Service Management UI Help

More about Built-in and ORS services

12/19/2025

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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.
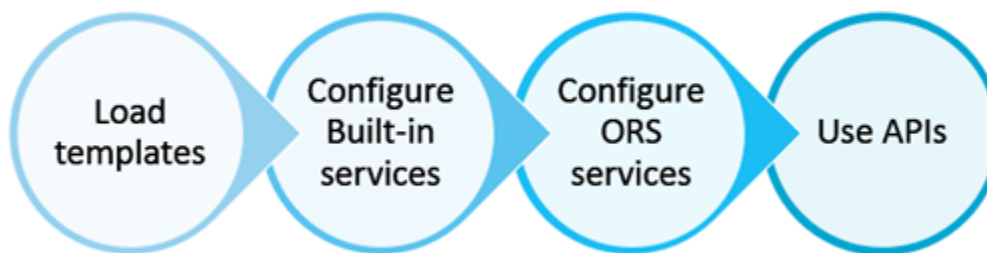
Templates include two types of services:

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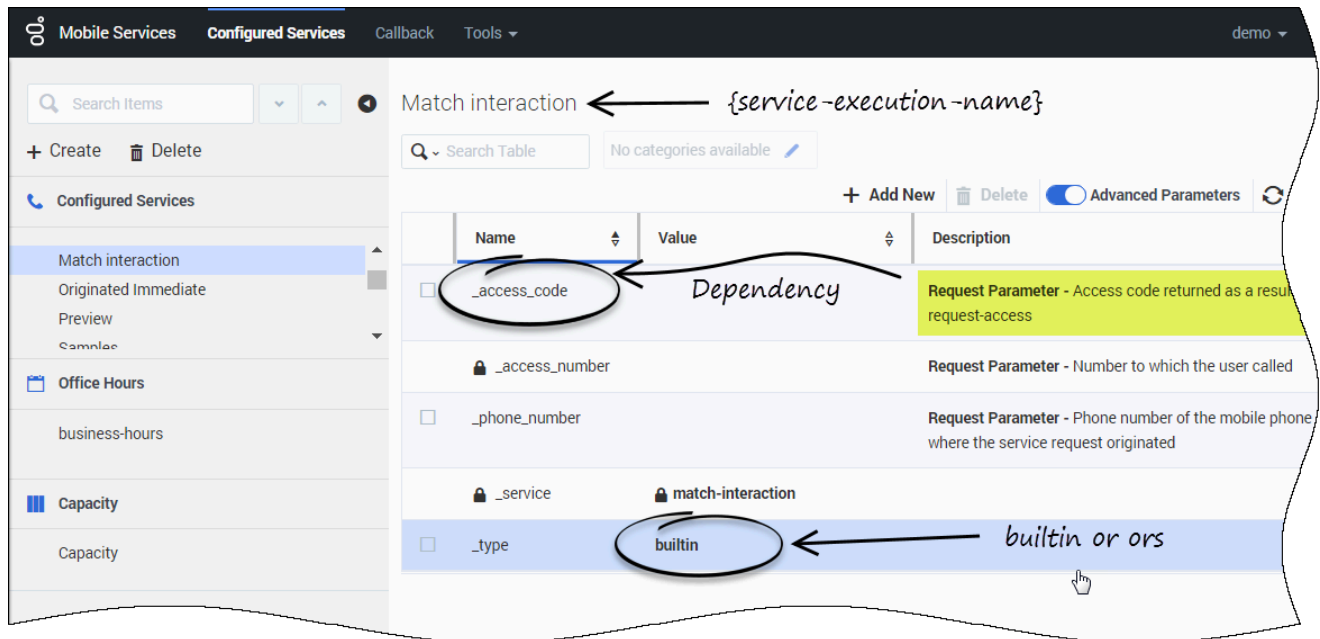
The URLs used by the Service API are dependent on the execution name of the service that you have just created. Services are available at the following URL:

`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`

> **Important**
>
> To use a service, you should start by allocating resources to this service with a create service request. Note that for some `builtin` services, this may not be necessary.
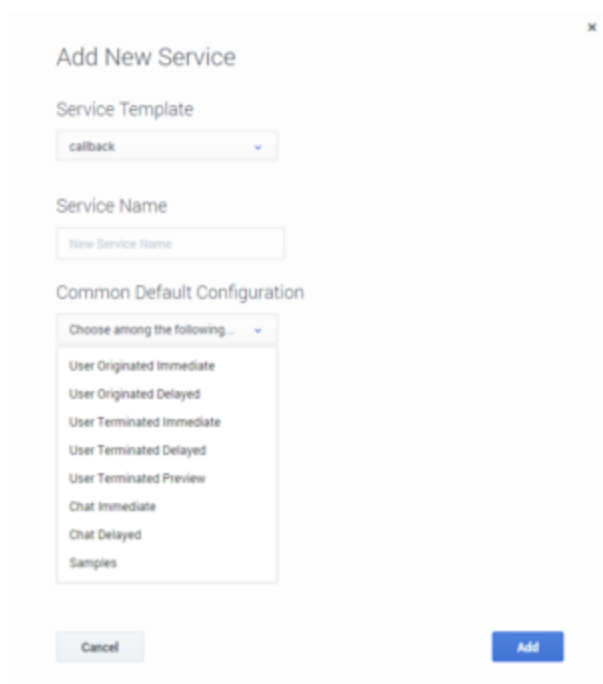
Customized ORS Scenarios
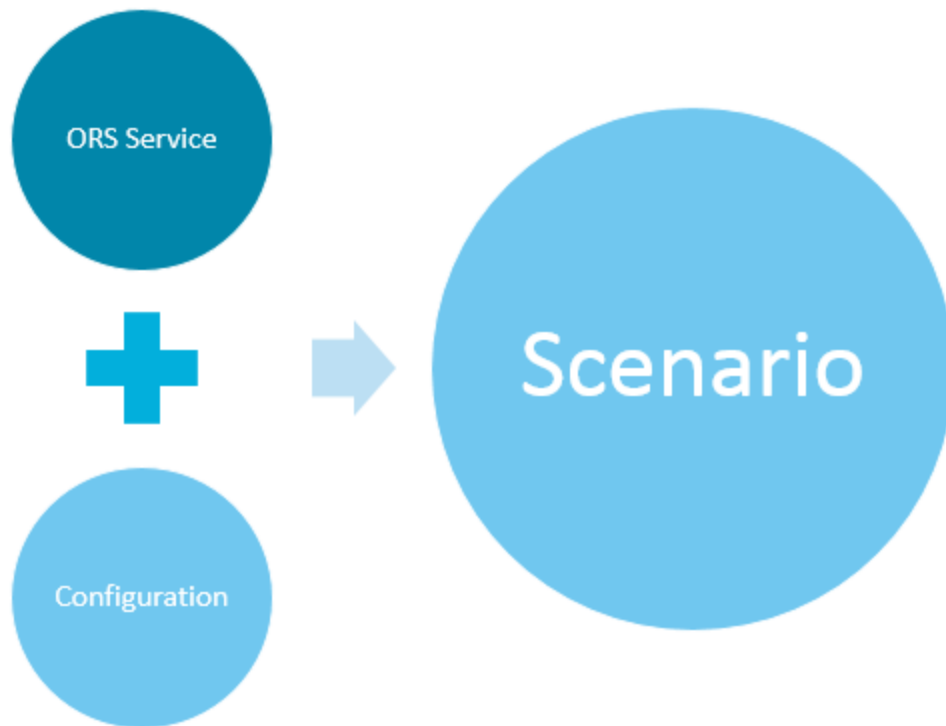
To implement a customized ORS scenario, you will need to **create** an ORS service and select the **Callback** template.

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.

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)	✓	✓
User Terminated Immediate Voice ORS Service	✓	✓
User Terminated Scheduled Voice	✓	✓
User Terminated Delayed Voice Agent Preview	✓	✓