

GENESYS

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Service Management UI Help

Mobile Engagement and Callback

Mobile Engagement and Callback

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Samples Terminated preview match-interaction	•	▲ _customer_number			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 connection with the customer when the call direction is
Office Hours					USERTERMINATED. This is a request parameter that you can use in REST queries.
business-hours		Service	🔒 callback		
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		agent transfer cor	0 of		Maximum time to wait for call events (interaction partystatechanged) related to the transfer of the
		_			Genesys Mobile Services 8.5.111.0

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.