the list.

Manage Service Templates

	Callback Filter	templates and options
Service Templates	Id	♦ Description ♦
Capacity Get Service	Scheduled Call (1)	
Match Interaction Office Hours Request Access Request Chat Request Interaction	_reject_future_desired 1M _time	Time limit in future to schedule callbacks. If a callback is scheduled later than this limit, the callback request is rejected. You can specify a general option for all your callback services in your GMS application by setting the callback_reject_future_desired_time option.
URS Statistic Callback	 URS Queueing (1) 	
Select a template, 'Delete' to ren	_urs_call_interaction_ age then click nove it	If specified, the URS strategy will set the interaction age to the specified value; otherwise, by default, the interaction will be placed at the end of the queue. This is generally useful in the classic callback scenarios where the original interaction is already in queue prior to GMS callback being offered. The format is ("t="1427975018 578").

The Service Templates tab enables you to upload and delete templates. Added features include:

- A Filter box to focus on specific services.
- A Search box to filter the displayed templates options based on an entered keyword.
- A Selector to display the options of a selected section.

Learn about Templates, Scenarios, and APIs

To understand the relashionship between services, scenarios, templates, and APIs, you should read the chapter about Built-in and ORS services.

Template Name	Detailed Built-in	Related API(s)
Get Service (get.zip)	Get and Basic Get Services	Node API to check GMS nodes health and manage your nodes: start, suspend, stop.
Match Interaction (match- interaction.zip)	Match interaction	• Service API to check that a voice call with an existing GMS service is associated

Available templates, scenarios, and APIs

Template Name	Detailed Built-in	Related API(s)
		 with the access number. Storage API to allow users to temporarily store arbitrary data. Data may consist of key/value pairs of strings or binary objects.
Office Hours	Office-hours	Calendar Service API to create and manage office hours, special events, and more.
Request Access	Request-access	Service API to request resources.
Request Chat		Create a chat session in the Chat Server using the Chat API v1.
Request Interaction	Simple Voice Inbound-Immediate Call	See the scenario page.
URS Statistic (urs-stat.zip)		Stat Service API to query URS Stat.
	User Originated Immediate	Query to create an inbound immediate service.
	User Originated Delayed	Query to create an inbound delay service.
	Chat Immediate	Chat APIs
Callback (callback.zip)	Chat Delayed	Chat APIs
	User Terminated Immediate	Callback Services API
	User Terminated Delayed	Callback Services API
	User Terminated Scheduled	Callback Services API.
	User Terminated Delayed Agent Preview	Callback Services API
Capacity (capacity.zip)	Capacity	Capacity API to manage Agent availability.

Configured Services

Create Services

	Callback Tools -	
O Search Items	9 Preview	
	S Fleview	
+ Creat	Q - Search Table Select All	
Configured Services	+ Add	
Originated Immediate	▲ Name ♦ Value	
Preview		
Samples	_customer_number	
Terminated preview		
match-interaction		
my-request-access	•	
Office Hours		
	🔒 _senice 🔒 callback	
Mobile Services configu	ured Services Callback Tools -	
	V	×
Q. Search Items	Add New Service	×
Q. Search liems + Create a Delete	Add New Service	×
Q. Search Items + Create Delete	Add New Service Service Template	×
Q. Search Items + Create Delete Configured Services	Add New Service Service Template Choose among the following	× eters 2
Search Items Create Delete Configured Services Originated Immediate	Add New Service Service Template Choose among the following •	× eters e
Search Items Create Delete Configured Services Originated Immediate Preview Censulus	Add New Service Service Template Choose among the following • capacity get	× eters 2
Search Items Create Delete Configured Services Originated Immediate Preview Samples Terminated preview	Add New Service Service Template Choose among the following • capacity get match-interaction	× eters 2 ustomer's service da
Search Items Create Delete Configured Services Originated Immediate Preview Samples Terminated preview match-interaction	Add New Service Service Template Choose among the following capacity get match-interaction	× aters 2 austomer's pervice dat ED. Also us stomer wi
Search Items Create Delete Configured Services Originated Immediate Preview Samples Terminated preview match-interaction my-request-access	Add New Service Service Template Choose among the following • capacity get match-interaction office-hours	× eters 2 sustomer's service da ED. Also us ustomer with is is a requ
Search Items Create Delete Configured Services Originated Immediate Preview Samples Terminated preview match-interaction my-request-access Office Mours	Add New Service Service Template Choose among the following capacity get match-interaction office-hours request-access request-chat	× eters ustomer's service da ED. Also us istomer wi is is a requi
Create Delete Create Delete Configured Services Originated Immediate Preview Samples Terminated preview match-interaction my-request-access Office Hours	Add New Service Service Template Choose among the following • capacity get match-interaction office-hours request-access request-chat request-interaction	× eters 2 sustomer's service dat ED. Also us istomer wi is is a requ
Create Delete Configured Services Originated Immediate Preview Samples Terminated preview match-interaction my-request-access Office Hours business-hours	Add New Service Service Template Choose among the following • capacity get match-interaction office-hours request-access request-chat request-interaction	× aters austomer's service da ED. Also us stomer wi is is a requ
Search Items + Create Delete Configured Services Originated Immediate Preview Samples Terminated preview match-interaction my-request-access Office Hours business-hours	Add New Service Service Template Choose among the following capacity get match-interaction office-hours request-access request-chat request-interaction urs-stat callback	X aters ustomer's service da ED. Also us stomer wi is is a requ
Search Items + Create Delete Configured Services Originated Immediate Preview Samples Terminated preview match-interaction my-request-access Office Hours business-hours Lapacity	Add New Service Service Template Choose among the following • capacity get match-interaction office-hours request-access request-chat request-interaction urs-stat callback	× eters 2 ustomer's service da ED. Also us istomer wi is is a requ
 Search Items Create Delete Configured Services Originated Immediate Preview Samples Terminated preview match-interaction my-request-access Office Hours business-hours Capacity Capacity 	Add New Service Service Template Choose among the following • capacity get match-interaction office-hours request-access request-access request-chat request-interaction urs-stat callback	× eters 2 sustomer's service da ED. Also us stomer wi is is a requ

After you load the template, you can create a new service. The loaded service templates are available in the drop-down list on the creation form.

Select a template and fill in the form. Based on this information, the interface pre-populates the service parameters that match a scenario configuration and grant usage of GMS APIs.

Important

Learn which template to use for given scenarios and APIs here. Read more about builtin and ors services here.

Service	Template					
match-in [*]	teraction 🗸			[
Service	Name			Lu Si	ist. ervid	
my-matcl	h-interaction I			EI	D. Al iton	
Cancel			Add	it:		
				- (
	Ors					
	Q Search Items		my-match-inter	action		
	Search Items Foreate Delete	· ^ 0	my-match-inter	action	categories available 🧹	
	Create Delete Configured Services	· ^ 0	my-match-inter	action No d	categories available 🥒	-
	Search Items Create Delete Configured Services Terminated preview		my-match-inter Q - Search Table Name	action	categories available 🥒 Valut	4
	Search Items Create Delete Configured Services reminated preview match-interaction my-match-interaction		my-match-inter Q - Search Table Name _access_cool	action No d	categories available 🥒 Valu્રીન્	+
	Search Items Create Delete Configured Services remnnated preview match-interaction my-match-interaction my-request-access		my-match-inter Q - Search Table Name _access_cod	action No d te	categories available 🖌	+
	Search Items Create Delete Configured Services remnnated preview match-interaction my-match-interaction my-request-access my-urs-stat		my-match-inter Q - Search Table Name _access_cod	action No d de	categories available 🦯 Valu	+
	Q Search Items + Create Delete • Configured Services • Configured Services • reminated preview match-interaction my-match-interaction my-request-access my-urs-stat my-urs-stat-service Hereit Service		my-match-inter	action	categories available 🖌 Valu્રામ્	-
	Q Search Items + Create Delete • Configured Services • reminated preview match-interaction my-match-interaction my-request-access my-urs-stat my-urs-stat-service • Office Hours		my-match-inter	action No d action	categories available 🖌	-1
	Q Search Items + Create Delete • Configured Services • reminated preview match-interaction my-match-interaction my-match-interaction my-request-access my-urs-stat my-urs-stat-service Coffice Hours business-hours		my-match-inter	action No d de number	Categories available ✓ Valuthy ■ match-interaction	+

Click the **Create** button and fill in your service information. Select your template, then click **Save**.

0

Service Created

An information message confirms the service creation.

The new service appears in the list of Configured Services. You can now configure your service.

The service is also created in the service.{service-execution-name} section of your GMS configuration. The URLs used by the Service API are dependent on the name of the service that you have just created. Services are available at the following URL:

http://host:port/genesys/l/service/{service-execution-name}

For instance, if you create a service named match-interaction, then {service-execution-name} is match-interaction and the service is available at:

http://host:port/genesys/l/service/match-interaction

Important

To use a service, start by allocating resources to this service with a create service request. Note that for some builtin services, this may not be necessary.

Configure your Service

Key parameters for the service are automatically populated with the appropriate default values.

Important

For cluster configurations, all changes made in a service will be replicated into the entire GMS cluster.

The parameters have the following characteristics:

Mandatory Parameters

erminated preview Qcall *	Select All	'Delete' is disabled
	+ Add New 🏢	Delete Advanced Parameters Advanced Parameters
Name	♦ Value	♦ Description
✓ General (3)		
You cannot	userterminated edit the option name	This is a default value, automatically populated when using the predefined User-Terminated scenario. You do not need to change this value.* If this option is set to USERORIGINATED, the customer's device will initiate the call to get connected to the agent.* If this option is set to USERTERMINATED, the age or the system will initiate the call to contact the customer.
	() Default V	alue List object defining the Callback

Mandatory parameters are identified with a 🔒 icon; you cannot rename or remove them.

Optional Parameters

erminated previe २ 네 *	eW Select All	/	V	'Delete' is active	
_		+ Add New	💼 Delete	Advanced Parameters Z Expand All	C Refree
Name	\$	Value	¢	Description	(
General (1)					
_business_hours_	service	usiness-hours	5	Name of the office hours service configured to provi available time slots for Callback. The Request Desire verified against the defined regular and specific cale	de the ed Time is endar hours.
Scheduled Call ((4)				(
					Y

Optional parameters are identified with a 🖊 icon when hovering; you can rename, edit, and remove

them.

Advanced Parameters

, v S	earch Table	Selec	t All	/					
	Name	\$	Value	+ Add	New De	tete C	Advanced Parameters	,= U	
]	_exceptions					Spe	cifies exception patterns tha	at shou	ould be verified before
	_max_ors_submit empts	_att		Name _exceptions	\$	Value		\$	Description Specifies exception patterns that should be verified befor processing this callback request. See Pattern configurat details.
	max_time_to_wa r_agent_on_the_c	iit_fo all	\langle	a _ixn_redirect	t_confirm	true			If set to false, on redirecting to the call to the agent appl will not wait for confirmation of agent accepting the call needs to be set to false in rare conditions where the swi doesn't send confirmation events (interaction.partystatechanged) after call redirection to agent.
				_max_ors_si empts	ubmit_att	3	parameter		Maximum number of times request for execution will be submitted to ORS. After it is reached request is removed persistent queue and discarded.
					to wait fo	120	snows up		This is the maximum amount of time (seconds) to wait i

Advanced parameters are mandatory parameters used for advanced customization purposes. By default, they are hidden, but you can display them by enabling the **Advanced Parameters** selector.

Request Parameters

Previe	ew				
Q • S	earch Table	Gene	eral 🥒	+ Add New 📋 Delete 💽 Advanced Parameters 📿 Refree	sh
	Name	\$	Value	♦ Description	(
	_customer_nur	nber		Request Parameter - Customer's phone number. Can be used to match the call with service data when the call direction is set to USERORIGINATED. Also used to establish the commution with the usedomer when the call direction is USERTERMINATED. This is a request parameter that you can use in REST queries.	
			allback		7

Request parameters are identified in the Description. You can use these parameters in your queries to the Callback Services API.

Edit Values



Some parameters may allow predefined values only and provide accurate descriptions



Editable values are identified with a 🖊 icon when hovering over them. Just click to edit the field.

The interface will display pre-defined values if they exist, and you can read the **Description** field for more information about the option.

Add New Parameters



In the service panel, click **Add New** to add a new parameter, fill in the form, and save the parameter. A popup message displays the operation result.

Search for Services and Options



The services can be filtered in the **Search Items** box. You can also filter the parameters displayed for the selected service or display them by category.
Callback Service

After Callback is configured, you must create a Callback Service for each Callback scenario that you want to implement. Then, you can manage Callback interactions in the Callback UI.

- To create a Callback service, you need Administrator permissions.
- You must set up Office Hours if you want to implement Scheduled Callback.

Load the Callback Service Template

Mobile Services Configured Services Ca Q Search Service Template 	Service Templates			demo 🗸
+ Upload 🍵 Delete	Q - Search from table	No categories available 🖌		
C Service Templates	ld (Default Value	♦ Description	4
Capacity Get Service	_capacity	Click to edit	2 Dimentional M per time slot.	latrix specifying the number of agents available
Match Interaction Office Hours	_capacity_add	Click to edit	1 Dimentional M	latrix for specific days. Overrides _capacity.
Request Access Request Chat	_timezone	UTC	Timezone match Defaults to UTC.	hing days of week and time range definition.
Line Statistic Callback				

Open the Service Management UI, and navigate to Callback and Mobile Engagement > Service Templates. By default, callback should be part of the Service Templates list.

If not, you must load the Callback service template before you can create a Callback service. The callback.zip template is located in the *<GMS installation directory*/*service templates* directory.

Once the callback template has been loaded, it is available in the filter drop-down list of the **Services** tab.

Create a Callback Service

Callback	Service Templates		
~	Add New Service	×	
			lispla
	Service Template		
	callback ~		O Day
	Service Name		
			19
	Callback Delayed		
	Common Default Configuration		
	User Terminated Delayed 🗸		
	Cancel Add		
	5 414		

Navigate to the **Services > Configured Services** tab. There, you can manage your services based on the templates. The services and categories can be collapsed or expanded for easier viewing.

- 1. Click Create.
- Enter a Service Name: This name will be used as the {callback-execution-name} parameter in your Callback queries.
- 3. Select your **Common Default Configuration**. These configuration scenarios are detailed in the Callback Scenarios section of this guide.
- 4. Click **Add**. An information message confirms the service creation.



The new Callback service appears in the Configured Services list.

Important

The service is also created in the service. {callback-execution-name} section of your GMS configuration.

Configured Callback Services

Q. Search Items	Callback Delayed	Display Advanced Parameters
+ Create 💼 Delete	Q - Search Table Select All	(,
Configured Services	+ Add New	Delete Advanced Parameters 🛃 Expand All 📿 Refres
Callback Delayed	Name 💠 Value	⊕ Description
match-interaction request-access request-interaction	ax_ors_submit_at 3 Optional	Maximum number of times request for execution will be submitted to ORS. After it is reached request is removed from persistent queue and discarded.
Office Hours Business-hours	3600 max_time_to_wait_f or_agent_on_the_call	This is the maximum amount of time (seconds) to wait for the agent to accept and answer the call after customer is connected
	■ _max_transfer_to_ag ent_attempts	This is the max number of times to retry transfer of the call to the agent
Request parameter for	API queries	Media type of the interaction the service is expected to handle. This is required for URS to select agent with proper media capabilities.
	id	Request Parameter Id of the service that originated allback service request. Example: IVR service, web session service, etc
	▲ _snooze_duration 300	After agent availability notification is received, user can snooze the notification for the specified duration.
	A	with betwee entering http://www.caste.e.

Key parameters for the service are automatically populated with the appropriate default values. For cluster configurations, all changes made in a service will be replicated into the entire GMS cluster.

Important

To configure your Callback service, refer to the configuration options described in the associated scenario page. See the Callback scenarios for further details.

The parameters have the following characteristics:

- Mandatory parameters are identified with a lock icon; you cannot rename them or remove them.
- Optional parameters you can rename them by hovering your cursor over the value field (you will see a pencil icon), click, and then enter the new value. You can delete optional parameters by clicking the *Delete* button.
- Advanced parameters can be displayed by selecting the **Advanced** button in the upper right.
- Request parameters are identified with an **Request Parameter** label in the Description.

Important

Request parameters are usually provided within the request itself. Genesys recommends that you do not configure the Request parameters through this UI, otherwise, the parameter within the request will be overridden. If a value was entered through this UI and you wish to remove it at some later date, you can click the garbage can icon and the value becomes *not specified*.

Accessing Callback Services and Records with the Callback API

The URLs used by the Callback API are dependent on the name of the Callback service that you have just created. Callback services are available at the following URL:

http://<host>:<port>/{base-web-application}/service/callback/{callback-execution-name}

For instance, if you create a callback service named callback-for-mobile, then {callback-execution-name} is callback-for-mobile and the callback service is available at:

http://<host>:<port>/{base-web-application}/service/callback/callback-for-mobile

For further details, see Callback API.

Office Hours

Important

You must set up Office Hours if you want to implement **Scheduled Callback** and **Disposition Dialog**.

Upload the Office Hours Template

Q Search Service Template • • •	Officenours	2	
Upload Delete Service Templates	Q, -> Search from table Sele	Default Value	♦ Description
Capacity Get Service	_timezone	UTC	Timezone matching days of week and time range definition. Default UTC.
Matehinteraction Office Hours Request Access	_ttl	30	Duration starting from of service after which the service will be terminated
Request Chat Request Interaction URS Statistic	end		This is the end period requested for office hours. Format is ISO 860 UTC) 'yyyy-MM-ddTHH:mm:ss.SSSZ' for example: '2013-05- 28T15:30:00.000Z'
Callback	number-of-days		Number of days from the start period to return office hours for.
	start		This is the start period requested for office hours. Format is ISO 86 UTC) 'yyyy-MM-ddTHH:mm:ss.SSSZ' for example: '2013-05- 28T15:30:00.000Z'
	✓ Holidays (1)		
	_holiday <n></n>		Days when the office will be closed. Use syntax '[yyyy-]MM-dd'. For example _holiday5='07-15'
	 Imported Rule Calendars (1) 		

In the **Callback and Mobile Engagement > Service Templates** tab, make sure that the **Office Hours** template is available. Otherwise, click **Upload** to add the office-hours.zip to the **Templates** list.

Create the Office Hours Service

Create Configured Services	reate Busines Hours here	business-h □ Regular Offic S	IOUI'S ce Hours	C, October 8, 2017	Edit setti alendar tin – October 14, 20	ngs to fix nezone issues D17 F Today	Day	ttings Month Europe	Calendar Tab
CBCK terminated previ		Time	Sun 10/08	Mon 10/09 *	Tue 10/10	Wed 10/11	Thu 10/12	Fri 10/13	Sat 10/14
Callback Delayed Get		All Day				Switch	n display si	tyles —	
Match interaction		1 AM							
My new Get	•	2 AM							
Office Hours		3 AM							
		4 AM							
business-hours		5 AM							
		6 AM							
		8 AM		to Demular	an De sud es	an De malar	to Describer	to Develop	
Capacity		9 AM		Office Hours	Office Hours	Office Hours	Office Hours	Office Hours	
Canacity		10 AM		8:00 AM - 2:00	8:00 AM - 2:00	8:00 AM - 2:00	8:00 AM - 2:00	8:00 AM - 2:00	
oupuony		11 AM		r m	FM	r m	rm.	FM	
		12 PM							
		1 PM							
		2 PM							
		3 PM							
		4 PM							
		5 PIVI							

Click **Create** in **Configured Services**, select office-hours in the filter and configure the business-hours service.

Set your Calendar Timezone

Settings	
Show All Day Row	
On	
Popovers	
On On	j
Checkbox	
On	l
Time Interval per Block	
00:30:00 🗸	
First Day of the Week	
First Day of the Week	
Sunday ~	
Office Timezone	
UTC ×	
Display Timezone	1
UTC ×	

The **Display Timezone** is the timezone of your **Calendar** view and is set to the Browser timezone by default. The **Office Timezone** is bound to the _timezone parameter of the Office Hours service.

The **Calendar** view is in Read-Only mode if your Display Timezone and Office Timezone are different.

In that case, the interface shows a warning message and does not allow you to edit the **Calendar** view.

[+] Show me the message

1) The calendar is in read-only mode because the office timezone is not equal to the displayed timezone

To fix this issue, click **Settings** and fix your **Office Timezone** and **Display Timezone** by setting identical timezones.

Add Office Hours to your Callback Service

↓ ~ S	Selection Select	ect All 🥒				
		+ Add New	💼 Delete	Advanced Parameters	🖌 Expand All	C Refr
	Name 븆	Value	¢ V	Description		
^	Chat (1)					
~	General (18)					ļ
	_attach_udata	single_json		Specifies the format in which the attached to the interaction prior data_id to attach only the stora GMS_UserData). Select single_j as one json object (key: GMS_U separate_keys to attach each u Name of the key will be the sam	ne user data should r to routing to agen ge data_id (key: ison will attach all u iserData). Select ser data as a separ ne as the user data	be t. Select iser data ate key. key.
Z	_business_hours_ser vice	Choos V X Business-hours		Specifies a configured office-ho Time is verified against the defi alendar hours.	ours service. Reque ned regular and spe	st Desired ecific
	_call_direction	USERTERMINATED		When value is USERORIGINATE (device) will initiate the call to b USERTERMINATED is specified initiate the call to the specified	D, this implies the use connected to the to the the the enterprise target.	user agent. If e will
	_capacity_service	_		Specifies a configured capacity	service. Agent ava	ilability is

Select your Callback Service and expand the **General** category. Find the _business_hours_service parameter and select your Office Hours instance in the drop down list.

Create Regular Office Hours

0	Business-	hours 1				Calendar Table
\langle	Regular Of	fice Hours	N/A –	N/A ► 1	Today 📋 🌣 Set	ttings
					\odot Day	Week GMT+0000
	Time	Monday	Tuesday	Wednesday	Thursday	Friday
	1 AM					
	2 AM	Select	your			
	3 AM	- 001				
	4 AM	Office	Hours	(2)		
	5 AM					
	6 AM					1
	7 AM			V		
	8 AM	📽 Regular Office	😢 Regular Office	Wed-Wed 08.00.AM-	📽 Regular Office	😢 Regular Office
	9 AM	Hours 8:00 AM - 5:30 PM	Hours 8:00 AM - 5:30 PM	00.00.PW	Hours 8:00 AM - 6:00 PM	Hours 8:00 AM - 6:00 PM
	10 AM					/
	12 PM					/
	12 PW					
	2 PM					
	3 PM					
	4 PM					l
	5 PM					l l
	6 PM				-	•
	<u>7.PM</u>					
New Office	e Haura					
A Capital Control of	1					
	i tena Sector Sector					
Consults Ref. or Th						
test (5 × 10.00					
-	1.00 × 101 × 101 × 101					
-	 I age provide the second second					
·						
	- 2000 contractor					

Select your Office Hours service in the **Configured Service** tab.

In the **Calendar** view, make sure that **Regular Office Hours** is checked.

Select your Office Hours service in **Configured Services**. You can add Office Hours by selecting a timezone in your **Calendar** view; the Office Hours interface shows up. Or, you can switch to the **Table** view and edit options there.

Switch Views to Check Office Hours

Business-hours Switch Calendar Views Calendar Table														
Regular Office H	Regular Office Hours A May 1, 2016 - May 31, 2016 F Today Settings													
O Day O Week Month GMT+000														
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday								
	2	3	4	5	6									
	📽 Regular Off	📽 Regular Off				l								
1	9	10	11	12	13									
	📽 Regular Off	📽 Regular Off												
1	5 16	17	18	19	20	21								
	📽 Regular Off	😢 Regular Off	🕲 Holiday	🛯 Holiday		1								
22	2 23	24	25	26	27	28								
	📽 Regular Off	😢 Regular Off				/								
29	30	31	1	2	3	/								
	😢 Regular Off	😢 Regular Off				/								
	56	7	8	9	10	/								
	😢 Regular Off	😋 Regular Off				ĺ								
						l								
						l								
					····									

If you add Office Hours to one or more days in the week, the results apply to all months and weeks. Switch to the **Month** view to see the actual Office Hours of the month.

Add Holidays and Exceptions



You can set certain dates as Holidays so they will not be used for Callback and certain dates as Exceptions (or Special Office Hours) for days that require additional hours.

To add these special events, uncheck the **Regular Office Hours** parameter, then click in the **Calendar** view on the appropriate date to open the dialog box.

Exceptions Always Apply

Business-hours				Calendar Table
Regular Office Hours	 May 1, 2016 	May 31, 2016	Today 🗮 🌣 S	Settings
No Callback or	n Holiday 🔔		○ Day ○ Wee	∢ ● Month GMT+0000
Monday	Tuesday	Wednesday	Thursday	Friday
2 CRegular Office Hou	3 CRegular Office Hou	4 در کوچی ular Office Hou	5 CRegular Office Hou	😢 Regular Office Ho
8:00 AM - 5:30 PM 9	10		12	
C Regular Office Hou	CREGULAR Office Hou	🛚 🖉 Holiday	CREGULAR Office Hou	CREGULAR Office Hou
		📽 Regular Office Hou		
16 CRegular Office Hou	17 CRegular Office Hou	18 CRegular Office Hou	19 CRegular Office Hou	20 Regular Office Hou
23	24	25		27
📽 Regular Office Hou	😢 Regular Office Hoo	CRegular Office Hor	Special Office Hou	Regular Office Hou
Specia	l Office Hours	(Exception)	CREGULAR Office Hou	/ /
30	31	1	2	
😢 Regular Office Hou	📽 Regular Office Hou	📽 Regular Office Hou	📽 Regular Office Hou	📽 Regular Office Ho
6	7	8	9	
😢 Regular Office Hou	📽 Regular Office Hou	📽 Regular Office Hou	😢 Regular Office Hou	📽 Regular Office Ho

If you set a Holiday and an Exception on the same day, then the Exception applies. The office is opened during the hours configured in the Exception.

If Regular Hours, Holiday, and Exception are set on the same day, then Holiday blocks Regular Hours, but the Exception still applies and the office is opened during the Exception's hours.

bbA	Holidays	and	Exceptions	from	the	Table	view
7.000	Tionaays	unu	слесрионы	110111	CITC	IUDIC	VICVV

0	Busine	ess-h	our	S							Calendar	Table
	Q - Search Table Select All								1			
										Clone	💼 Delete 🔵 All Parameters 🖌 Expand All 🕄 R	efresh
		Value								¢	Description	¢
										Timezone matching days of week and time range definition. Defite to UTC.	aults	
	~	Holid	ays ((1)								4
		5/11/2	2016								Days when the office will be closed. Use syntax '[yyyy-]MM-dd'. F example _holiday5='07-15'	For
	V	5/1	9/20	16	av 20	16	~	×			Days when the office will be closed. Use syntax '[yyyy-]MM-dd'. F example _holiday5='07-15'	For
	^	s 1	M 2	Т	W	Т	F	s 7				4
	^	8	9 16	10 17	11 18	12	13 20	14 21				4
	^	22 29	23 30	24 31	25 1	26 2	27 3	28 4				4
	^	Speci	ial O	ffice	Hou	ırs (1)					4

You can also add Holidays and Exceptions by editing the associated options in the **Table** view.

Import Rules in Office Hours

The **Import Rules** feature enables you to set up Regular Hours, Holidays, and Exceptions (Special Office Hours) that you want to apply to several Office Hours services. The imported content (options and setup) becomes part of the Office Hours service.

- Further changes to the imported services (Regular Hours, Holidays, Exceptions) instantly apply to all the Office Hours services that imported the rules.
- The Import Rules feature ignores the timezones defined in the imported service.

Tip

The **Import Rules** feature allows you to create and manage a single Office Hours, Holidays, and Exceptions calendar that is applicable to multiple team calendars.

Use Case: Import Holiday Rules

Let's consider that you have several offices in the United States, sharing the same federal holidays and vacations. In that scenario, you can create a dedicated Office Hours called Federal USA Holidays, and then import it in your U.S. offices, instead of manually adding the same holidays to your **Calendar** views for each service (Office New York and Office SF0 in the example below).

Use Case: Import Exception Rules

Let's consider that, every two weeks during spring, all of your offices are opened on Wednesday evenings from 6-9 p.m. for a special event called *Special Deal*. In that scenario, you can create an Office Hours service called Special Deal Events where you create the needed extra hours. Then, you can import this rule in each concerned office (Office New York, Office SF0, and Office Amsterdam in the example below).

Note that Special Deal Events will apply even if Regular Hours and Holiday are set for a given date, as explained above.

Q. Search Items	Special Deal Events	$\mathbf{)}$			Calendar Table
+ Create 💼 Delete	Regular Office Hours	May 1, 2016 -	May 31, 2016 🕨	Today 📄 🌣 Set	tings
Configured Services				○ Day ○ Weel	c ● Month GMT+0200
Callback Delayed	Monday	Tuesday	Wednesday	Thursday	Friday
match-interaction request-access	2	3	4	5	
request-interaction Office Hours	9	10	11	12	13
All Offices	16	17	18 C Special Office Hour	19	20
Federal USA Holidays Office Amsterdam	23	24	25	26	27
Office SFO Special Deal Events	30	31	ا Special Office Hour و	2	
	6	7	8	9	

Set up Rules in a Dedicated Office Hours Service

	0	2
		1- James / April (1986)
	-	
		or state when the state
	·	
100		No. of Concession, Name
		No. of Concession, Name
	·	The second second
		Discrimination of the
		and the second s

To set up these rules, create a new Office Hours service. In this example, two services are created: Special Deal Events and Federal USA Holidays.

Office	SFO	Calendar Table
Q • S	earch Table Select All	Clone
	Value	 ♦ Description
	America/Los_Angeles	Timezone matching days of week and time range definition. Default to UTC.
^	Holidays (0) Click, th	hen select the Office Hours to import
*	Imported Rule Calendars (2)	
Ø	Federal USA Holidays	An option that specifies an existing office hour to import into the current office. Note: The timezone of the imported office will be disregarded.
	Special Deal Events	An option that specifies an existing office hour to import into the current office. Note: The timezone of the imported office will be disregarded.
^	Imported Schedule Calendars (0)	9

Import Rules in Office Hours Service

Switch to **Table** view and expand **Imported Rule Calendars**. Click ^C to add a new rule line, then select the appropriate Office Hours service.

View Imported Rules

Q. Search Items	Office SFO Calen	dar Table
🕂 Create 🛛 💼 Delete	Regular Office Hours 🖌 May 30, 2016 - June 5, 2016 > Today 📄 🌣 Settings	
Configured Services	○ Day ● Week ○ Month	GMT-0700
Callback Delayed match-interaction request-access request-interaction	Non 05/30 Tue 05/31 Wed 06/01 Thu 06/02 Fri All Day C Holiday C C C	06/03
Office Hours	IM 2AM 2AM	
All Offices Federal USA Holidays Office Amsterdam	4 AM 5 AM 6 AM 7:00 AM - 5:30 PM	
Office New York Office SFO	I AM C Regular Office 8 AM Hours Hours Hours Hours Hours Hours Hours 9 AM 7:00 AM - 5:30 PM	5:30 PM
Special Deal Events	10 AM 11 AM 12 PM 1 PM 2 PM 3 PM 4 PM 5 PM	5
	6 PM 7 PM 8 PM 9 PM 10 PM 6 cm estructure 6 cm estr	s δ.o. I U4.U I



Switch to the **Calendar** view to display the results of the imports. In this example, you can see that the Special Deal Events and Federal USA Holidays are imported in the Office SFO service.

If you update an Office Hour service (for instance, Special Deal Events or Federal USA Holidays), you will see these updates replicated to the Office Hours services importing the modified calendars (here, Office SFO).

You can also click **Settings** and see the imported Offices Hours in the list of **Displayed Calendars**.

Import Schedules in Office Hours

You can import **Schedules** from other Office Hours Services to combine working hours of multiple teams and shifts in the same Office Hours service. In this scenario, you can create a main Office Hours service (All Offices in the example below) into which you can import all the Office Hours schedules (Regular Hours, Holidays, Exceptions, and timezones). This results in the union of the imported Office Hours schedules within the timezone of the main Office Hours.

Tip

The **Import Schedules** feature helps you to manage teams dispatched in different timezones.

Import Schedules in Office Hours Service

Q. Search Items	All Offices	Calendar Tabl
+ Create 💼 Delete	Q - Search Table	ect All
Configured Services		Clone 👕 Delete 🔵 All Parameters 🖉 Expand All 📿 Refres
Callback Delayed	Value	
match-interaction request-access request-interaction	Europe/Paris	Timezone matching days of week and time range definition. Defaults to UTC.
Office Hours	 Holidays (0) 	q
All Offices	 Imported Rule Ca 	$_{ m ars(0)}$ Click, then select the Office Hours to import ${}^{ m cl}$
Federal USA Holidays Office Amsterdam Office New York	✓ Imported Schedu	alendars (3)
Office SFO Special Deal Events	Office Amsterdam	An option that specifies an existing office hour to import into the current office. Note: The timezone of the imported office will be considered.
	Office New York	An option that specifies an existing office hour to import into the current office. Note: The timezone of the imported office will be considered.
	Office SF0	An option that specifies an existing office hour to import into the current office. Note: The timezone of the imported office will be considered.

Switch to **Table** view and expand **Imported Schedule Calendars**. Click ^C to add a new rule line, then select the appropriate Office Hours service.

Display Imported Schedules



Switch to the **Calendar** view to see the results of the imports.

In this example, the All Offices service combines the schedules of the Office SFO, Office New York, and Office Amsterdam services.

The timezones, Regular Hours, Holidays, and Exceptions are aggregated in the **Calendar** view that shows the callback coverage for the three offices.

You can also click **Settings** and see the imported Offices Hours in the list of **Displayed Calendars**.

Office Hours Options Reference

_include_schedule<n>

Section: office-hours Default Value: Valid Values: service.<office hours ID> Changes Take Effect: Immediately

The name of another office-hours service to include in the current service. If you need to combine the schedules of several teams, use this option to import schedules from other Office Hours Services to combine working hours of multiple teams and shifts in the same Office Hours service. In this scenario, you can create a main Office Hours service (All Offices in the example below) into which you can import all the Office Hours schedules (Regular Hours, Holidays, Exceptions, and timezones). This results in the union of the imported Office Hours schedules within the timezone of the main Office Hours.

For example, create and configure two office Hours services, one named Office SFO, the other Office Amsterdam. Then create the All Offices service and set _include_schedule parameter to combine schedules of both teams. A service referenced in _include_schedule parameter can include additional _include_rule and _include_schedule option(s) and in its configuration.

_include_rule<n>

Section: office-hours Default Value: Valid Values: service.<national_holidays> Changes Take Effect: Immediately

ID of another office-hours service. All rules, such as _bh_regular<n>, _bh_add<n>, _holiday<n> from the specified service (and it's predecessors) are included into the current service. The timezone specified in the included service is ignored. Instead the timezone specified in the current service, applies to all of the rules configured in the current service.

_holiday<n>

Section: office-hours Default Value: Valid Values: "YYYY-MM-dd" or "MM-dd" Changes Take Effect: Immediately Holidays are specified either by full date (including the year), or only by month and day. In the latter case it is treated as a recurrent event, which is repeated annually. The name of the parameter should be unique within this service (section of options). For example, 2016-07-01 or 07-01.

The parameter name should be unique within this service. For instance, _holiday1, _holiday2, and so on.

bh regular<n>

Section: office-hours Default Value: Valid Values: DDD-DDD HH:mm-HH:mm Changes Take Effect: Immediately

Days and hours of the week where regular office hours apply; for example, Mon-Fri 9:00-17:00. The range of days can overrun the end of the week, for example, you can specify Sat-Mon that includes 3 days: Saturday, Sunday, Monday. The hours are specified in 24-hour format. The range of hours can overrun the end of the day, for example 19:00-7:00 to model the shift that starts at 7 pm and ends at 7 am.

The parameter name should be unique within this service. For instance, _bh_regular2, _bh_regular2, and so on.

_bh_add<n>

Section: office-hours Default Value: No default value Valid Values: YYYY-MM-dd HH:mm-HH:mm or MM-dd HH:mm-HH:mm Changes Take Effect: Immediately

Specifies a special date and time period when the office will be open.

Additional days can be specified by providing either full date (including the year) or only the month and the day. For example, 2014-11-30 10:00-14:00 or 11-30 10:00-14:00

If you do not specify the year, the event is considered as recurrent and will be repeated every year. The name of the parameter should be unique within this service (section of options). For instance, _bh_add1, _bh_add2, and so on.

use alternative<n>

Section: office-hours **Default Value:** Valid Values: String Changes Take Effect: Immediately

A comma-separated list of one or more alternative office-hours services that should be used during specified periods instead of the current (master) office-hours service configuration, for example: office-hours-summer. holidavs.

If you add an office-hours service to this list (for instance, office-hours-summer), you must configure its effective dates parameter. During the effective dates, the master service uses the configuration of the alternative services instead of its own configuration.

If you set more than one service in this option, the (master) office-hours service uses the timezone parameter of this list's first service (office-hours-summer in our example) and will use the "include rule" approach to combine the effective hours.

Important

Not supported by the Service Management UI in 8.5.106.

effective dates<n>

Section: office-hours **Default Value:** Valid Values: YYYY-MM-dd or YYYY-MM-dd to YYYY-MM-dd **Changes Take Effect:**

Period while the office-hours service applies. If the service has at least one effective dates parameter configured, then the office is considered closed outside of the configured effective dates<n> ranges.

Use this parameter to restrict the service to a given period of time (a few weeks or months). For example, 2016-04-01 or 2016-04-01 to 2016-10-31.

This parameter is mandatory if you set the use alternative<n> parameter.

effective dates<n> parameters apply to all of the parameters configured in the current officehours service and in the other included services (for example include rule,

include schedule, use alternative) services.

Important

Not supported by the Service Management UI in 8.5.106

Capacity Service

တို Mobile Services Configured Services Ca	allback	Tools 🗸				demo 👻
Q. Search items	Сара	icity				
+ Create 💼 Delete	Q ~ 8	Search Table	No	categories available 🥒		/
Configured Services					+ Add N	lew 💼 Delete 🕥 Advanced Parameters 📿 Refres
CBCK terminated previ		Name	\$	Value	Ş	Description
Callback Delayed Get Match interaction		Capacity		[Mon, Tue, Wed, Thu, Fri]		2 Dimentional Matrix specifying the number of agents available per time slot.
Office Hours		Capacity Exceptio	n	[2017-11-23]		1 Dimentional Matrix for specific days. Overrides _capacity.
business-hours		_service		Capacity		
Capacity		Service Timezo	one	UTC		Timezone matching days of week and time range definition. Defaults to UTC.
Capacity		_type		builtin		/
						Genesys Mobile Services 8.5.111.0

The Capacity Service enables you to define the number of scheduled callbacks that are allowed for Callback for a given time slot in the week. Then, your Callback service refers to your Capacity service and to your Office Hours service to adjust the agent availability and the number of scheduled callbacks.

You can define exceptions for dates when fewer or more scheduled callbacks are available, and you can define as many Capacity services that you need to match your Callback services.

Make sure to update the existing calendar configuration to set the correct timezone for your Capacity service. For instance, if you configured "EST", or "PST" timezones with the configuration, your parameters must use the timezones defined for Java such as "America/Toronto", or "Europe/Paris". See Wikipedia to get the list of correct timezones.

Create a Capacity Service

Create a new service and select **capacity** in the list of templates.

Once this service is created, you can use the Capacity API.

Important

You also need to create an Office Hours service.

Link your Capacity to your Callback Service

တို Mobile Services C	onfigured Services	Callback	Tools 🗸		demo v
Q Search Items + Create	× ^ (D			change this value.* If this option is set to USERORIGINATED, the customer's device will initiate the call to get connected to the agent.* If this option is set to USERTERMINATED, the agent or the system will initiate the call to contact the customer.
Callback Delayed		•	_callback_events_list	③ Default Value	Name of the Transaction List object defining the Callback events and data to notify; for example, GMS_Events.
Get Match interaction My new Get Originated Immediate			_capacity_service	Cho v v ×	Sets a configured capacity service. Agent availability is verified against the defined capacity and capacity exceptions.
Preview Samples		•	_customer_lookup_k eys	_customer_number ⑦ Default Value	Comma-separated list of properties to track back customer callback requests. You must only specify identification numbers such as phone numbers, user names, and so on. For example: _customer_number,_phone_number
business-hours			▲ _enable_status_notifi cation	false	Enables the callback status notifications and defines the notification subscription for the Callback application. If fals the Callback Service assumes that the client application has cited for status notifications. If set to

If your Callback service needs variable capacity levels, you must map its _capacity_service parameter value with the name of the Capacity service that you have created.

Important

Callback services that need fixed capacity levels can continue to use the _max_request_by_time_bucket option. But, if your Callback service includes both _capacity_service and _max_request_by_time_bucket options, then _max_request_by_time_bucket is ignored.

Add Capacity

			+	Add New	🖬 Delete		dvanced Pa	arameters	C Refr	/	
	Name 💂	Value		÷ [Description				(
	🔒 Capacity		\supset	2 a	Dimentiona vailable per	l Matrix sp time slot.	ecifying the	number of	agents		
]	Capacity Exception	0		1	Dimentiona	l Matrix foi	r specific da	ys. verrid	es _capacit	y.	
	_service										
	Service		Capacity								
	Timezone		Timestamp	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Set Slot
]	_type		01:00								
			02:00								
			03:00								
			04:00								
			05:00	0	0	0					
			06:00								
			07:00			0					
			08:00								
			09:00	5	10	10	10	0	0	0	
			10:00	5	10	10	10				
			11:00	5	10	10				0	
			12:00	5	10	10					
			13:00	5	10	10					
			14:00	5	10	10					
			15:00	5	10	10					
			16:00	5	10	10					
			17:00	5	10	10					
			18:00	5	10	10					
			19:00	0	0	0		0	0	0	
			20:00								
			21:00	0		0		0	0	0	
			22:00								
			23:00								
			Set Day								

.

Edit the **Capacity** value to open the Capacity grid widget. Enter your capacity per Day or Hours, then **Save**.

Сара	city				/
Q • S	earch Table	o categories available 🥜			
		+	Add New	Delete Advanced Parameters C Refre	sh
	Name 븆	Value	÷	Description	ŧ
	🔒 Capacity	[Mon, Tue, Wed, Sun])	2 Dimentional Matrix specifying the number of agents available per time slot.	
	Capacity Exception	0 /		1 Dimentional Matrix for specific days. Overrides _capacity.	
	_service	🔒 capacity			
	Service Timezone	UTC		Timezone matching days of week and time range definition. Defaults to UTC.	/
	_type	builtin			

You can see for which days of the week the Capacity service is defined.

Add Exceptions

q - s	earch Table	No categories available 🥒		
			+ Add Nev	W 📋 Delete O Advanced Parameters 📿 Ref
	Name	♦ Value	¢	Description
	Capacity	[Mon, Tue, Wed, Thu, Fr Sun]	ri, Sat,	2 Dimentional Matrix specifying the number of agents available per time slot.
	Capacity Exception	01		1 Dimentional Matrix for specific days. Overrides _capacit
	_service	Capacity		
	Service Timezone	UTC		Timezone matching days of week and time range definition Defaults to UTC.
	_type	builtin		_

For more flexibility, you can set exceptions for the Capacity service. You can enter dates with different capacities for federal holidays, vacations, and so on.

Edit the **Capacity Exception** value to open the interface.



You can add as many exceptions as you need. You can also even update later to modify your capacity.

- 1	ony		
), ~ S	earch Table No	categories available 🥒	
		+ Add N	New 💼 Delete 🔵 Advanced Parameters 📿 Ref
	Name 븆	Value 👌	Description
	Capacity	[Mon, Tue, Wed, Thu, Fri, Sat, Sun]	2 Dimentional Matrix specifying the number of agents available per time slot.
	Capacity Exception	[2016-07-04]	1 Dimentional Matrix for specific days. Overrides _capacit
	_service	Capacity	
	Service Timezone	UTC	Timezone matching days of week and time range definition Defaults to UTC.
	_type	builtin	

Click **Save** to update your Capacity data. A popup message displays the operation result.

Display Sub-capacities and Sub-exceptions

Сара	city					
Q ~ 8	Search Table	No	categories available 🥜			
			+ Ad	d New	Delete Advanced Parameters P Re	fresh
	Name	\$	Value	Ş	Description	\$ /
	🔒 Capacity		[Mon, Tue, Wed, Sun]		2 Dimentional Matrix specifying the number of agents available per time slot.	
	_capacity_1		{"1": {"1000":10,"1100":10,"1200":10 "1300":10,"1400":10,"1500":10 1600":10,"1700":10,"1800":10," ♠ 0900":10}}), ,"		
	_capacity_2		{"2": {"1000":10,"1100":10,"1200":10 "1300":10,"1400":10,"1500":10 1600":10,"1700":10,"1800":10, ▲ 0900":10}), ,"		/
	_capacity_3		▲ {"3":{"1000":10,"0900":10}}			/
	▲ _capacity_7		{"7": {"1000":5,"1100":5,"1200":5,"13 00":5,"1400":5,"1500":5,"1600" 5,"1700":5,"1800":5,"0900":5}}	3		

To display the list of sub-capacities and sub-exceptions, enable **Advanced Parameters**.

Callback Interface

Updated in 8.5.110, 8.5.111

Next 2	24 Hours	~					
Crea	ate Callback 🛛 🧩 Ad	vanced Options		,	😋 Refresh 🔉 Can	cel Callba	cks
Callba	ack(s) Found 🔻		Search		Phone Number		~
	State 🔤	Desired Callback Time (GMT+2)	Phone Number	Ş	Service Name	\$	
	SCHEDULED	7/5/2017 11:10:00	5510		Preview		1
	SCHEDULED	7/5/2017 10:20:00	5412		Preview		1
	SCHEDULED	7/4/2017 15:30:00	5110		Preview		1
	SCHEDULED	7/4/2017 13:40:00	5114		Preview		1

The *Callback* UI displays the list of Callbacks that are still alive. After the Callback due date (which is the _desired_time parameter), the service record will appear in the UI for the amount of time configured in the _ttl parameter (in seconds).

Callback records can have the following states:

- SCHEDULED Request is handled by Callback Management service (there are no sessions started in ORS). While in this state, the request will be handled by Management when the specified desired_time is upcoming.
- QUEUED Callbacks actively waiting for agent in ORS/URS; agent not assigned yet.
- ROUTING Agent is reserved but the call is not yet routed to the agent.
- PROCESSING Callback being handled by assigned agents.
- COMPLETED Callback was completed with _callback_reason, for example, timed-out, cancelled, and so on.
- PAUSED Callback was paused. See Pausing Callback for details.

Important

You must have the appropriate Supervisor role in order to use the Callback UI.

Callback UI Overview

The following features are available:

- The dropdown at the top left gives you the option to display Callbacks using a pre-defined range for the past day, week, or month; or for the next day, week, or month.
- Refresh You can force the interface to refresh the list of Callbacks.
- Search Box You can select a column field in the dropdown at the right of the Search Box. Then, the interface filters the results dynamically as you type.

් Home	Configured Se	rvices	Callback Tools -						demo 🗸	
Next 7	► Vext 7 Days Create Callback Advanced Options		• nced Options	Stri s	ng to search on selected field		Refresh 🗱 Cancel Callbacks			
2 Callb	ack(s) Found	•			55	×	Phone Number		*	
	State	\$	Desired Callback Time (GMT+2)	-	Phone Number	₽	Service Name	Å		
	SCHEDULED		7/5/2017 11:10:00	(5510	`	Preview		1	
	SCHEDULED		7/6/2017 10:10:00		5510	/	Preview		1	
▲ Bao	ck to top						Genesys Mo	bile Service	25 8.5.110.07	

Limitations of the Interface

- The total number of callbacks that the table can display is 100000.
- Callbacks are displayed in pages of 100 items for Internet Explorer and 250 for other browsers.
- There is a dropdown which you can select to get pre-defined ranges or set a custom range.

Advanced Options

Configure Columns				
Add Column Field				
Column Name	Alias (Opt	Alias (Optional)		
Configure Custom Da	te Range			
Add Custom Date Rate	ange			
Range Name	Days	Days		
Range Name	Offset	Offset	×	
Filter Table by States	and Service			
States	S	Services		
SCHEDULED		Callback Delayed		

Advanced Options - Opens a new window where you can customize how the Callback Management table displays:

- Add Column Field You can add your own custom column field to display in the table. This option can be useful when you have created your own properties that you want to display in the table. You can add more than one field, which will display in the same column. In this case, to enhance readability in the single column, you can use the Alias option, and create a short name to display.
- Filter Table by States and Service You can include one or more states to display in the table, and/ or you can select a service to display in the table. Note: You can only select one service at a time to display.
• Max # of Callbacks per Service - Default is 500.

Create or Schedule a Callback

Callback type		
Immediate	~	
Service Name		
scheduled	·	
Callback Parameters		
Customer Number	Your Callback Number	
Urs Virtual Queue	Optional	
Request Queue Time Stat	Optional	
Additional Properties		
_email	Parameter Value	
foo	Parameter Value	
bar	Parameter Value	

You can submit or schedule a callback request by clicking **Create Callback**. A new dialog opens and you can add a new Callback to be displayed. You can select the **Callback Type** and **Service Name**, add your own properties to the Callback, and enter the following Callback Parameters:

- *No results* Your Callback number.
- _urs_virtual_queue Queue to use for this Callback if several virtual queues are used for Callback with identical configuration. If you are defining the _urs_virtual_queue here, you must then remove this option from the Callback Service (through Genesys Administrator), because it cannot be defined in both places.
- _request_queue_time_stat Queue statistics. For example, "ExpectedWaitTime;Queue;8999@SIP_Server;Environment".

Important

Make sure to set _wait_for_user_confirm to false in the selected service.

Edit a Callback

In the Callback table, for Callbacks that can be edited, a blue pencil displays in the last column. Clicking this pencil displays the edit options for that Callback.

- You can choose to reschedule the Callback (only for SCHEDULED Callbacks).
- You can choose to cancel the Callback.

Callback Interface

00.	Home	e Configured	Services	Callback T	ools 🗸					demo 😽
	Custo	m Date Range		✓ 7/4/2	017	7/11/2	2017	Submi	t	
	🛨 Create Callback 🛛 & Advanced Options							efresh	🗱 Cancel Callbacks	
-	7 Callba	ack(s) Found	•			Se	arch	Phor	ne Numb	er 🗸
		State	÷	Desired Callbac	k Time (GMT+2)	•	Phone Number	\$ \$€	ervice Na	ime 🕴
		QUEUED 🗸		7/4/2017 11:44:	01		5110	Pr	review	
		SCHEDULED	_	7/4/2017 13:40:	00		5114 K	Pr	eview	\smile
		SCHEDULED							×	1
		SCHEDULED		Edit Callbac	k					1
•				Current Callba	ck Information					•
			L	Callback Time	7/4/2017 11:44:01	1				vs Mobile Services 8 5 110 07
			-	Callback Number	5110					ys mobile Services 6.3.110.07
			6	Cancel Callba	ack					
			`		T.					
				Back				Continue		

Get Additional Details about the Queued State

You can expand the QUEUED state to get ORS-level diagnostics about the queued Callback.

3 Callback(s) Found v D Expand the state										
	State 🗘	Desired Callback Time (GMT+2)								
		8/7/2017 17:35:57								
		8/7/2017 17:39:56								
	QUEUED 🗸	8/7/2017 17:40:09								
▲ Bad	k to top									

3 Callba	3 Callback(s) Found 🔻										
	State	\$	Desired Callback Time (GMT+2)								
	QUEUED 🔨 😋		8/7/201								
Posit	ion in queue: Not in queue	4	Additional Queue								
	QUEUED 🗸	-	^{8/7/2017 17:39:56} information is								
	QUEUED 🗸		8/7/2017 17:40:09 displayed								
▲ Bad	ck to top										

The following information can be displayed:

- **Estimated wait time**: The estimated time that the customer will wait for the callback. For example: 46.5 seconds
- Position in queue: The callback's current position in the queue. For example: 3
- Agents Logged in: The number of agents that have logged in. For example: 3
- Callback type: The type of callback. For example: WAIT_FOR_AGENT
- Callback version: The version of the ORS Callback strategy. For example: v2.39
- Channel: The callback channel. For example: WEB
- Dial attempt number: The number of dials that the agent has attempted. For example: 2
- Dial Result: The result of the callback dial. For example: PUSH_DELIVERY_NOT_CONFIRMED

- **EWT at first outbound call**: The estimated wait time when the first outbound call happened. For example: 22.5
- EWT at callback offer: The estimated wait time when the callback is offered. For example: 0
- **Is snoozed**: Shows whether the callback is snoozed or not. For example: false
- ORS session ID: ORS session ID of the callback. For example: 00NEEH6C74C6NAC01G015B5AES000005
- **Position at first outbound call**: The callback's position in the queue when the first outbound call happened. For example: 3
- **Position at callback offer**: The callback's position in the queue when the callback is offered. For example: 3
- Current priority: The callback's priority. For example: 0
- Routing target: The callback's target or skill expression. For example: GMSCallbackAgents@stat.GA
- **Time of first outbound call**: The time when the first outbound call happened. For example: 1/3/2017 11:26:21
- **Time callback was accepted**: The time when the callback is accepted. For example: 1/3/2017 11:26:02
- **Time of next outbound call**: The time when the next outbound call happened. For example: 1/3/2017 11:27:24

Bulk Cancel and Export of Callback Records

Added in: 8.5.110, updated in 8.5.111

Important

This feature is enabled by default in your GMS configuration. To disable it, set disablebulk-cancel-and-export-callback to true.

Bulk Cancel

Make sure to select an appropriate Time Range to filter callbacks, then make a callback selection to activate the **Cancel Callbacks** button. When you click this button, the **Cancel Callbacks Confirmation** dialog opens, displaying the selected callback cancellations.

Conf	igured Services	Caliback Too	ls 👻							
									×	
Today		🕕 Car	icel Callbacks Conf	irmation						
Creat	e Callback	Cancel All	Callbacks in Current Time Range						nload R	
		Callbacks t	o Cancel in Current Page: 2							
Callba	ack(s) Four	212-49ac87ct	o-3a33-4da5-a92f-41e82f1501f1	SCHED	JLED 5/30/2017	7 17:25:00	1111111 C	allback		
	State	212-7163999	e-6cd0-480f-9f32-e6ac656c4f43	SCHED	JLED 5/30/2017	7 19:25:00	1111111 C	allback	9 ⇔	
	COMPLETE	Close				Confi	rm and Cancel C	allbacks		
	COMI LETE									
	COMPLETED	CANCELLED: CANCELL	FD ^{RA^TADWIN)}	5/30/2017 11:35:00	,			Calibaci	(
	COMPLETED (CANCELLED: CANCEL	LED_BY_ADMIN)	5/30/2017 12:00:00)	11111	11	Callback	c	

You can either:

- Continue with the selections you have made and click confirm to cancel them.
- Check Cancel All Callbacks In Current Time Range, to override your previous callback selections and delete all callbacks in the current time range. In that case, the list of displayed callbacks disappears from the dialog window. Confirm to cancel the records.

Confi	igured Services	Callback	Tools -				
oday		! C	ancel Callbacks Confirm	nation		×	
Create	e Callback	🗹 Cancel	All Callbacks in Current Time Range				nload Re
Callba	ack(s) Four	Close			Confirm and Cancel Callback	ks	
	State				1 Home Rumber	OCT THE CITAL	a ≑

The resulting display shows all the callbacks that you have selected to cancel and that are now in COMPLETED (CANCELLED_BY_ADMIN) state.

ල් Home	Moni	tor Configured Services	Callback	Tools -								default 🗸
	Today	v										Â
-	+ Create Callback & Advanced Options		Options				C Refr	esh 🗱 C	ancel Call	backs 🛨 Downlo	ad Reports 🥏	- 1
1	100 Callback(s) Found 🔻									Phone Number	~	
	State			\$	Desired Callback Time (GMT-4)	• Pho	ne Number	Ş	Service	Name	Ş	
		COMPLETED (CANCELLED_BY	_ADMIN)		7/12/2017 12:15:33	2315	6464		user-terr	ninated-workspace		
		COMPLETED (CANCELLED_BY	_ADMIN)		7/12/2017 12:15:33	2315	465		user-terr	ninated-workspace		
		COMPLETED (CANCELLED_BY	_ADMIN)		7/12/2017 12:15:33	2315	467		user-terr	ninated-workspace		
		COMPLETED (CANCELLED_BY	_ADMIN)		7/12/2017 12:15:33	2315	468		user-terr	ninated-workspace		

Download the Reports

Then, Download Reports dialog can provide two files:

- **Export Cancelled Callbacks** allows you to export a CSV file that includes all of the recently cancelled Callbacks. Click the Refresh button beside the label to get an updated report if the one downloaded seems out of date.
- **Cancellation Summary Report** is available only if you recently cancelled some callbacks. This report shows the cancellation status of the recently Cancelled Callbacks.

Configured Services Callback Tools -					
oday	Download Reports	×		Download Pr	
	Report Type				
Callback(s) Found 🔻 📀	Export Cancelled Callbacks Export				
State	Cancellation Summary Report		\$ \$	Service Name	\$
COMPLETED (CANCELLED: CANCELLED_					
COMPLETED (CANCELLED: CANCELLED_BY_ADMI	v) 5/30/2017 11:35:00 1111111	1	(Callback	

Configure Custom Date Range in Advanced Options

As detailed previously, the **Custom Date Range** selection in the drop-down list enables you to specify a start time and end time for the displayed Callbacks. If you are often using the same date filters, consider saving these filters in advanced options.

- 1. In the Callback Panel, click Advanced Options, then Add Custom Date Range.
- 2. Add your date filters with appropriate names.
- 3. Once saved, they will appear at the bottom of the drop down list.

a Home	Configured Services	Callback Tools -			
	Today	<u>.</u>			
	+ Create Callba	Advanced Options	\sum		
			Z		×
		Advanced O	ptions		
		Configure Columns	s olumn		
		Add Column Field	d		
		Configure Custom	Date Range		
		Add Custom	e Range		
		Name Name	adys ago	Days ahead	
		Next 2 days	0	2	×
		Next Week	0	7	×
		Filter Table by Stat	es and Service		
		States		Services	
		SCHEDULED		Samples	
		QUEUED		Terminated preview	
		ROUTING			
		PROCESSING			
		PROCESSING COMPLETED			
		PROCESSING COMPLETED Close			Save

Configure Aliases to Display Custom Fields

Introduced in: 8.5.111

You can configure aliases for additional Column Names that display the custom fields passed in your Callback queries parameters. To do so:

- 1. Make sure that *No results* is not set to true in your GMS configuration.
- 2. Allow the list of the parameters that you wish to see displayed by using the filter-keys and returnedkeys options.
- 3. Create a list of aliases for the parameters that you wish to see displayed by using the callback_column_alias option.

For example, if you pass the _LOB parameter in your callback queries, enable its alias as follow in the

callback section:

filter-keys=_callback_state,_callback_reason,_request_queue_time_stat, _request_ewt_service,_vq,_LOB

returned-keys=_desired_time,_callback_state,_callback_state,_callback_reason, _ors_session_id,_LOB

callback_column_alias = {"_LOB": "Line Of Business"}

Custo	m Date Range	•	7/25/2017	7/26	/2017	S	ubmit					
🕂 Crea	ate Callback 🧳 Adv	vanced Op	otions					🕃 Refresh 💲	Cancel	Callbacks 🛨 Down	load Repo	orts
10 Call	back(s) Found 🔻							Search		Phone Number		•
	State ♦	Desire	d Callback Time (GMT-4)	•	Phone Number 🛛 🔶		Servic	e Name	\$	Line Of Business	\$	
	SCHEDULED	7/25/2	017 14:00:00		10015		user-te	erminated-workspace		Secondary		1
	SCHEDULED	7/25/2	017 14:00:00		10016		user-te	erminated-workspace		Special Projects		1
	SCHEDULED	7/25/2	017 14:00:00		10013		user-te	erminated-workspace		Primary		1
	SCHEDULED	7/25/2	017 14:00:00		10017		user-te	erminated-workspace		Not Specified		1
	SCHEDULED	7/25/2	017 14:00:00		10011		user-te	erminated-workspace		Primary		1
	SCHEDULED	7/25/2	017 14:00:00		10020		user-te	erminated-workspace		Not Specified		1
	SCHEDULED	7/25/2	017 14:00:00		10014		user-te	erminated-workspace		Not Specified		1
	SCHEDULED	7/25/2	017 14:00:00		10019		user-te	erminated-workspace		Not Specified		1
	SCHEDULED	7/25/2	017 14:00:00		10012		user-te	erminated-workspace		Not Specified		1
	SCHEDULED	7/25/2	017 14:00:00		10018		user-te	erminated-workspace		Not Specified		1
A Dou	ak to top											

Then, the Callback UI will display the _LOB values in the Line Of Business column.

If you wish to display multiple custom values, the UI will group them in the **Custom Fields** column. For example, if you wish to display the values for the _LOB and _service_type query parameters, configure the alias as follow:

```
filter-keys=_callback_state,_callback_reason,_request_queue_time_stat,
_request_ewt_service,_vq,_LOB,_service_type
```

returned-keys=_desired_time,_callback_state,_callback_state,_callback_reason, _ors_session_id,_LOB,_service_type

callback_column_alias = {"_LOB": "Line Of Business", "_service_type": "Service Type"}

Custo	m Date Range	~	7/25/2017		7/26/2017		Submit				
Crea	ite Callback 🛛 🖧 A	dvanced Op	otions					C Refre	sh 🗱 Cancel (Callbacks 🛨 Download	d Reports
0 Call	back(s) Found 🔻							Search		Phone Number	~
	State ♦	Desired C	allback Time (GMT-4)	•	Phone Number 🛛 🕀	ser Ser	vice Name	\$	Custom Field	s	
	SCHEDULED	7/25/201	7 14:00:00		10015	use	er-terminated-wo	rkspace	Service Type Line Of Busin	: Service 1 less : Secondary	1
	SCHEDULED	7/25/201	7 14:00:00		10016	use	r-terminated-wo	rkspace	Service Type Line Of Busin	: Service2 ess : Special Projects	1
	SCHEDULED	7/25/201	7 14:00:00		10013	use	r-terminated-wo	rkspace	Line Of Busin	ess : Primary	1
	SCHEDULED	7/25/201	7 14:00:00		10017	use	r-terminated-wo	rkspace			1
	SCHEDULED	7/25/201	7 14:00:00		10011	use	er-terminated-wo	rkspace	Line Of Busin	ess : Primary	1
	SCHEDULED	7/25/201	7 14:00:00		10020	use	er-terminated-wo	rkspace			1
	SCHEDULED	7/25/201	7 14:00:00		10014	use	r-terminated-wo	rkspace	Service Type	: Service3	1
	SCHEDULED	7/25/201	7 14:00:00		10019	use	r-terminated-wo	rkspace			1
	SCHEDULED	7/25/201	7 14:00:00		10012	use	r-terminated-wo	irkspace			1
	SCHEDULED	7/25/201	7 14:00:00		10018	use	er-terminated-wo	irkspace			1

Then, the Callback UI will display the _LOB and _service_type values in the **Custom Field** column. The aliases will identify each custom field.

Submit	Refree Search	sh 🗱 Cancel Ca	alibacks 🛨 Download Rep Phone Number	orts
Service Name user-terminated	♦ workspace	Custom Fields Service Type : Line Of Busine	State Desired Callback Time (GMT-4) Phone Number Service Name	
user-terminated-	workspace	Service Type : Line Of Busine	Line Of Business Service Type	
user-terminated-	workspace	Line Of Busines	ss : Primary	1

Note that you can also use the aliases to search and filter the list of displayed Callbacks.

Tip

Keys for Custom Fields do not need to start with underscores: you can use _LOB or LOB for the name of your Custom Field.

Context Services Interface

	Context Services						demo 👻
Phone Number 🗸	Q 5125	×					HTTP Request History
Q - Search		Filter	Sort by:	Time Started	~	Latest First	~
+	Services	+	States			Tasks	/
BlueSky Flight Status		× BlueSky Flight Tir	mes		BlueSky LocDate	s Depart	/
					General Info	rmation	
		\searrow	10)	543-c37ed991-04fe	e-4a03-ba00-4f65f	5704d82
			Т	ask Type	BlueSky LocDates	Depart (2457)	
			Т	ime Started	2017-10-05T10:01:	24.838Z	/
			C	ompleted	Complete		
					Business At	tributes	ł
			м	ledia type (Started)			any
						Genesys M	obile Services 8.5,111.e

The Context Services Interface is a web-based interface that enables edition of Context Services data. This interface is intended to be used by developers and supervisors looking for detailed information about services because it is built to search for profiles, services, states, and tasks based on ID information or UCS information. It does not include all the search abilities that are available in typical agent interfaces.

This interface also enables you to modify or delete a given service.

Important

- 1. The Context Services Interface is available only for single-tenant installations.
- 2. If you change business attribute values in your configuration, users will need to refresh the Context Services Interface to see the changes taken into account.

Login Panel



The Context Services Interface is available as part of the GMS Service Management User interface (detailed in the Service Management Help).

- To access this interface, you must login as a user who owns the Administrator or Supervisor role.
- Then, you can select the Context Services icon.

Search for Services

og Mobile Services	Context Services		
Phone Number 🖌	Q 5125	×	
Phone Number			
Email			{ {
Customer ID			
Anonymous ID			
Service ID			
State ID			
Task ID			{

First, you start by searching for services or customers in the Context Services panel. You can search for UCS keys or Service, State, and Task IDs. These fields must be identical to a key in the UCS database to work correctly. There is no automatic completion available.

Select a key in the Search drop-down menu, then enter a value in the Search text box. The value must match a UCS entry to provide a result.

ညီ Mobile Serv	vices C	ontext Services						demo 🗸
Phone Number	• Q	5125	×				HTTI	P Request Hist
Which Of these	e Custom	ers are you referring to?						
Last Name	First Name	Phone		Email	Country	State	City	Language
Jones	Jane	5125, 6515559881, 6505559881		jones@demosrv.genesyslab.com	USA	IL	Smallville	Spanish
Jones	John	5125			USA	IL	Smallville	English
Jones	Billy	5125			USA	IL	Smallville	English
Thompson		5125						1
Ormani				\searrow				(
Cancel								\

The interface displays a list of results. Select an item in the list.

You can then use the interface to modify the service.

Manage your Services

Phone Number 🗸 🔍 5125 🗙			HTTP Request H	listory
Q Search Sort	by: Time Started	✓ Latest	: First	Filter the results
+ Services BlueSky Flight Status BlueSky Book Flight Delete	States	+ BlueSky LocDates To BlueSky PickFlight De BlueSky LocDates Fre	Tasks eepart orm	Create new services, states or tasks
	-	General Informat	tion	
	ID	451-b03b7080-15c8-46	37-bef7-2f78c5570fd1	
'General Information'	State Type	BlueSky Upsell (2455)		
und at ac with the	Time Started	2016-01-08T13:28:28.2	76Z	
upaates with the	Completed	Complete		
current selection		Business Attribu	tes	
	Media type (Star	ted)	voice (100)	

The interface lets you manage the list of objects that you selected. If you selected a customer instance, you get the complete list of objects associated with the Customer ID.

- You can use the sorting tools to change the list displayed.
- You can select an item in the list, and get more details about the object.
- You can delete an object by clicking the 'x' icons.
- You can use the Action menu to perform more actions, such as creating new services, states, tasks.
- You can add services, states, and tasks by clicking the '+' icons.



Action	Path	Data	Method	Status	Time
Get Business Attributes	/1/cs/metadata/business-attributes		GET	200 (OK)	Mon
Query PhoneNumber	/1/cs/metadata/business-attributes		GET	200 (OK)	Mon ,
Query Customer ID	/1/cs/customers/0001Ba5SW8PJ0027/services	{"acti	GET	200 (OK)	Mon
Complete Task: 451-e2ec3853-6ea3-4b	/1/cs/services/451-3356a9db-3b75-467d-b23f-0c65ada34c	{"tim	POST	204 (No Content)	Mon ,
Query Customer ID	/1/cs/customers/0001Ba5SW8PJ0027/services	{"acti	GET	200 (OK)	Mon
Complete State: 451-9e263313-0175-4	/1/cs/services/451-3356a9db-3b75-467d-b23f-0c65ada34c	{"tim	POST	204 (No Content) Genesys Mobile Service	s 8.5.103.078

• You can get a history view of your queries by clicking HTTP Request History.

Create a Service, State, or Task





You can add services, states, and tasks by clicking the '+' icons. To create states or tasks, first, select a service or a state, then choose a type. When you create a new resource, you can fill it and even add some extension data.

Properties				General Info	ormation
session_id			ID	451-a4fcdabb-5caa-4f7	f-8600-ca4529bff2bf
interaction_id			State Type	BlueSky Confirmation (2469)
			Time Started	2016-01-08T15:25:47.0	81Z
application_type			Completed	Complete	
application_id					
resource_type				Business At	tributes
resource_id			Media type (Started)		cobrowsing (107)
media_type	Choose among the following 🗸				
est_duration			-		splays the
timestamp	Use Current Timestamp		<	com	plete panel
disposition					
disposition_desc					
Additional properties	0	Terminate	your stat	+ <i>o</i>	
Complete State	Cancel	Cronuce	your scal		

Complete a Service, State, or Task

If you can complete a Service, State, or Task, the interface displays a Complete button, that opens the Completion panel.

Journey Timeline Interface

o Mobile Services			demo 😽
Phone Number 🗸	Q, 5125 X	both	~
			:
Customer Name : Jones	s John		Filter
© Q ¥ ▶ ∰		APRIL2	Blue Sky Flight Status Active - 2 states Blue Sky Service Email Started - 1 state APRIL 3
Timeline for BlueSk	cy Flight Status	l hours ago	Customer Profile KPIs Journey Details Currently Selected : All Services → <u>BlueSky Flight Status</u>
	12:01:13 GMT+2 ? Blue	Sky Flight Times iompleted in 2 hours	Distribution of States in BlueSky Flight Status 10 Completed Active 0
BlueSky Prefe Active - 5 minute	erred Airport ? 14:21:37 GMT+2		8

The Journey Timeline is a web-based interface that provides a visualization of Context Services data. This interface is intended to be used by developers and supervisors looking for detailed information about a specific customer because it is built to search for profiles, services, states, and tasks based on ID information or UCS information. It does not include all the search abilities that are available in typical agent interfaces.

Starting in 8.5.103, you can customize this interface.

Important

The Journey Timeline is available only for single-tenant installations.

Login



The Customer Journey Timeline is available as part of the GMS Service Management User interface (you can read help information here). To access this interface, you must login as a user who owns the Administrator or Supervisor privilege.

Then, you can select the Journey Timeline item and:

- 1. Search and select a customer.
- 2. Visualize the customer's Journey Timeline.

Important

If you do not see the Journey Timeline item, it means that you did not enable Context Services properly.

Search a Customer with Customer Journey

Q Search	
	(
	/
	7
	Q Search

You can query a user based on the email address, phone number, and name fields. These fields must match a value in the UCS database to work correctly. There is no automatic completion available.

Select a key in the search drop-down menu, then enter a value in the Search textbox. The value must match a UCS entry to get a result.

ich of these	Customers	are you referring to?					
Last Name	First Name	Phone	Email	Country	State	City	Language
Jones	Jane	5125 (main), 6515559881, 6505559881	jones@demosrv.genesyslab.com	USA	IL	Smallville	Spanish
Jones	John	5125		USA	IL	Smallville	English
Jones	Billy	5125 ^(h)		USA	IL	Smallville	English
Thompson		5125					

The interface displays a list of results. Select a customer in the list to display the customer's timeline.

Important

You can customize the searched items through JSON configuration. See Customizing Profiles.

Manage the Timeline



Expand or contract the timeline



The timeline shows all the customer's services and their current status (active, inactive). If you select a service, Customer Journey displays the list of states for the given selection.

- You can manage the timeline (expand or contract) by using the icons in the left menu sidebar.
- You can zoom or navigate to services by using the icons in the left menu sidebar, or you can simply leftclick in the timeline to move it.
- You can also filter the displayed services.

Display States and Tasks



If you select a service in the timeline, for instance, Agency, its nested states and tasks are displayed in the Vertical Timeline. You can then select one of them to get KPIs, customer or journey details.

Important

You can customize the display through templates. See the guidelines in the Developer's Guide.

Display Details related to Service and State Selection

Customer Profile	KPIs	Journey Details	
Identification			
Customer Name		Jones Jane	
Title		Sr. Product Manager	
Company		Genesys	
Segmentation			
City		Smallville	
Language		English	
Sentiment		Positive	
Contact Inform	ation		
Phones		5125	
		6504661100	
Emails		jones@demosrv.genesyslab.@	com
		jane@gmail.ca	



The selection in the horizontal and vertical timelines automatically update the information area.

Important

You can customize the display through templates. See the guidelines in the Developer's Guide.

Integrate with UCS Profiles

If you enabled Customer profiles in UCS, you can integrate Journey Timeline with UCS profiles as follows:

- Install and set up NGINX on your local machine
- Ensure that the NGINX configuration includes the following information:

location /genesys/1/cs/profiles { proxy_pass http://<location of UCS>/profiles; }
location /genesys { proxy_pass http://localhost:8080/genesys; }

You can read more details here.

More about Built-in and ORS services

Before you start

Genesys Mobile Engagement provides a set of templates that you can use to create your customized workflow. Templates are already loaded at the product installation and show up in the **Templates** panel.



Templates include two types of services:

- Built-in services of type builtin that are basic services executed in the Genesys Mobile Services server. They provide fixed functionality that you can tune only through configuration options in the **Configured services** section.
- Orchestration Server-based (ORS) services of type ors that implement ORS scenarios. The implemented scenarios depend on the ORS service configuration.

These templates enable you to create services that provide the GMS APIs.

Note that ors and builtin services may implement some cross-dependencies. You may also be interested in reading the following page, that lists examples of flow diagrams. These diagrams show how you can use request-access and request-interaction services to implement Access Number Allocation.

Important

The Callback services are executed in the Orchestration Server, and managed in the Genesys Mobile Services server. See the Scenarios section of the Callback User's Guide for more information.

Relationship between Configured Services and API queries

When you create a new {service-execution-name} service in the **Configured Services** section of the Service Management UI, this service is also created in the service.{service-execution-name} section of your GMS configuration.

တို Mobile Services Configured Services Ca	llback Tools 🗸		demo 🗸
Q Search Items ✓ ▲ ● + Create	Match interaction <	{service -exec	ution-name} /
Configured Services		+ A0	dd New 📋 Delete C Advanced Parameters O
	Name	Value	♦ Description
Originated Immediate Preview	caccess_code	Dependency	Request Parameter - Access code returned as a resul request-access
	_access_number		Request Parameter - Number to which the user called
business-hours			Request Parameter - Phone number of the mobile phone where the service request originated
Capacity	▲ _service	match-interaction	
Capacity	type	builtin	builtin or ors

The URLs used by the Service API are dependent on the execution name of the service that you have just created. Services are available at the following URL:

http://<host>:<port>/genesys/1/service/{service-execution-name}

For instance, if you create a service named match-interaction, then {service-execution-name} is match-interaction and the service is available at:

http://<host>:<port>/genesys/1/service/match-interaction



Customized ORS Scenarios



To implement a customized ORS scenario, you will need to **create** an ORS service and select the **Callback** template.

Choose your scenario in the list that the template displays. Then, refer to the pages of this chapter for configuration details and sequence diagrams.

[+] See the list.

callback	*
Service Name	
New Service Name	
Common Default Co	onfiguration
Choose among the followin	19_ v
User Originated Immediate	
User Originated Delayed	
	e
User Terminated Immediate	
User Terminated Immediate User Terminated Delayed	
User Terminated Immediate User Terminated Delayed User Terminated Preview	
User Terminated Immediate User Terminated Delayed User Terminated Preview Chat Immediate	
User Terminated Immediate User Terminated Delayed User Terminated Preview Chat Immediate Chat Delayed	

Advanced Customization

If you are an advanced user of Composer, you can customize the SCXML and VXML of the Classic Callback sample that includes a Composer project.

Services Cross-Dependencies

According to the services that you plan to use, you may need to create and configure the following services in the **Configured Services** panel, even for services of type builtin.

- *request-access* Use the request-access template to create a *request-access*.
- *match-interaction* Use the match-interaction template to create a match-interaction service.

The following table presents the builtin and ORS services that require one of these services (or both).

Builtin or Scenario name	request-access	match-interaction
match-interaction		

Builtin or Scenario name	request-access	match-interaction
request-interaction		
User Terminated Delayed Voice (notification)	O	0
User Terminated Immediate Voice ORS Service		O
User Terminated Scheduled Voice	0	O
User Terminated Delayed Voice Agent Preview		

Request-interaction

Type: **builtin**

The Request-interaction scenario illustrates a Simple Voice Inbound-Immediate Call.

Overview

This is a basic service that helps an application/end user contact the contact center. It has the following characteristics:

- It supports only customer initiated voice contacts.
- It stores and maintains application data with the service.
- It returns access information in the response of the Create API.
- It supports very basic access number allocation (random and locking)
- It supports reserving the access information when allocated for the application for a configurable period
 of time.
- It support the following types of access information:
 - Access Number (DNIS) which is to be called by the application
 - Access code which is to be supplied by the customer/application when the contact is being established. This provides an extra level of authentication.

Sequence Diagrams

request-interaction - No Delay



request-interaction - No Delay, access code



Request, Response, and Events Reference

Create Request Data

These are the service specific parameters that will be supplied on the Create service API.

Parameters	Mandatory	Description
_phone_number	No	The phone number of the device that the application is running on. This data will be used to match the specified data when the device/application calls the supplied access number.
_provide_code	No	This indicates if the service should return an access code which will add more security and reliability when trying to correlate the incoming call with the service. The value is a boolean. If not present, then GMS will use the value that was configured for the service. If it is not configured and not supplied on the Create API request then

Parameters	Mandatory	Description
		the value will be false.
_resource_group	No	This identifies the type of resource group that is need to help this end user. This maps to a configured set of access numbers. If not present, then GMS will use the group that was configured for the service. If it is not configured and not supplied on the Create API request then the request will be rejected.
{appdataname}	No	This is data that is supplied by the application and used to help the contact center resources better service the end user. The application can supply as many application data parameters as they want. These parameters may be string values or files. They should add to the multi-part structure in the body.

Create Response Data

These are the service specific parameters that will be supplied on the Create service API response.

Parameters	Mandatory	Description
_access_number	Yes	This is the access number which was allocated for this application. The application should use this number to contact the contact center.
_access_code	No	This is the access code that should be supplied by the application or end user when the call is established to further authentication the application/ user. This will be present when the Create API specifies that it needs a access code (_provide_code = true).
_expiration_time	No	This is the amount time (in seconds) that this access information will be locked/ reserved for the service.

Specific Requests

There are no specific requests for this service.

Events

There are no events associated with this service.

Customization

You can customize your own services based on the request-interaction service. The way you do this is by defining your custom service in the Mobile Engagement UI.

- 1. Create a request-interaction service.
- 2. You then specify the configuration options and appropriate values for your service. These options are detailed in the request-interaction Section of the Service Options reference.

Most of these options are parameters that will be passed to a request-interaction service but have been given pre-defined values via configuration. For details on the configuration options see the section below. This enables you to simplify the API signature for your service. Once the new service is defined, the application can use it. The following is an example:

Configuration Options

You can configure the following options in the Mobile Engagement UI if you create a customized service based on the request-interaction template:

Option	Description
_service = request-interaction .	 For Genesys Mobile Services-based services: The name of the matching service. For Orchestration Server-based services: The URL of the service's SCXML application. Other SCXML Callback services: The URL of the service's SCXML callback application. In that case, you must set _service_type to callback.
_type = builtin	 For Genesys Mobile Services-based services: builtin For Orchestration Server-based services: ors
_ttl	Specifies the default time to live for all stored data in seconds.
_resource_group	Resource group from which the access number
Option	Description
---------------	--
	must be allocated.
_provide_code	If set to true, the service returns the access code along with the access number.

Important

If you pass one of the request-interaction parameters in a Create API query for a customized version of the service, the configuration option value will supercede the passed value (that is, the passed value will be ignored).

Example

You can create an iPhoneService section under the services section and set the following configuration options:

Option	Value
_type	built-in
_service	request-interaction
_ttl	7200
_provide_code	false
_resource_group	iPhoneService

The following is the example Create API invocation for the iPhoneService service:

```
Request URL:http://localhost:8080/gms-web/gms/1/service/iPhoneService
Request Method: POST
Accept:*/*
Accept-Charset: ISO-8859-1, utf-8; q=0.7, *; q=0.3
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Connection:keep-alive
Content-Length:xxxx
Content-Type:multipart/form-data; boundary=----Boundary
Request Payload
----Boundary
Content-Disposition: form-data; name=" phone number"
6504669999
-----WebKitFormBoundaryy16qocbN6tmPORZL
Content-Disposition: form-data; name="current location latitude"
48.8583
-----WebKitFormBoundaryy16qocbN6tmPORZL
Content-Disposition: form-data; name="current location longitude"
```

2.2944

-----WebKitFormBoundaryy16qocbN6tmPORZL

Get and Basic Get

Type: **builtin**

This is a *get* service that returns node information. You can use the *get* service (with the associated Service Template) to isolate a GMS node based on GMS status. This service has the following characteristics:

- It returns an HTTP response code of either 200 OK or 503 Service Unavailable, by default.
- For 200 OK responses, it also returns all options specified in the configuration.

You can create a service of this type in your environment, and configure your load balancer to use the service as the health check. To take a node out of service (for load balancing purposes and based on your load balancer settings), simply configure the service to return the required HTTP code (503, 404, and so on).

Sequence Diagrams

[+] Show diagrams

Health Check (GMS is online)





200 OK

GMS Node

Administrator

<u>SCS</u>

Upload and Configure the Get Service

Using the Service Templates Interface, load the Get Service service template, and configure the Get service.

The Mobile Engagement UI provides the following attributes:

Option	Description
_service = get	 For Genesys Mobile Services-based services: The name of the matching service. For Orchestration Server-based services: The URL of the service's SCXML application. Other SCXML Callback services: The URL of the service's SCXML callback application. In that case, you must set _service_type to callback.
_type = builtin	 For Genesys Mobile Services-based services: builtin For Orchestration Server-based services: ors
_online_code	HTTP code to return when GMS is ONLINE.
_offline_code	HTTP code to return when GMS is OFFLINE.

You can also add any custom values as key-value pairs by clicking **Add New** in your Get service. These custom values will be returned in the service responses.

Warning

Do not use a leading underscore with the custom parameters (for example, _my_custom_key). Custom parameters with leading underscores will not be returned in responses from the service.

Get Q~	First add Search Table	a ne	w custom value	\frown	→ Add New	Advanced Parameters	📿 Refresh
	Name	\$	Value	☆	Description		¢
	_offline_code		503		HTTP code returned if GM	S is offline	
	_online_code		200		HTTP code returned if GMS	S is online	
	_service		🔒 get				
	_type		builtin		Enter you	r key value pair	
	custom_key1		I can add want I want				
	the key 🗸	×	click here to set the value	eter not saved			

Get API

Enable / Disable Node

Enables changing the GMS node status:

- ONLINE: GMS is OK to process requests.
- OFFLINE: GMS is running, accepts requests, but Load Balancer will be aware that it will need to remove this GMS from the active GMS list (for future maintenance). The Application in Solution Control Interface (SCI) will appear as Suspended.
- SHUTDOWN: GMS shuts down.

Important

The following two URLs are protected by **Basic Authentication**:

- POST http://127.0.0.1:8080/genesys/1/admin/node/changestatus/OFFLINE
- POST http://127.0.0.1:8080/genesys/1/admin/node/changestatus/ONLINE

Operation

Method	POST		
URL	/genesys/1/admin/node/changestatus/{status}		
Parameter	Type Mandatory Description		
URI Parameters			
status	string	mandatory	ONLINE, OFFLINE, SHUTDOWN

Response

HTTP code	200
HTTP message	ОК

Get Node Status

Operation

Method	GET		
URL	/genesys/1/service/{serviceName}		
Parameter	Type Mandatory Description		
URI Parameters			
serviceName	string	mandatory	Name of the builtin "GET" service defined in Service Management UI.

Response

HTTP code	200
HTTP message	OK
Body	A JSON object with list of defined parameters

Example

To perform this request, you must first create a service of type Get in the Admin UI, called LoadBalancer-checker.

GET http://127.0.0.1:8080/genesys/l/service/LoadBalancer-checker HTTP/1.1
Accept-Encoding: gzip,deflate
gms_user: dd
Host: 127.0.0.1:8080
Connection: Keep-Alive
User-Agent: Apache-HttpClient/4.1.1 (java 1.5)

Response in case of GMS being online:

HTTP/1.1 200 OK Date: Tue, 12 Nov 2013 15:38:55 GMT Pragma: no-cache Cache-Control: no-cache Cache-Control: no-store Content-Type: application/json;charset=UTF-8 Content-Type: application/json;charset=UTF-8 Transfer-Encoding: chunked {"custom_parameter_1":"value1","custom_parameter_2":"value2"}

Basic Get Service

This is a *basic_get* service that returns service information. You can use the *basic_get* service to isolate a GMS service based on the Configuration Manager option. This service has the following characteristics:

- It returns an HTTP response code based on the result option defined in Configuration Manager. If the result is 404, a 404 error will be thrown on the service response.
- It returns a JSON list of values defined in Configuration Manager if the value of the result option is 200.

Example

The following table shows an example for the **section service.basicget** service in Configuration Manager:

Option Name	Option Value	Description
_service	basic_get	Service name.
_type	builtin	Genesys Mobile Services-based services.
error_code	404 Not Found	HTTP error code.
result	404	HTTP response code.

Where:

Option name	Option type	Restriction on value	Description
result	String	Mandatory Valid values: 200,401,403,404,503, and so on.	A valid HTTP response code (See rfc2616). If result=200, the response body will contain a JSON list of options defined in Configuration Manager (options that do not have a leading underscore, for example, error_code or result).

Example of response:

```
[service.basic_get]
_service=basic_get
_type=builtin
error_code=200 OK
result=200
HTTP Response:
{
    "result": "200",
    "error_code": "200 OK"
```

Urs-stat

Type: builtin Updated in: 8.5.109

Create a GMS built-in service using the **urs-stat** template that provides the following benefits:

- Statistics caching of the statistic to reduce load on URS. The _caching_policy parameter sets the cache period in seconds (see below).
- Load balancing and scaling across multiple GMS nodes.
- A single point of contact for your app.

Create a urs-stat Service

To create this GMS built-in service, select the **urs-stat** template when creating a new service.

/	Add New Service	
Ş	Service Template	
	Choose among the following	~
	capacity	
	get	
	match-interaction	
	office-hours	
	request-access	
	request-chat	
	request-interaction	
	urs-stat	
	callback	

Configure urs-stat parameters

Configure the following parameters in your <name-of-urs-stat-service> service:

Option	Description
_urs_url	The URS URL formatted as follows: http:// <urshost>:<ursport>/urs/call/max/lvq. This option can also point to the load balancer in front of the URS.</ursport></urshost>
_urs_stat_url_parameters	Additional URS lvq input parameters (url-encoded format). For example: name= <vq_name>&tenant=<tenant_name>&aqt=urs</tenant_name></vq_name>
_caching_policy	URS Statistic caching policy in seconds.

For example:

```
_caching_policy=30 # Cache refresh time in seconds
_service=urs-stat
_type=builtin
_urs_stat_url_parameters=name=<VQ_Name>&tenant=<Tenant_Name>&aqt=urs
_urs_url=http://<urshost>:<ursport>/urs/call/max/lvq
```

Where: VQ_Name, Tenant_Name, urshost, and ursport match the environment and Callback service's Virtual Queue (VQ). The following screenshot shows the creation and configuration of the **my-urs-stat** service.

• S(earch Table No cat	egories available 🥒	-	Add New 📋 Delete 🕥 Advanced Parameters
	Name 👲	Value	è	Description
	_caching_policy	30		URS Statistic caching policy (seconds)
	_service	🔒 urs-stat		
	_type	builtin		
	▲ _urs_stat_url_parameters	name=MyCallbackVQ&tenant=Environm ent&aqt=urs		Statistic parameters (url encoded format)
	_urs_url	http://urs-demo:2828/urs/call/max/lvq		URS URL

Important

The _urs_url option can point to the load balancer in front of the URS that should be configured as part of the GMS provisioning steps in that scenario.

Query EWT Using the urs-stat Service

The following query example shows the resulting response that you get when you call the service:

GET http://<gmshost>:<gmsport>/genesys/1/service/<name-of-urs-stat-service>

```
Response:
{ "wcalls" : 20, "wpos" : 21, "time" : 1467922222, "hit" : 95, "calls" : 20,
    "wt" : 0, "ewt" : 300, "pos" : 21, "aqt" : 300 }
```

Important

• The value of interest here is ewt: the time unit is seconds and can be a float value.

• An empty object will be returned if there is no activity for the VQ.

You can use a single service for multiple VQs by omitting the _urs_stat_url_parameters option from the service and including the value for that option (for example, name of virtual queue, tenant ID, or statistical method) in the HTTP request as follows:

http://<gmshost>:<gmsport>/genesys/l/service/<name-of-urs-stat-service>
?name=<one-of-the-callback-VQs>&tenant=<tenant-name>&aqt=urs

The URS stat service will append the content of the _urs_stat_url_parameters option and the HTTP request parameters to the URS query. To view additional URS lvq input parameters and output information, open a browser with URS running and run the help method for lvq as follows:

http://<urshost>:<ursport>/urs/help/call/lvq

The help method is described in the Universal Routing 8.1 Reference Manual, Appendix C, "Supported Methods."

If, for example, you set the following configuration for the <name-of-urs-stat-service> service:

_caching_policy=5
_service=urs-stat
_type=builtin
_urs_stat_url_parameters=scale=true&tenant=Environment&aqt=urs
_urs_url=http://<ursloadbalancer>:<ursport>/urs/call/max/lvq

You can can use this service for multiple VQs by specifying only the name of a virtual queue in the HTTP request as follows:

http://<gmshost>:<gmsport>/genesys/l/service/<name-of-urs-stat-service>
?name=<one-of-the-callback-VQs>

Match-interaction

This service will do the following for **ALL** Services:

- It looks through all the services for one that matches the input criteria.
- Only the service id (session id) and data id will be returned to the requester by default. Since 8.5.102, to retrieve user data, you can set the _return_user_data option to true in your query.
- The matched service access information will be unreserved (access resources returned).

Important

The user of this service can use the Storage APIs to retrieve any data that was associated with the matched service.

Create Request Data

These are the service specific parameters that will be supplied on the Create service API.

Parameters	Mandatory	Description
_phone_number	No	This is the phone number of the party that is calling and will be matched against the _phone_number property of the services.
_access_number	Yes	This is the number that the party called and will be matched against the _access_number property associated with the services.
_access_code	No	This is the code assigned to the party that is calling will be matched against the _access_code property assigned to the services.
_return_multiple_matches [since 8.5.102]	No	<pre>Set this option to true to retrieve an array of matching results in the JSON response in the following format: { "matches" : [{ _id}, { _id}] }</pre>
_return_data	No	Set this option to true to retrieve

Parameters	Mandatory	Description
[since 8.5.102]		the user data instead of data_id only; false by default.
_delete_service [since 8.5.102]	No	Set this option to true to delete the service; false by default. Note that, in any case, GMS releses the _access_number and _access_code resources.

Create Response Data

Parameters	Mandatory	Description
_id	Yes	Identifier of the matching service.
_data_id	Yes	Identifier of the matching service's data that is in GMS Storage.
user_data [since 8.5.102]	No	User Data attached to service, if you set the _return_user_data option to true.

Specific Requests

There are no specific requests for this service.

Events

There are no events associated with this service.

Configuration

The following are the configuration options that you can access or modify in the Mobile Engagement UI:

Option	Description
_type = builtin	 For Genesys Mobile Services-based services: builtin For Orchestration Server-based services: ors
_service = match-interaction	 For Genesys Mobile Services-based services: The name of the matching service.

Option	Description
	 For Orchestration Server-based services: The URL of the service's SCXML application. Other SCXML Callback services: The URL of the service's SCXML callback application. In that case, you must set _service_type to callback.
_phone_number	Note: Request parameter. Number of the mobile phone where the service request originated.
_access_code	Access code returned as a result of request-access. Note: Request parameter.
_access_number	Number that the customer called. Note: Request parameter.

Request-access

Type: builtin Updated in: 8.5.109

This service provides a service with access information that has been allocated for it and can then be used to contact the contact center. This service will do the following for any service:

- It will validate that the requesting service is active and running.
- It will acquire the appropriate access information based on the basic allocation algorithm.
 - It can reserve the access information for a configurable period of time
 - Simple random or round-robin allocation
- It supports the following types of access information:
 - Access Number (DNIS) which is to be called by the application
 - Access code which is to be supplied by the customer/application when the contact is being established. This provides an extra level of authentication.

Create Request Data

These are the service-specific parameters that will be supplied on the Create service API.

Parameters	Mandatory	Description
_id	Yes	Identifier of the service which the allocated access information should be associated with.
_provide_code	No	If true, the service should return an access code which will add more security and reliability when trying to correlate the incoming call with the service. The value is a boolean. The default is false.
_phone_number	No	Phone number that is to be associated with the reserved access information.
_resource_group	Yes	Resource group from which an available access number will be taken.
_booking_expiration_timeout	No	Expiration time in seconds used to book the resource. This parameter will override the value in Resource options and in configuration options. This

Parameters	Mandatory	Description
		integer value must be between 5 and 1800; if not, the _expiration_time parameter returned in the response is 30.

Create Response Data

Parameters	Mandatory	Description
_id	Yes	This is the identifier of the service which the allocated access information should be associated with.
_access_number	Yes	This is the access number which was allocated for this application. The application should use this number to contact the contact center.
_access_code	No	This is the access code that should be supplied by the application or end user when the call is established to further authentication the application/ user. This will be present when the Create API specifies that it needs an access code (_provide_code = true).
_expiration_time	Yes	This is the amount time that this access information will be locked/ reserved for the service.

Example

```
POST genesys/l/service/request-access
_id=1212-887ad635-22b1-49c5-ae7b-3b271bc10289
_resource_group=DNIS
<Response xmlns="http://10.10.26.36/genesys/l/service/request-access">
     <_access_number>6504664136</_access_number>
     <_access_number>6504664136</_access_number>
     <_expiration_time>29</_expiration_time>
     <_id>1213-2fb1b27e-81b7-4f21-832c-39cf00ac1822</_id>
</Response>
```

Specific Requests

There are no specific requests for this service.

Events

There are no events associated with this service.

Configuration

The following are the configuration options that are defined for this service:

Option	Description
_access_code_length	Length of the access code which can be allocated. Note: Request parameter.
_id	Identifier of the service which the allocated access information should be associated with. Note: Request parameter.
_phone_number	Phone number to associate with the reserved access information. Note: Request parameter.
_provide_code	If set to true, the service returns an access code which will add more security and reliability when trying to correlate the incoming call with the service. Note: Request parameter.
_resource_group = GMS_Resources	Resource group from which an available access number will be taken. Note: Request parameter.

Request-chat

Type: builtin Updated in: 8.5.109

This service is responsible for receiving the GMS request and providing a URL to start the chat interaction. This is a basic chat service which helps a customer application to contact the call center. It has the following characteristics:

- It supports only customer-initiated chat sessions.
- It stores and maintains the application data within the service.
- It is responsible for routing the the chat interaction to a specified (or configured) interaction endpoint.
- It supports both poll and async (via cometd) mode of message delivery.

Basic Chat API

For further details, refer to the Chat API Version 1 page.

Create a basic chat service

This API allows the application to create basic chat service session and then initiate chat interaction immediately or when user is ready.

Important

If the agent availability needs to be checked before the chat interaction is started, use one of the advanced sessions.

Operation

Method	POST									
URL	/genesys/1/service/reques	genesys/1/service/request-chat								
Parameter	Туре	Description								
URI Parameters										
'request-chat'	String	yes	Name of the preconfigured basic chat service							
Body: The body will be x- value pairs associated wit	www-form-urlencoded form h the request.	consisting of different item	ns representing the key/							
Body Properties: The fo	llowing are the properties:									

Method	POST										

- _verbose This will allow the application to get all the detail attributes associated with the chat session in the corresponding response.
- ... Any other business data attributes can also be passed.

Response

HTTP code	200
HTTP message	ОК
Body	A chat JSON object for details on the properties of the object. See the section on data structures for more details.
Notes	None
HTTP code	503
HTTP message	Service Unavailable
Body	None
Notes	This is send if the service has not sent a notification to the application that an agent is available.

Example Request:

```
POST http://localhost:8080/genesys/l/service/request-chat HTTP/1.1
Accept-Encoding: gzip,deflate
Content-Type: application/x-www-form-urlencoded
_verbose=true
```

Response:

Configuration

The following are the configuration options that are defined for this service:

_ttl

Section: request-chat Default Value: 3600 Valid Values: Any positive integer Changes Take Effect: Immediately

This option is mandatory.

Specifies the default time to live for the chat interaction in seconds.

_chat_endpoint

Section: request-chat Default Value: gms_builtin Valid Values: String Changes Take Effect: Immediately

The endpoint configured on the Chat Server that will be used to submit Chat interactions for this service.

Capacity

Type: **ors**

The Capacity Service enables you to define the number of scheduled callbacks that are allowed for Callback for a given time slot in the week. Then, your Callback service refers to your Capacity service and to your Office Hours service to adjust the agent availability and the number of scheduled callbacks. You can also implement exceptions that allow you to set a specific capacity for a given date.

If your Callback Service needs to define its scheduled callback capacity, you must map the __capacity_service parameter value with the name of the Capacity service that you have created. Depending on the defined capacity and on the defined business hours, the number of scheduled callbacks during certain days or hours will increase or decrease.

Important

Callback services that need fixed capacity levels can continue to use the _max_request_by_time_bucket option. But, if your Callback service includes both _capacity_service and _max_request_by_time_bucket options, then _max_request_by_time_bucket is ignored.

REST API

The Capacity service is similar to Office Hours and is accessible through REST API for external queries.

Refer to the API Reference for further details.

Configuration

Option	Value	Comment
_type	builtin	Mandatory option.
_service	capacity	Mandatory
capacity*	JSON-formatted String	Multiple properties that start with a prefix _capacity_ and describe capacity allocation through the course of the week. The JSON structure specifies the day of the

Option	Value	Comment
		<pre>week, and capacity for hourly slots during that day. Days of the week are numbered as recommended by ISO-8601 from 1 (Monday) to 7 (Sunday). _capacity_1 : { 1 : { // Monday "0900" : 5, "1000" : 7, "1100" : 10, "1200" : 10 } } _capacity_2 : { 2 : { // Tuesday "0900" : 3, "1000" : 5, "1100" : 7, "1200" : 7 } }</pre>
_capacity_add*	JSON-formatted String	<pre>Multiple properties that start with the _capacity_add_ prefix and describe the capacity exceptions for additional working days. The format is similar to the format of _capacity_* properties but instead of a weekday, the full date for the extra day is used to prefix the capacity exception. This date is entered in the format of yyyyMMdd (year, month, day of the month). _capacity_add_20160508 : { 20160508 : { // May 8, 2016 "0900" : 5, "1000" : 7, "1100" : 10 } } _capacity_add_20161111 : { 20161111 : { // November 11, 2016 "0900" : 3, "1000" : 5, "1100" : 7 } }</pre>
_timezone		Timezone for your capacity service. For instance, if you configured "EST", or "PST" timezones with the CME, your parameters must use the timezones defined for Java such as "America/Toronto", or "Europe/ Paris". See here Wikipedia to get

Option	Value	Comment
		the list of correct timezones.

Examples of Call Flows for Access Number Allocation

The following call flows show how you can use the following builtin services to implement access number allocation.

No Locking

DNIS only - no match is done here



Match DNIS + ANI



Match DNIS + Access Code



No Match



Locking

The only difference between locking and non-locking call flows is the algorithm that determines how access numbers are handed out. In this case, a given access number is only assigned to a single service which allows for a more reliable match.

Match DNIS + ANI

Same as the equivalent no lock case.

Match DNIS + Access Code

Same as the equivalent no lock case.

No Match

Same as the equivalent no lock case.

User Originated Immediate

Type: ors / inbound voice service

Scenario

The customer wishes to contact the Call Center immediately. The Callback service provides an access number and an access code (optional) that the customer can dial. Then, when the customer's inbound call is processed and routed to an agent.

This Callback scenario goes through the following stages:

Start Callback

- Callback service: Returns access information immediately to the mobile device.
- Callback service: Waits for the voice call to arrive.
- Next: The Mobile device is expected to dial the access number.

Dial Access Number

- Inbound service: Locates the GMS service associated with the arrived voice call.
- Inbound service: Delegates the call to be processed by the Callback service.
- Callback service: Plays treatment until the target is available.
- Callback service: Reserves target to route call.
- Callback service: Routes the call to the target.
- Callback service terminates.

How to Configure this Scenario

Open the GMS Service Management UI to create the service and set the configuration options.

On the Services > Configured Services tab, add a Callback service with User-Originated-Immediate as the Common Default Configuration (see Configured Services). When you add this service and default configuration, many options are automatically populated with the appropriate default values. Some options, however, will require you to enter your own values. See the sections below for further guidance. See the Reference section below for options' details.

Default Values for Inbound Immediate

These are the default values, which are automatically populated when using the pre-defined User-Originated-Immediate service. You do not need to change these values:

Option	Description
_wait_for_agent = false	True to wait for an agent to connect. If this option is set to true, the service will wait for the agent to initiate the interaction and to send the notification to the customer. If the option is set to false, the interaction can start right after the creation of the service instance. In voice scenarios, the access information will be returned immediately with the service ID. This option is mandatory.
_call_direction = USERORIGINATED	 This is a default value, automatically populated when using the predefined User-Terminated scenario. You do not need to change this value. If this option is set to USERORIGINATED, the customer's device will initiate the call to get connected to the agent. If this option is set to USERTERMINATED, the agent or the system will initiate the call to contact the customer.
_userterminated_first_connect_party = CUSTOMER	First party to connect when _call_direction is set to USERTERMINATED. Set this option to CUSTOMER to call the customer first; set this option to AGENT to call the agent first. This option is mandatory.
_ttl = 86400	Duration (in seconds) for which the service will be kept in storage after the Desired Time is passed (Time To Live). Once expired, the service is removed from the system. For example, if you want the callbacks to be visible in the Service Management UI for one week past the execution time, then you should set 7 days of Time To Live, which means _ttl=604800. This option is mandatory.
_type = ors	 For Genesys Mobile Services-based services: builtin

Option	Description
	For Orchestration Server-based services: ors
_provide_code = false	If true, returns a randomly generated code to be used for the authentication of the user originated (inbound) call. This option is mandatory.

See the Reference section below for options' details.

Additional Required Options

You must enter a string value for the following options:

Option	Description
_resource_group="DNIS"	Resource group from which access number is to be allocated. This option is mandatory.
_urs_virtual_queue="MyVirtualQueue"	Virtual queue (alias) to which the service request will be added.
_target="MyTarget@StatServer.GA"	 Routing target that specifies the agent/queue resource that will process this request. Starting in 8.5.108.02, you can set multiple targets in this option, limited to 5. Starting in 8.5.114.09, the limit is increased to 15. Single Target For a single target, format the string according to the URS target specification: <target string="">@<statserver name="">.<target type=""> where Target Type is one of the following:</target></statserver></target> A (Agent) AP (Agent Place) GA (Group of Agents)

Option	Description
	<pre>GP (Group of Places) GC (Campaign Group) <target string=""> can be a skill expression. In that case, <target string=""> must start with '?:'. For example: Billing@StatServer.GA—Routes to Agent Group "Billing". ? :English=20&;Loans=2@StatServer.G A—Routes to any agent matching the skill expression. See the Universal Routing Server (URS) documentation for additional information about URS targets. Multiple Targets To set multiple targets, create a JSON-formatted string array of maximum 15 elements as follows: [{ target": "<target String>@<statserver name="">.<target type="">", "timeout": "sinteger>", "clear":<true false="">, "stat_to_check": "<stat name="">", "stat_operator": "< or >", "stat_value": "1" } The timeout property specifies how long to wait in seconds before switching of targets. The stat_to_check property can be set to any of the values supported by the Statistics parameter passed to the IRD function SData (Target, Statistics), unless target is a skill expression. If target is a skill expression, you must choose one of the following values: RStatAgentsReadyvoice—agents ready for voice media. RStatAgentsReady—agents ready for any media. RStatAgentsTotal—agents logged in. The stat_value property specifies the threshold for the statistic passed in stat_to_check. If the condition set by the combination of stat_to_check, stat_operator, and stat_value is met, the current target is skipped, except if it is the last</stat></true></target></statserver></target </target></target></pre>

Option	Description
	 target of the list. If clear=true, the target will be overridden when switching to the next target; if clear=false, the target will be expanded with the next target.
	Important If you set multiple targets in this option, then _urs_queued_ttl should be set to the total queue time across all targets.
	more
_urs_prioritization_strategy = WaitForTarget _urs_strategy_update_sub_routine = SetRouteDelay	These options respectively match the name of the URS strategy and subroutine that you imported into IRD. If you changed one of these names, update the corresponding option to reflect the correct name.

See the Reference section below for options' details.

Customization

All of the options in the Voice-User Originated section are applicable. You can use the default values, or you can set your own values.

Option	Description	
Section: Voice-User Originated		
_booking_expiration_timeout = 30	Used to book the access number resource for a period of time. The customer needs to make the call within the specified timeout to ensure a successful match. This option is mandatory.	
_provide_code= false	If true, returns a randomly generated code to be used for the authentication of the user originated (inbound) call. This option is mandatory.	
_userorig_connect_limit=3	Maximum number of times that the customer can request a connection or a reconnection.	

Option	Description
Section: Voice Treatment	
_treatment_find_agent_fail = GMSApplications/ <treatmentfile1></treatmentfile1>	Music file to be played when the service fails to find the agent in the time specified by the Max Time To Wait For Agent on the Call parameter. This parameter accepts a URI as a string or as a JSON- formatted string. See also _treatment_waiting_for_agent. By default, this option has an empty value and Callback will use the <gms installation="">/Resources/ SampleTreatments/all_agents_busy.wav file available in the callback template.</gms>
_treatment_waiting_for_agent = GMSApplications/ <treatmentfile2></treatmentfile2>	Music file to play when the customer is waiting for an agent. This parameter accepts a URI as a string or as a JSON-formatted string. If you do not set this option, Callback will use the default <gms installation>/Resources/SampleTreatments/ next_customer_rep.wav file of the callback template.</gms

Important

In the Voice Treatment section, the GMSApplications/<treatmentfile> path is applicable if you are using the treatments builtin to the Callback strategy. If you are not using the builtin treatments, enter the path where you have placed your voice treatment files.

Sample Request and Response Sequence

Create inbound immediate service
```
Request URL:http://localhost:8080/genesys/1/service/callback/voice-userorig-immediate
Request Method:POST
Status Code: 200 OK
Request Headersview source
Accept:*/*
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;g=0.8
Connection:keep-alive
Content-Length:44
Content-Type:multipart/form-data: boundary=----WebKitFormBoundarypn9IDb0VLCgiULed
Cookie:JSESSIONID=142p9me7hc3ht635n8mkx3eit; BAYEUX BROWSER=86721orubxagcghw0hj14cpyagk2
gms user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent: Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/27.0.1453.110 Safari/537.36
Request Payload
----WebKitFormBoundarypn9IDb0VLCgiULed--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date: Tue, 30 Jul 2013 06: 37: 45 GMT
Expires: Thu, 01 Jan 1970 00:00:00 GMT
Pragma:no-cache
Set-Cookie:JSESSIONID=5lpxopl7oanu50iexlwaqrvg;Path=/genesys
Transfer-Encoding: chunked
Response Body:
    " access code": "n/a",
    " access number": "6504663204",
     action": "DialNumber",
    " dialog id": "0",
     expiration time": "29",
    "id": "369-37f2ab38-ec98-4316-a28d-dec01d622ae8",
    " label": "Connecting ...",
    " tel url": "tel:6504663204"
```

Sequence Diagram

Click the diagram to access full resolution.



User Originated Delayed

Type: ors / inbound voice service

Scenario

The customer wishes to contact the Call Center and accepts to wait for an agent. The Callback service notifies the mobile when an agent is ready, then provides an access number and an access code (optional) that the customer can dial. Then, the customer's inbound call is processed and routed to an agent.

This Callback scenario is an inbound voice service that goes through the following stages:

Start Callback

- Callback service: Returns session id to the user.
- Callback service: Waits for an agent to be available.
- Callback service: When an agent is available, notifies the mobile device that agent is available.
- Next: the Mobile device is expected to send connect request to confirm the user's availability.

Connect

- Callback service: Returns access information immediately to the mobile device.
- Callback service: Waits for the voice call to arrive.
- Next: the Mobile device is expected to dial the access number.

Dial Access Number

- Inbound service: Locates the GMS service associated with the arrived voice call.
- Inbound service: Delegates the call to be processed by the Callback service.
- Callback service: Reserves target to route call.
- Callback service: Routes the call to the target.
- Callback service terminates.

How to Configure this Scenario

The sections below list the key options applicable to this scenario. Use the GMS Service Management UI to set the User Originated Delay service and configure options. On the *Services* > *Configured Services* tab, add a Callback service with *User-Originated-Delayed* as the Common Default Configuration (see Configured Service). When you add this service and default configuration, many options are automatically populated with the appropriate default values. Some options, however, will require you to enter your own values. See the Comments column in the following table for these details.

Default Values for User Originated Delay

These are the default values, which are automatically populated when using the pre-defined User-Originated-Immediate service. You must not change these values.

Option	Description
_wait_for_agent = true	True to wait for an agent to connect. If this option is set to true, the service will wait for the agent to initiate the interaction and to send the notification to the customer. If the option is set to false, the interaction can start right after the creation of the service instance. In voice scenarios, the access information will be returned immediately with the service ID. This option is mandatory.
_wait_for_user_confirm = true	True to wait for confirmation of the customer's availability. If this option is set to true, the service sends a push notification to the customer's device to get confirmation that the customer is ready to have a conversation with the agent. This scenario is possible only if the _wait_for_agent option is set to true.
_call_direction = USERORIGINATED	 This is a default value, automatically populated when using the predefined User-Terminated scenario. You do not need to change this value. If this option is set to USERORIGINATED, the customer's device will initiate the call to get connected to the agent. If this option is set to USERTERMINATED, the agent or the system will initiate the call to contact the customer.
_userterminated_first_connect_party = CUSTOMER	First party to connect when _call_direction is set to USERTERMINATED. Set this option to CUSTOMER to

Option	Description
	call the customer first; set this option to AGENT to call the agent first.
	This option is mandatory.
_ttl = 86400	Duration (in seconds) for which the service will be kept in storage after the Desired Time is passed (Time To Live).
	Once expired, the service is removed from the system. For example, if you want the callbacks to be visible in the Service Management UI for one week past the execution time, then you should set 7 days of Time To Live, which means _ttl=604800.
	This option is mandatory.
_type = ors	 For Genesys Mobile Services-based services: builtin
	For Orchestration Server-based services: ors
_provide_code = false	If true, returns a randomly generated code to be used for the authentication of the user originated (inbound) call.
	This option is mandatory.
_use_debug_push_certificate = false	Use debug certificates for the push notification provider

Additional Required Options

You must enter a string value for the following options:

Option	Description
_resource_group="DNIS"	Resource group from which access number is to be allocated. This option is mandatory.
_urs_virtual_queue="MyVirtualQueue"	Virtual queue (alias) to which the service request will be added.

Option	Description
	Routing target that specifies the agent/queue resource that will process this request.
	 Starting in 8.5.108.02, you can set multiple targets in this option, limited to 5.
	• Starting in 8.5.114.09, the limit is increased to 15.
	Single Target
	For a single target, format the string according to the URS target specification: <target string="">@<statserver name="">.<target type=""> where Target Type is one of the following:</target></statserver></target>
	• A (Agent)
	• AP (Agent Place)
	• GA (Group of Agents)
	• GP (Group of Places)
	• GC (Campaign Group)
_target="MyTarget@StatServer.GA"	<target string=""> can be a skill expression. In that case, <target string=""> must start with '?:'. For example:</target></target>
	 Billing@StatServer.GA—Routes to Agent Group "Billing".
	 ?:English=20&;Loans=2@StatServer.G A—Routes to any agent matching the skill expression.
	See the Universal Routing Server (URS) documentation for additional information about URS targets.
	Multiple Targets
	To set multiple targets, create a JSON-formatted string array of maximum 15 elements as follows:
	<pre>[{ "target": "<target string="">@<statserver name="">.<target type="">", "timeout": "<integer>", "clear":<true false="">, "stat_to_check": "<stat name="">", "stat_operator": "< or >", "stat_value": "1" }]</stat></true></integer></target></statserver></target></pre>

Option	Description
	 The timeout property specifies how long to wait in seconds before switching of targets.
	 The stat_to_check property can be set to any of the values supported by the Statistics parameter passed to the IRD function SData(Target, Statistics), unless target is a skill expression. If target is a skill expression, you must choose one of the following values:
	 RStatAgentsReadyvoice—agents ready for voice media.
	 RStatAgentsReady—agents ready for any media.
	 RStatAgentsTotal—agents logged in.
	 The stat_value property specifies the threshold for the statistic passed in stat_to_check. If the condition set by the combination of stat_to_check, stat_operator, and stat_value is met, the current target is skipped, except if it is the last target of the list.
	 If clear=true, the target will be overridden when switching to the next target; if clear=false, the target will be expanded with the next target.
	Important If you set multiple targets in this option, then _urs_queued_ttl should be set to the total queue time across all targets.
	more
<pre>_urs_prioritization_strategy = WaitForTarget _urs_strategy_update_sub_routine = SetRouteDelay</pre>	These options respectively match the names of the URS strategy and subroutine that you imported into IRD. If you changed one of these names, update the corresponding option to reflect the correct name.

Customization

All of the options in the section are applicable. You can use the default values, or you can set your own values.

Option	Description
Voice-User Originated	
_booking_expiration_timeout = 30	Used to book the access number resource for a

Option	Description
	period of time. The customer needs to make the call within the specified timeout to ensure a successful match.
	This option is mandatory.
	If true, returns a randomly generated code to be used for the authentication of the user originated (inbound) call.
_provide_code= raise	This option is mandatory.
_userorig_connect_limit=3	Maximum number of times that the customer can request a connection or a reconnection.
Voice Treatr	nent section
_treatment_find_agent_fail = GMSApplications/ <treatmentfile1></treatmentfile1>	Music file to be played when the service fails to find the agent in the time specified by the Max Time To Wait For Agent on the Call parameter. This parameter accepts a URI as a string or as a JSON- formatted string. See also _treatment_waiting_for_agent. By default, this option has an empty value and Callback will use the <gms installation="">/Resources/ SampleTreatments/all_agents_busy.wav file available in the callback template.</gms>
_treatment_waiting_for_agent = GMSApplications/ <treatmentfile2></treatmentfile2>	Music file to play when the customer is waiting for an agent. This parameter accepts a URI as a string or as a JSON-formatted string. If you do not set this option, Callback will use the default <gms installation>/Resources/SampleTreatments/ next_customer_rep.wav file of the callback template.</gms

Important

In the Voice Treatment section, the GMSApplications/<treatmentfile> path is applicable if you are using the treatments builtin to the Callback strategy. If you are not using the builtin treatments, enter the path where you have placed your voice

treatment files. This path may or may not point to files on a Genesys Media Server.

Sample Request and Response Sequence

Create inbound delay service

Request URL:http://localhost:8080/genesys/1/service/callback/voice-userorig-delay Request Method: POST Status Code:200 OK Request Headersview source Accept:*/* Accept-Encoding:gzip,deflate,sdch Accept-Language: en-US, en; q=0.8 Connection:keep-alive Content-Length:753 Content-Type:multipart/form-data; boundary=----WebKitFormBoundary4KngrF26eEEFKIu5 Cookie:JSESSIONID=51pxopl7oanu50iexlwaqrvg; BAYEUX BROWSER=86721orubxagcqhw0hj14cpyaqk2 gms user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673 Host:localhost:8080 Origin:http://localhost:8080 Referer:http://localhost:8080/gmstester/chat.html User-Agent: Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/ 27.0.1453.110 Safari/537.36 Request Payload -----WebKitFormBoundary4KngrF26eEEFKIu5 Content-Disposition: form-data; name="type" Gold -----WebKitFormBoundary4KngrF26eEEFKIu5 Content-Disposition: form-data; name="_customer_number" 6504661232 ----WebKitFormBoundary4KngrF26eEEFKIu5 Content-Disposition: form-data; name="usr_customer_name" Bob Markel -----WebKitFormBoundary4KngrF26eEEFKIu5 Content-Disposition: form-data; name="usr reason" billing question -----WebKitFormBoundary4KngrF26eEEFKIu5 Content-Disposition: form-data; name=" device notification id" b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673 -----WebKitFormBoundary4KngrF26eEEFKIu5 Content-Disposition: form-data; name="_device_os" i0S -----WebKitFormBoundary4KngrF26eEEFKIu5--Response Headersview source Cache-Control:no-cache Cache-Control:no-store Content-Type:application/json;charset=UTF-8 Content-Type:application/json;charset=UTF-8 Date:Tue, 30 Jul 2013 06:51:31 GMT

```
Expires: Thu, 01 Jan 1970 00:00:00 GMT
Pragma:no-cache
Set-Cookie:JSESSIONID=fbnacjg4ginj1xlbzkcv5j7wq;Path=/genesys
Transfer-Encoding: chunked
Response Body:
{
    " id": "369-90f389cf-ae63-46ec-a3f7-7b76c0522e2f",
    "_text": "We will notify you when agent is available"
}
Push notification data:
{
    "id": "db508720258611e300006072543ed1ff",
    "message": {
         "_action": "get-dialog-user-confirmation-provide_code-false",
"_id": "369-90f389cf-ae63-46ec-a3f7-7b76c0522e2f"
    "tag": "service.agentavailable.369-90f389cf-ae63-46ec-a3f7-7b76c0522e2f"
}
```

Connect (user confirmation/request access info)

```
Request URL:http://localhost:8080/genesys/1/service/369-90f389cf-ae63-46ec-a3f7-7b76c0522e2f/
connect
Request Method: POST
Status Code: 200 OK
Request Headersview source
Accept:*/*
Accept-Encoding:gzip,deflate,sdch
Accept-Language: en-US, en; q=0.8
Connection:keep-alive
Content-Length:44
Content-Type:multipart/form-data; boundary=----WebKitFormBoundarylgOFYFBusYz5okcj
Cookie:JSESSIONID=febiiafprxsoln7bokxbrgwgv; BAYEUX BROWSER=86721orubxagcghw0hj14cpyagk2
gms user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent: Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/
27.0.1453.110 Safari/537.36
Request Payload
-----WebKitFormBoundarylgOFYFBusYz5okcj--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Length: 312
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date:Tue, 30 Jul 2013 06:54:21 GMT
Expires:Thu, 01 Jan 1970 00:00:00 GMT
Pragma:no-cache
Set-Cookie:JSESSIONID=1t65gbvy9mrwdwysh123gpb0f;Path=/genesys
Response Body:
{
    "_dialog_id": "0",
    "_label": "Connecting ...",
    ______action": "DialNumber"
"__tal usl"
    "_access_code": "n/a",
"_access_number": "6504663205",
```

```
"_expiration_time": "29",
"_id": "369-90f389cf-ae63-46ec-a3f7-7b76c0522e2f"
}
```

Sequence Diagram

Click on the diagram to access full resolution.



Chat Immediate

Type: ors / chat

Scenario

The customer wishes to chat immediately with an agent of the Call Center. The Callback service provides an access URL that the customer can connect. Then, the customer's chat interaction is processed and routed to an agent.

This Callback scenario is a chat service that goes through the following stages:

Start Callback

- Callback service: Returns the URL to initiate chat interaction, immediately to the mobile device.
- Callback service: Waits for chat interaction to arrive.
- Next: Mobile device is expected to initiate chat interaction.

Initiate Chat

- Inbound Chat service: Locates the GMS service associated with the arrived chat interaction.
- Inbound Chat service: Delegates the chat interaction to be processed by the Callback service.
- Callback service: Reserves target to route chat interaction.
- Callback service: Routes the chat interaction to the target.
- Callback service terminates.

Setting up Acceptance of a Chat Interaction

In order for the Callback service to accept a chat interaction, you must set up the inbound_chat.scxml matching the service through Configuration Manager (or Genesys Administrator). The steps detailed below use Configuration Manager.

Note: The inbound_chat.scxml file is included in your GMS installation.

Start

1. In Configuration Manager, create an enhanced script object (for example, GMSInbound).

- On the Annex tab, configure the Application/url option as follows: url = http://<gmshost>:<gmsport>/genesys/1/document/service_template/callback/src/ inbound chat.scxml
- 3. On the Annex tab, configure the ApplicationParms section by adding the below options: app_find_agent_timeout = <timeout in seconds when routing to agent>

app_selected_agent_group = <agent_group for GMS match fails>

 Configure an Interaction Queue to use the enhanced routing object that you just created. To do this, on the Annex tab, configure the Orchestration/application option as follows: script:GMSinbound

End

Configuration Options

The sections below list the key options applicable to this scenario.

Use the GMS Service Management UI to set the configuration options. On the *Services* > *Configured Services* tab, add a Callback service with *Chat-Immediate* as the Common Default Configuration (see Configured Services). When you add this service and default configuration, many options are automatically populated with the appropriate default values. Some options, however, will require you to enter your own values.

Predefined Values

These are the default values, which are automatically populated when using the pre-defined User-Originated-Immediate service. You must not change these values.

Option	Description
_media_type=chat	Media type of the interaction that the service is expected to handle. This option enables URS to select an agent who has the appropriate media capabilities. This is a default value, automatically populated when using the predefined User- Terminated scenario. You do not need to change this value. This option is mandatory.
_wait_for_agent = false	True to wait for an agent to connect. If this option is set to true, the service will wait for the agent to initiate the interaction and to send the notification to the customer. If the option is set to false, the interaction can start right after the creation of the service instance. In voice scenarios, the access information will be returned immediately with the service ID. This option is mandatory.

Option	Description
_wait_for_user_confirm = false	True to wait for confirmation of the customer's availability. If this option is set to true, the service sends a push notification to the customer's device to get confirmation that the customer is ready to have a conversation with the agent. This scenario is possible only if the _wait_for_agent option is set to true.
_ttl = 86400	Duration (in seconds) for which the service will be kept in storage after the Desired Time is passed (Time To Live). Once expired, the service is removed from the system. For example, if you want the callbacks to be visible in the Service Management UI for one week past the execution time, then you should set 7 days of Time To Live, which means _ttl=604800. This option is mandatory.
_type = ors	 For Genesys Mobile Services-based services: builtin For Orchestration Server-based services: ors
_use_debug_push_certificate = false	Use debug certificates for the push notification provider

Additional Required Options

You must enter a string value for the following options:

Option	Description
	Routing target that specifies the agent/queue resource that will process this request.
_target	• Starting in 8.5.108.02, you can set multiple targets in this option, limited to 5.
	• Starting in 8.5.114.09, the limit is increased to 15.

Option	Description
	Single Target
	For a single target, format the string according to the URS target specification: <target string="">@<statserver name="">.<target type=""> where Target Type is one of the following:</target></statserver></target>
	• A (Agent)
	• AP (Agent Place)
	• GA (Group of Agents)
	• GP (Group of Places)
	• GC (Campaign Group)
	<target string=""> can be a skill expression. In that case, <target string=""> must start with '?:'. For example:</target></target>
	 Billing@StatServer.GA—Routes to Agent Group "Billing".
	 ?:English=20&;Loans=2@StatServer.G A—Routes to any agent matching the skill expression.
	See the Universal Routing Server (URS) documentation for additional information about URS targets.
	Multiple Targets
	To set multiple targets, create a JSON-formatted string array of maximum 15 elements as follows:
	<pre>[{ "target": "<target string="">@<statserver name="">.<target type="">", "timeout": "<integer>", "clear":<true false="">, "stat_to_check": "<stat name="">", "stat_operator": "< or >", "stat_value": "1" }]</stat></true></integer></target></statserver></target></pre>
	 The timeout property specifies how long to wait in seconds before switching of targets.
	 The stat_to_check property can be set to any of the values supported by the Statistics parameter passed to the IRD function SData(Target, Statistics), unless target is a skill expression. If target is a skill expression, you must choose one of the following values:
	 RStatAgentsReadyvoice—agents ready for voice media.

Option	Description
	 RStatAgentsReady—agents ready for any media. RStatAgentsTotal—agents logged in. The stat_value property specifies the threshold for the statistic passed in stat_to_check. If the condition set by the combination of stat_to_check, stat_operator, and stat_value is met, the current target is skipped, except if it is the last target of the list. If clear=true, the target will be overridden when switching to the next target; if clear=false, the target will be expanded with the next target.
	more
_urs_virtual_queue	Virtual queue (alias) to which the service request will be added.
<pre>_urs_prioritization_strategy = WaitForTarget _urs_strategy_update_sub_routine = SetRouteDelay</pre>	By default, these options respectively match the names of the URS strategy and subroutine that you imported into IRD. If you changed one of these names, update the corresponding option to reflect the correct name.

Sample Request and Response Sequence

When your chat immediate service is configured, you can use this service to retrieve your new service ID associated with your chat session. Then, you will be able to use this ID in the Chat API v1.

Create chat immediate service

Request URL:http://localhost:8080/genesys/l/service/callback/chat-immediate
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:*/*
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8

```
Connection:keep-alive
Content-Length:660
Content-Type:multipart/form-data: boundary=----WebKitFormBoundaryYbCe8VCHJCMGevnE
Cookie:JSESSIONID=1bob1qjgrmiy589bpyvtmrhow; BAYEUX BROWSER=f3d8-3vwgdclvyroghjsaf87i1c60
gms user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer: http://localhost:8080/gmstester/chat.html
User-Agent: Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/
27.0.1453.110 Safari/537.36
Request Payload
-----WebKitFormBoundaryYbCe8VCHJCMGeynE
Content-Disposition: form-data; name="_customer_number"
6502388511
-----WebKitFormBoundaryYbCe8VCHJCMGeynE
Content-Disposition: form-data; name="usr_customer_name"
Rob Markel
-----WebKitFormBoundaryYbCe8VCHJCMGeynE
Content-Disposition: form-data; name="usr reason"
billing question
-----WebKitFormBoundaryYbCe8VCHJCMGeynE
Content-Disposition: form-data; name=" device notification id"
b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
-----WebKitFormBoundarvYbCe8VCHJCMGevnE
Content-Disposition: form-data; name="_device_os"
comet
----WebKitFormBoundaryYbCe8VCHJCMGeynE--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date:Tue, 13 Aug 2013 22:15:31 GMT
Expires: Thu. 01 Jan 1970 00:00:00 GMT
Pragma:no-cache
Set-Cookie:JSESSIONID=e6yzey0kup8v8l7l8lurnhzs;Path=/genesys
Transfer-Encoding: chunked
Response Body:
{
    " dialog id": "1",
    "_action": "StartChat",
"_label": "Start Chat",
    "_start_chat_url": "http://localhost:8080/genesys/1/service/
369-01d32409-b4bb-4884-b266-02d8216fe5e3/ixn/chat",
    "_comet_url": "http://localhost:8080/genesys/cometd",
"_user_header": "b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673",
    "id_to_jump_before": "exit://",
    "_chat_parameters": {
        "subject": "None"
    "id": "369-01d32409-b4bb-4884-b266-02d8216fe5e3"
}
```

Sequence Diagram

Click the diagram to access full resolution.



Chat Delayed

Type: ors / chat

Scenario

The customer wishes to chat with an agent of the Call Center. The Callback service provides an access URL that the customer can connect and waits for an agent. Then, the Callback Service notifies the customer's mobile and the customer's chat interaction is processed and routed to an agent.

This Callback scenario is a chat service that goes through the following stages:

Start Callback

- Callback service: Returns session id to the user.
- Callback service: Waits for an agent to be available.
- Callback service: When an agent is available, notifies mobile device that agent is available.
- Next: Mobile device is expected to send connect request to confirm the user's availability.

Connect

- Callback service: Returns URL to initiate chat interaction, immediately to the mobile device.
- Callback service: Waits for chat interaction to arrive.
- Next: Mobile device is expected to initiate chat interaction.

Initiate Chat

- Inbound Chat service: Locates the GMS service associated with the arrived chat interaction.
- Inbound Chat service: Delegates the chat interaction to be processed by the Callback service.
- Callback service: Reserves target to route chat interaction.
- Callback service: Routes the chat interaction to the target.
- Callback service terminates.

Setting up Acceptance of a Chat Interaction

In order for the Callback service to accept a chat interaction, you must set up the inbound_chat.scxml

matching service through Configuration Manager (or Genesys Administrator). The steps shown below use Configuration Manager.

Important

The inbound_chat.scxml file is included in your GMS installation.

Start

- 1. In Configuration Manager, create an enhanced script object (for example, GMSInbound).
- On the Annex tab, configure the Application/url option as follows: url = http://<gmshost>:<gmsport>/genesys/1/document/service_template/callback/src/ inbound chat.scxml
- 3. On the Annex tab, configure the ApplicationParms section by adding the below options: app_find_agent_timeout = <timeout in seconds when routing to agent>

app_selected_agent_group = <agent_group for GMS match fails>

 Configure an Interaction Queue to use the enhanced routing object that you just created. To do this, on the Annex tab, configure the Orchestration/application option as follows: script:GMSinbound

End

Configuration Options

The sections below list the key options applicable to this scenario.

Use the GMS Service Management UI to set the configuration options. On the *Services* > *Configured Services* tab, add a Callback service with *Chat-Immediate* as the Common Default Configuration (see Configured Services). When you add this service and default configuration, many options are automatically populated with the appropriate default values. Some options, however, will require you to enter your own values. Predefined Values[edit]

These are the default values, which are automatically populated when using the pre-defined *Chat-Delayed* service. You must not change these values.

Option	Description
_media_type=chat	Media type of the interaction that the service is expected to handle. This option enables URS to select an agent who has the appropriate media capabilities. This is a default value, automatically populated when using the predefined User- Terminated scenario. You do not need to change this value. This option is mandatory.

Option	Description
_wait_for_agent = true	True to wait for an agent to connect. If this option is set to true,
	the service will wait for the agent to initiate the interaction and to send the notification to the customer. If the option is set to false, the interaction can start right after the creation of the service instance. In voice scenarios, the access information will be returned immediately with the service ID.
	This option is mandatory.
_wait_for_user_confirm = true	True to wait for confirmation of the customer's availability. If this option is set to true, the service sends a push notification to the customer's device to get confirmation that the customer is ready to have a conversation with the agent. This scenario is possible only if the _wait_for_agent option is set to true.
_ttl = 86400	Duration (in seconds) for which the service will be kept in storage after the Desired Time is passed (Time To Live).
	Once expired, the service is removed from the system. For example, if you want the callbacks to be visible in the Service Management UI for one week past the execution time, then you should set 7 days of Time To Live, which means _ttl=604800.
	This option is mandatory.
_type = ors	 For Genesys Mobile Services-based services: builtin
	For Orchestration Server-based services: ors
_use_debug_push_certificate = false	Use debug certificates for the push notification provider

Additional Required Options

You must enter a string value for the following options:

Option	Description
	Routing target that specifies the agent/queue resource that will process this request.
	 Starting in 8.5.108.02, you can set multiple targets in this option, limited to 5.
	• Starting in 8.5.114.09, the limit is increased to 15.
	Single Target
	For a single target, format the string according to the URS target specification: <target string="">@<statserver name="">.<target type=""> where Target Type is one of the following:</target></statserver></target>
	• A (Agent)
	• AP (Agent Place)
	• GA (Group of Agents)
	• GP (Group of Places)
	GC (Campaign Group)
	<target string=""> can be a skill expression. In that case, <target string=""> must start with '?:'. For example:</target></target>
_target	 Billing@StatServer.GA—Routes to Agent Group "Billing".
	 ?:English=20&;Loans=2@StatServer.G A—Routes to any agent matching the skill expression.
	See the Universal Routing Server (URS) documentation for additional information about URS targets.
	Multiple Targets
	To set multiple targets, create a JSON-formatted string array of maximum 15 elements as follows:
	<pre>[{ "target": "<target string="">@<statserver name="">.<target type="">", "timeout": "<integer>", "clear":<true false="">, "stat_to_check": "<stat name="">", "stat_operator": "< or >", "stat_value": "1" }] • The timeout property specifies how long to wait in seconds before switching of targets. • The stat_to_check property can be set to any</stat></true></integer></target></statserver></target></pre>

Option	Description
	of the values supported by the Statistics parameter passed to the IRD function SData(Target, Statistics), unless target is a skill expression. If target is a skill expression, you must choose one of the following values:
	 RStatAgentsReadyvoice—agents ready for voice media.
	 RStatAgentsReady—agents ready for any media.
	 RStatAgentsTotal—agents logged in.
	 The stat_value property specifies the threshold for the statistic passed in stat_to_check. If the condition set by the combination of stat_to_check, stat_operator, and stat_value is met, the current target is skipped, except if it is the last target of the list.
	 If clear=true, the target will be overridden when switching to the next target; if clear=false, the target will be expanded with the next target.
	Important If you set multiple targets in this option, then _urs_queued_ttl should be set to the total queue time across all targets.
	more
_urs_virtual_queue	Virtual queue (alias) to which the service request will be added.
<pre>_urs_prioritization_strategy = WaitForTarget _urs_strategy_update_sub_routine = SetRouteDelay</pre>	By default, these options respectively match the names of the URS strategy and subroutine that you imported into IRD. If you changed one of these names, update the corresponding option to reflect the correct name.

Sample Request and Response Sequence

Create chat (delay) service

Request URL:http://localhost:8080/genesys/1/service/callback/chat-delay

Request Method: POST Status Code:200 OK Request Headersview source Accept:*/* Accept-Encoding:gzip,deflate,sdch Accept-Language:en-US,en;g=0.8 Connection:keep-alive Content-Length:660 Content-Type:multipart/form-data; boundary=----WebKitFormBoundary0WnE36LruxJ4S5nu Cookie:JSESSIONID=mjjvtphwb8lpce7io23ggxcu; BAYEUX BROWSER=86721orubxagcqhw0hj14cpyaqk2 gms user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673 Host:localhost:8080 Origin:http://localhost:8080 Referer:http://localhost:8080/gmstester/chat.html User-Agent: Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/ 27.0.1453.110 Safari/537.36 Request Payload -----WebKitFormBoundary0WnE36LruxJ4S5nu Content-Disposition: form-data; name=" customer number" 4082652649 -----WebKitFormBoundary0WnE36LruxJ4S5nu Content-Disposition: form-data; name="usr customer name" Bob Markel -----WebKitFormBoundary0WnE36LruxJ4S5nu Content-Disposition: form-data; name="usr_reason" billing question -----WebKitFormBoundary0WnE36LruxJ4S5nu Content-Disposition: form-data; name=" device notification id" b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673 -----WebKitFormBoundary0WnE36LruxJ4S5nu Content-Disposition: form-data; name=" device os" comet -----WebKitFormBoundary0WnE36LruxJ4S5nu--Response Headersview source Cache-Control:no-cache Cache-Control:no-store Content-Type:application/json;charset=UTF-8 Content-Type:application/json;charset=UTF-8 Date:Tue, 30 Jul 2013 07:07:35 GMT Expires: Thu, 01 Jan 1970 00:00:00 GMT Pragma:no-cache Set-Cookie:JSESSIONID=kwe77jz60uum1u16urvv8vubd;Path=/genesys Transfer-Encoding: chunked Response Body: { " id": "369-166652d2-aed6-443c-9781-6bdff370f9a9", " text": "We will notify you when agent is available" } Push Notification Data: { "id": "01afcd60258a11e300006072543ed1ff", "message": { "_action": "get-dialog-user-confirmation-provide_code-false", "_id": "369-166652d2-aed6-443c-9781-6bdff370f9a9" },
"tag": "service.agentavailable.369-166652d2-aed6-443c-9781-6bdff370f9a9"

}

Connect (user confirmation)

```
Request URL:http://localhost:8080/genesys/1/service/369-166652d2-aed6-443c-9781-6bdff370f9a9/
connect
Request Method: POST
Status Code:200 OK
Request Headersview source
Accept:*/*
Accept-Encoding:gzip,deflate,sdch
Accept-Language: en-US, en; q=0.8
Connection:keep-alive
Content-Length:44
Content-Type:multipart/form-data; boundary=----WebKitFormBoundaryNY84ld7wm7oHB9fp
Cookie:JSESSIONID=1b81btxjbrb1wybz5a93i24io; BAYEUX_BROWSER=86721orubxagcqhw0hj14cpyaqk2
gms user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent: Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/
27.0.1453.110 Safari/537.36
Request Payload
 ----WebKitFormBoundaryNY84ld7wm7oHB9fp--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Length:26
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date:Tue, 30 Jul 2013 07:04:35 GMT
Expires: Thu, 01 Jan 1970 00:00:00 GMT
Pragma:no-cache
Set-Cookie:JSESSIONID=mjjvtphwb8lpce7io23ggxcu;Path=/genesys
Response Body:
{
          "_dialog_id": "1",
"_action": "StartChat",
"_label": "Start Chat",
          " start chat url": "http://localhost:8080/genesys/1/service/
369-8cea2901-1eba-4f5a-8c76-edf83dd26480/ixn/chat",
          "_comet_url": "http://localhost:8080/genesys/cometd",
"_user_bacder", "backtoos toola toola
              user header": "b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673",
          "_id_to_jump_before": "exit://",
             _chat_parameters": {
          п.
                    "subject": "None"
              id": "369-166652d2-aed6-443c-9781-6bdff370f9a9"
}
```

Check estimated wait time (EWT) and position in the URS queue (check-queue-position)

Mobile is expected to use this API to poll for current ewt and position.

```
Request URL:http://localhost:8080/genesys/1/service/369-166652d2-aed6-443c-9781-6bdff370f9a9/
check-queue-position
Request Method:POST
```

```
Status Code:200 OK
Request Headersview source
Accept:*/*
Accept-Encoding:gzip,deflate,sdch
Accept-Language: en-US, en; q=0.8
Connection:keep-alive
Content-Length:44
Content-Type:multipart/form-data; boundary=----WebKitFormBoundary2gBrAJX9gPSafKwk
Cookie:JSESSIONID=61voqouznyas1vrp9fjljmbwr; BAYEUX BROWSER=f3d8-3vwgdclvyroghjsaf87i1c60
gms user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent: Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/
27.0.1453.110 Safari/537.36
Request Payload
----WebKitFormBoundary2gBrAJX9gPSafKwk--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Length:123
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date:Fri, 02 Aug 2013 23:07:59 GMT
Expires: Thu, 01 Jan 1970 00:00:00 GMT
Pragma: no-cache
Set-Cookie:JSESSIONID=1co1o30bhrm6719u8lfv9kvpei;Path=/genesys
Response Body (when eta is NOT provided by URS):
{
    "_position": 2,
    n'
     eta": "n/a",
    "_total_waiting": 2,
"_acent____
    "_agent_ready_threshold_passed": true,
"_agent_ready_threshold_passed_reason": "eta n/a"
3
Response Body 2 (when eta is provided by URS):
{
    "_position": 2,
"_eta": 30,
    "_total_waiting": 2,
    "agent_ready_threshold_passed": true,
    " agent ready threshold passed reason": "eta <= 35 and position <=5 "
}
```

Create Chat Interaction

```
Request URL:http://localhost:8080/genesys/l/service/369-166652d2-aed6-443c-9781-6bdff370f9a9/
ixn/chat
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:*/*
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Connection:keep-alive
Content-Length:651
Content-Type:multipart/form-data; boundary=----WebKitFormBoundaryteXJ8ZpAGGDTAMFN
Cookie:JSESSIONID=kwe77jz60uumlu16urvv8vubd; BAYEUX_BROWSER=86721orubxagcqhw0hj14cpyaqk2
gms_user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
```

Referer:http://localhost:8080/gmstester/chat.html User-Agent: Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/ 27.0.1453.110 Safari/537.36 Request Payload ----WebKitFormBoundaryteXJ8ZpAGGDTAMFN Content-Disposition: form-data; name="notify by" comet -----WebKitFormBoundaryteXJ8ZpAGGDTAMFN Content-Disposition: form-data; name="firstName" John -----WebKitFormBoundaryteXJ8ZpAGGDTAMFN Content-Disposition: form-data; name="lastName" Harry -----WebKitFormBoundaryteXJ8ZpAGGDTAMFN Content-Disposition: form-data; name="_verbose" false -----WebKitFormBoundaryteXJ8ZpAGGDTAMFN Content-Disposition: form-data; name="subject" testing -----WebKitFormBoundaryteXJ8ZpAGGDTAMFN Content-Disposition: form-data; name="email" j.h@gmail.com ----WebKitFormBoundaryteXJ8ZpAGGDTAMFN--Response Headersview source Cache-Control:no-cache Cache-Control:no-store Content-Length:77 Content-Type:application/json;charset=UTF-8 Content-Type:text/plain;charset=IS0-8859-1 Date: Tue, 30 Jul 2013 07:08:53 GMT Pragma:no-cache Response Body: { " id": "369-166652d2-aed6-443c-9781-6bdff370f9a9", "comet channel": "/_genesys" }

Send notification from agent desktop to mobile (internal-notification, previously poke)

```
Request URL:http://localhost:8080/genesys/1/service/369-166652d2-aed6-443c-9781-6bdff370f9a9/
internal-notification
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:*/*
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Connection:keep-alive
Content-Length:320
Content-Type:multipart/form-data; boundary=----WebKitFormBoundary8rbhQqxP5LoJ61i1
Cookie:JSESSIONID=kwe77jz60uumlu16urvv8vubd; BAYEUX_BROWSER=86721orubxagcqhw0hj14cpyaqk2
gms_user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
```

Origin:http://localhost:8080 Referer:http://localhost:8080/gmstester/chat.html User-Agent: Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/ 27.0.1453.110 Safari/537.36 Request Payload -----WebKitFormBoundary8rbhQqxP5LoJ61i1 Content-Disposition: form-data; name=" display message" Message to be displayed to user -----WebKitFormBoundary8rbhQqxP5LoJ61i1 Content-Disposition: form-data; name="_application_message" MESSAGE_FOR_MOBILE_APP_INTERNAL_USE -----WebKitFormBoundary8rbhQgxP5LoJ61i1--Response Headersview source Cache-Control:no-cache Cache-Control:no-store Content-Length:17 Content-Type:application/json;charset=UTF-8 Content-Type:application/json;charset=UTF-8 Date:Tue, 30 Jul 2013 07:10:11 GMT Expires: Thu, 01 Jan 1970 00:00:00 GMT Pragma:no-cache Set-Cookie:JSESSIONID=z1lrha8utmxw1xslu08z473ty;Path=/genesys Response Body: { "message": "Notification Sent"

```
}
```

Retrieve any notifications from agent, when notifications are not enabled (retrieve-notifications)

This is necessary only in case of a poll scenario.

```
Request URL:http://localhost:8080/genesys/1/service/369-166652d2-aed6-443c-9781-6bdff370f9a9/
retrieve-notifications
Request Method: POST
Status Code:200 OK
Request Headersview source
Accept:*/*
Accept-Encoding:gzip,deflate,sdch
Accept-Language: en-US, en; q=0.8
Connection:keep-alive
Content-Length:44
Content-Type:multipart/form-data; boundary=----WebKitFormBoundary3I4BzfVbhmlJvPRC
Cookie:JSESSIONID=z1lrha8utmxw1xslu08z473ty; BAYEUX BROWSER=86721orubxagcqhw0hj14cpyaqk2
gms user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent: Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/
27.0.1453.110 Safari/537.36
Request Payload
----WebKitFormBoundary3I4BzfVbhmlJvPRC--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Length:2
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
```

```
Date:Tue, 30 Jul 2013 07:10:58 GMT
Expires: Thu, 01 Jan 1970 00:00:00 GMT
Pragma: no-cache
Set-Cookie:JSESSIONID=18gvvxkjguop1x8er65g7ferp;Path=/genesys
Response Body (with push enabled):
[]
Note: Since CometD push was enabled the message was already sent to the device. If push was
not configured then the response body would have contained the message (below)
Push: {
  "_internal_message": "MESSAGE_FOR_MOBILE_APP_INTERNAL_USE",
"_id": "369-166652d2-aed6-443c-9781-6bdff370f9a9",
  "_display_message": "Message to be displayed to user"
}
Response Body (with push not configured):
[{
    "_internal_message": "MESSAGE_FOR_MOBILE_APP_INTERNAL_USE",
   п
  '_display_message": "Message to be displayed to user"
```

```
}]
```

Send notification from mobile to agent

```
Request URL:http://localhost:8080/genesvs/1/service/369-166652d2-aed6-443c-9781-6bdff370f9a9/
agent-notification
Request Method: POST
Status Code:200 OK
Request Headersview source
Accept:*/*
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Connection:keep-alive
Content-Length: 324
Content-Type:multipart/form-data; boundary=----WebKitFormBoundaryyN11ULST36Tmhzro
Cookie:JSESSIONID=18qvvxkiguop1x8er65q7ferp: BAYEUX BROWSER=86721orubxagcghw0hi14cpvagk2
gms user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent: Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/
27.0.1453.110 Safari/537.36
Request Payload
-----WebKitFormBoundaryyN11ULST36Tmhzro
Content-Disposition: form-data; name=" display message"
Message to be displayed to agent
-----WebKitFormBoundaryyN11ULST36Tmhzro
Content-Disposition: form-data; name=" application message"
MESSAGE FOR AGENT DESKTOP INTERNAL USE
-----WebKitFormBoundaryyN11ULST36Tmhzro--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Length:17
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date:Tue, 30 Jul 2013 07:15:04 GMT
Expires: Thu, 01 Jan 1970 00:00:00 GMT
```

Pragma:no-cache
Set-Cookie:JSESSIONID=1cfd36s0cn6213lqge05h7y6l;Path=/genesys

Response Body:

```
{
    "message": "Notification Sent"
}
```

Retrieve notifications from Mobile to Agent (retrieve-agent-notifications)

Agent desktop is expected to poll for messages since push notifications via cometd to agent desktop are not supported.

```
Request URL:http://localhost:8080/genesys/1/service/369-166652d2-aed6-443c-9781-6bdff370f9a9/
retrieve-agent-notifications
Request Method: POST
Status Code:200 OK
Request Headersview source
Accept:*/*
Accept-Encoding:gzip,deflate,sdch
Accept-Language: en-US, en; q=0.8
Connection:keep-alive
Content-Length:44
Content-Type:multipart/form-data; boundary=----WebKitFormBoundaryIimjtpB6hZzFZRQ3
Cookie:JSESSIONID=1cfd36s0cn6213lgge05h7y6l; BAYEUX BROWSER=86721orubxagcghw0hj14cpyagk2
gms user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent: Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/
27.0.1453.110 Safari/537.36
Request Payload
  ----WebKitFormBoundaryIimjtpB6hZzFZRQ3--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Length:242
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date:Tue, 30 Jul 2013 07:16:17 GMT
Expires: Thu, 01 Jan 1970 00:00:00 GMT
Pragma:no-cache
Set-Cookie:JSESSIONID=1x5o3d8bkgczy1pxjb3dac0mmp;Path=/genesys
Response Body:
Γ
    {
"message": "{\"_id\":\"369-166652d2-aed6-443c-9781-6bdff370f9a9\",
\"_internal_message\":\"MESSAGE_FOR_AGENT_DESKTOP_INTERNAL_USE\",
\"_display_message\":\"Message to be displayed to agent\"}",
        "tag": "agent.message.369-166652d2-aed6-443c-9781-6bdff370f9a9"
]
```

Sequence Diagram

Click the diagram to access full resolution.



Lab Sample

This sample is a Javascript Web interface, available through the Admin UI. This sample illustrates how to implement a Desktop/Mobile browser web application that communicates with GMS and performs supported contact scenarios. It is primarily meant to be used by developers as a reference to build a Javascript-based web application with GMS.

Important

You can also use this sample to test your GME deployment.

Access the Web demo of the Sample

MONITOR SERVICES CALLBACK	REPORTIN	IG 📌 TOOLS 🚺 LAB
Statistics V2 Config		
	Reset	GMS Sample Connect
Start the scenario —	First Name	John
	Last Name	Doe
	User name	jdoe_desktop
	Password	····
	Scenario	
	Problem	GMS Demo
	Select	your scenario
	A GMS	(i) (chạt Queue Settings

Make sure that GMS is started. By default, the samples template is loaded and a samples ser should be available in the list of **Configured Services**.

To access the sample, start the Service Management UI and navigate through Admin UI > LSample.

You can try a list of scenarios (1) by selecting a scenario, (2) click Connect to submit your que GMS.

The following screens are available by clicking the corresponding tabs.

- GMS The application home screen showing which GMS scenario can be executed.
- Log Displays log messages related to client-server communication and application debug me
- Chat Allows exchange of chat messages between client and agent. Notices relating to agent s and connections are also displayed.
- Queue For delay scenarios, checks the status of the interaction in the queue (when a request placed and is waiting for an agent).
- Settings Application settings can be made on this screen.

Configure the Sample

[+] See the list of configuration steps

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.

Step 6: Inbound SCXML Service—Voice

Why:

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).
- 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:

- 1. Go to Configuration Manager > Chat Server.
- 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

Implemented Scenarios

This sample supports the scenarios described in the Callback Scenarios. These scenarios are serverdriven, which means that the server instructs the client with the actions needed to carry out the scenario. The client just needs to perform these actions and the follow-up dialog with the server. Therefore, the client is flexible enough to support any scenario that is built using the same kind of actions. The following actions are supported:

- DialNumber The app makes a phone call when running on a mobile browser.
- ConfirmationDialog The app displays a message requesting the user to confirm a follow-up action.
- DisplayMenu The app displays a menu for the user to select an item that may affect how the scenario proceeds.
- StartChat The app starts a chat conversation. Asynchronous HTTP notifications (CometD messages) are used for receiving Chat Server events.
- get-dialog* Retrieves the dialog details and displays the dialog to the user. Dialogs are limited to alerts.

This sample also supports the request-interaction scenario, and the chat-interaction scenario.

Push notifications through CometD are supported. Delayed scenarios are supported by using push notifications only; the app will not poll the server to be notified about agent availability.

Testing Built-in Scenarios

[+] See the instructions to test the built-in scenarios

Scenario request-interaction Test Procedure



- 1. On the Agent Desktop:
 - Log in agent.
 - Make voice ready.
- 2. Using the Javascript sample: Service Management UI > Lab > Sample:
 - Log in agent and make voice ready.
 - SetContact# = <customer phone from which call will be dialed>
 - Set Scenario = REQUEST-INTERACTION
 - Click Connect.
 - Dial displayed Number to Call.
- 3. Expected result:
 - Treatment is played.
 - Call is routed to agent.
 - Toast is displayed with attached data.
 - Call is connected to agent.
 - For a successful GMS call, GMS_MatchResult = SUCCESS is displayed in the agent desktop as attached data.

Scenario request-chat Test Procedure



- 1. Agent Desktop
 - Log in agent.
 - Make chat ready.
- 2. Using the Javascript sample: Service Management UI > Lab > Sample:
 - Set Scenario = REQUEST-CHAT
 - Click Connect.
- 3. Expected result:
 - GMS app displays chat tab.
 - Chat interaction is routed to agent.
 - Toast is displayed with attached data.
 - Chat is connected to agent.
 - GMS app shows agent has joined chat.
 - Agent desktop shows customer has joined chat.
 - On a successful GMS call GMS_MatchResult = SUCCESS
 - Customer and agent can now exchange messages.

Compiling and Running the Sample

Important

This step is required only if you download the code sample in order to modify the

source code.

Prerequisites

In order to use this sample app, you need to have GMS installed and running, and the services that you want to make use of must be deployed. The source code of this sample is available via a downloadable war file: Genesys Mobile Services JavaScript Sample War File

Install the War File

- 1. Download and unzip the .zip file from the above link.
- 2. Copy the webcallback.war file into the webapps directory.
- 3. Edit the start.ini file to make sure that it contains:

```
module=server,jsp,jmx,resources,websocket,ext,plus,annotations,deploy,security,servlets,continuation
etc/jetty.xml
etc/jetty-deploy.xml
etc/jetty-http.xml
etc/jetty.https.xml
jetty.send.server.version=false
```

Important

r.

Comment any **rewrite** line. You should not run the sample in a Production server.

Access the Sample

- 1. Start GMS
- 2. Access the app at the following URL: http://<gmshost>:<gmsport>/webcallback/index.html.
- 3. Set the Settings > Contact#.
- 4. Select Scenario and then click the **Connect** button (located in the top right corner in the GMS tab of the application).

Important

• The CometD client is automatically started when the application loads in the browser.

• Make sure that your URL starts with the value specified in GMS > Server > external_url_base when you access the Service Management UI.

About the Code

The majority of the code is in two files:

- index.html Controls the presentation aspects of the application, which includes the GMS response handler.
- gms.js Responsible for interfacing with GMS and as well as managing the CometD connection.

index.html

The following screens are presented to the user and can be displayed by clicking the corresponding tabs.

- GMS The application home screen showing which GMS scenario can be executed.
- Log Displays log messages related to client-server communication and application debug messages.
- Chat Allows exchange of chat messages between client and agent. Notices relating to agent status and connections are also displayed.
- Queue For delay scenarios, checks the status of the interaction in the queue (when a request has been placed and is waiting for an agent).
- Settings Application settings can be made on this screen.

gms.js

Two objects are implemented in this file:

- gmsInterface Allows the creation of GMS callback services and delegates responses to index.html::onResponseRecieved.
- gmsNotificationClient Responsible for starting the CometD client and connecting to the GMS CometD channel. When the message is received, the callback function index.html::onCometNotification is invoked.

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