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Service Management UI Help

Admin UI

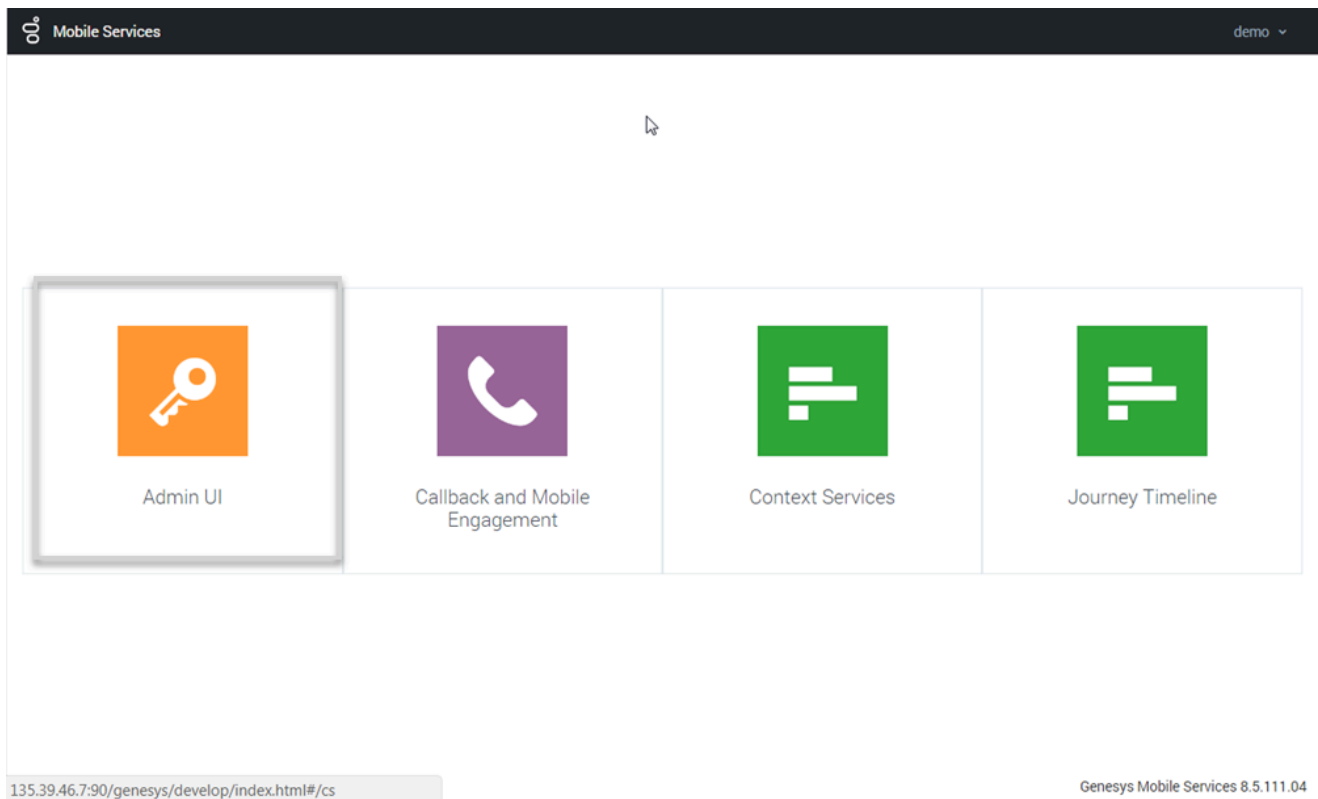
5/1/2025

Admin UI

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Access Admin UI

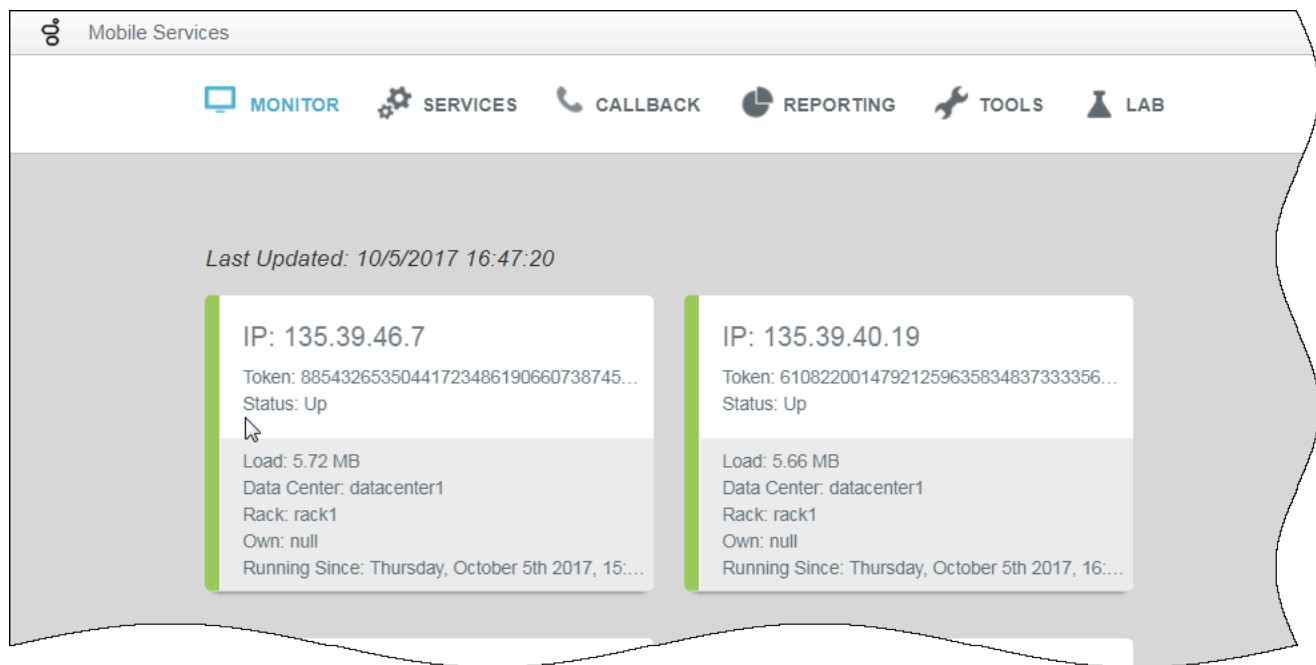


To access this interface, you must **log in** as a user who owns the Administrator or Supervisor role. Then, you can select the Admin UI icon.

Important

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



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

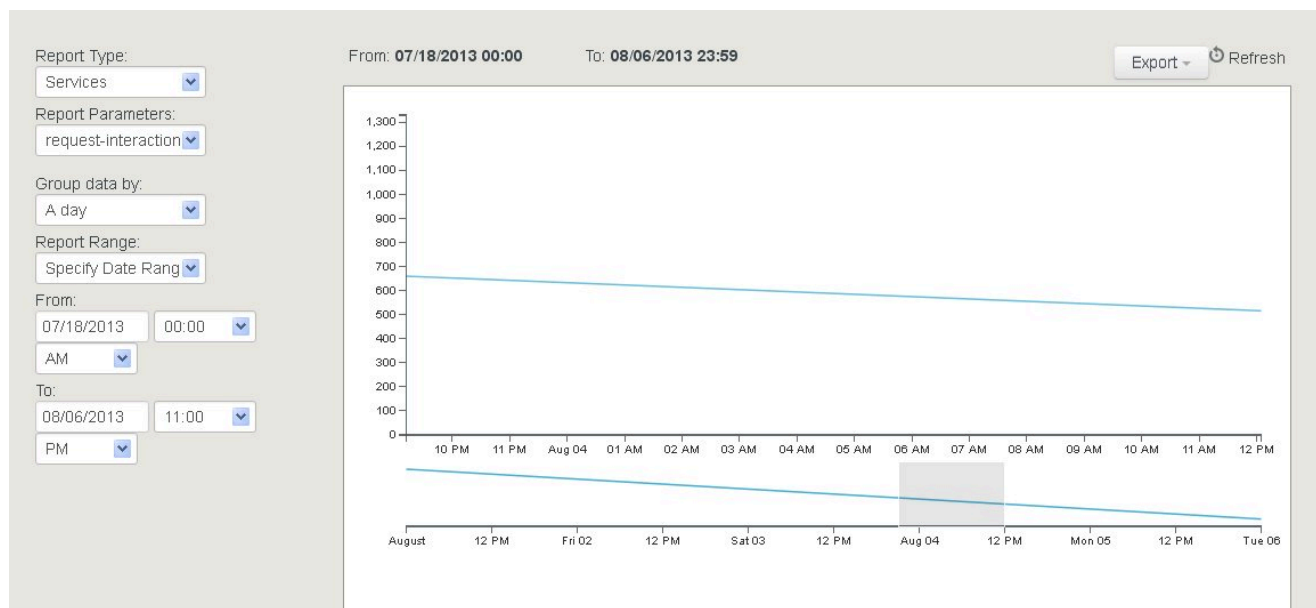
In this example (left), you can see two running GMS nodes. A green bar shows the system status for that node is up. A red bar means the system status for that node is down.

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, rollup-range, 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

123
Callback_exceptions

+ New Pattern Group ? Help

Name	Value	
exception1	555.*	X
ex2	123.*	X
ex3	a	X
ddd	12345	X

+ Add Pattern

URL: /genesys/1/patterns/group/Callback_exceptions
Post: test_value=123

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

Dnis_Pool
Performance_DNIS_Pool
DNIS_Manu
DNIS

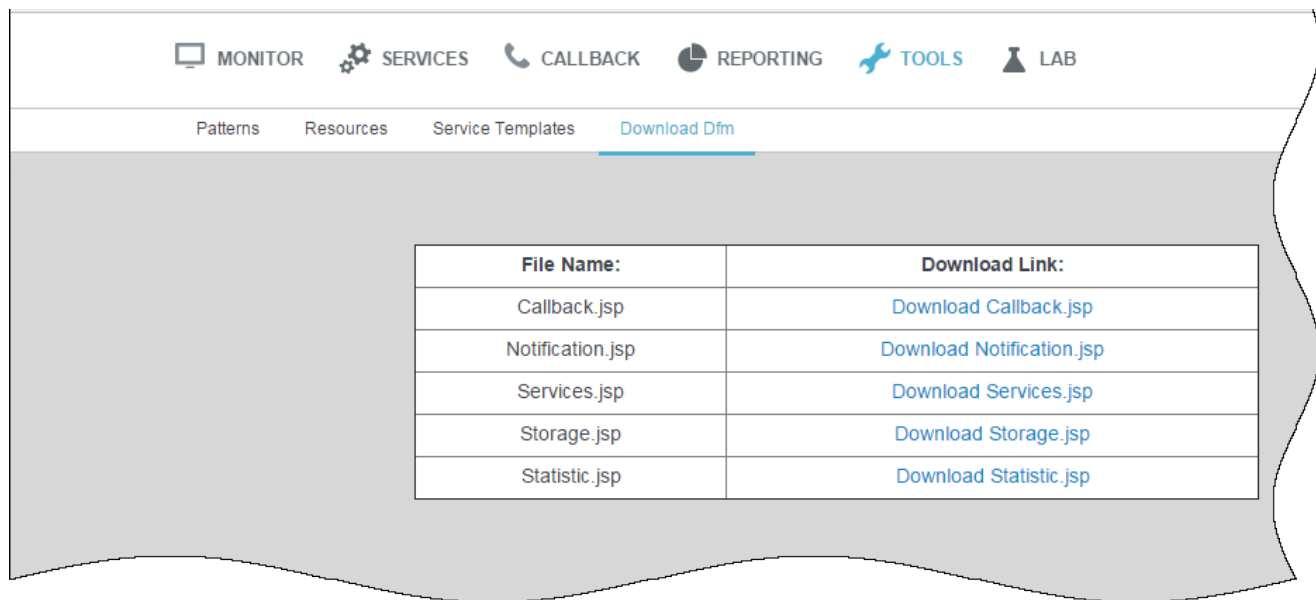
resource_available: 10,
resource_total: 10

New Resource Group

Name	Value	
_allocation_strategy	local	X
dnis1	6504664131	X
dnis2	6504664132	X
dnis3	6504664133	X
_booking_expiration_timeout	30	X
dnis10	6504664140	X
dnis4	6504664134	X
dnis5	6504664135	X
dnis6	6504664136	X
dnis7	6504664137	X



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 DFM



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  **TOOLS**, then click . The Download DFM panel displays the list of required files.
2. Click one of the DFM file links and the download will start.

Important

Starting 8.5.104, you must update the DFM files deployed locally with the latest version provided in the GMS Admin UI.

Lab tab

Important

The **Lab** area of the UI is for testing purposes and is provided "as is" without warranty of any kind.

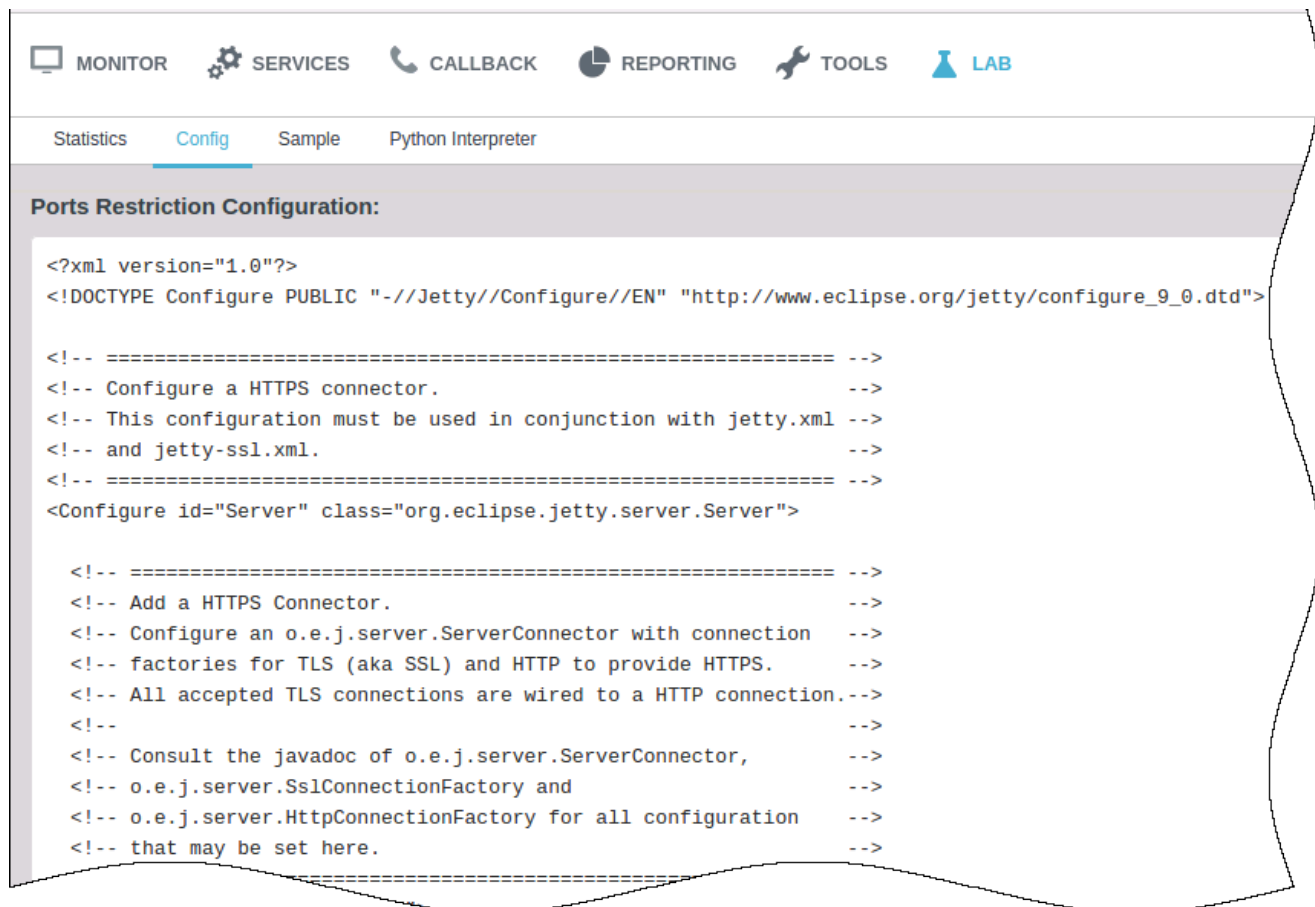
Statistics

The screenshot shows the Admin UI interface with the **LAB** tab selected. The top navigation bar includes **MONITOR**, **SERVICES**, **CALLBACK**, **REPORTING**, **TOOLS**, and **LAB**. Below the navigation bar, the **Statistics V2** tab is active, with **Config** and **Sample** sub-tabs. The main content area features two dropdown menus: **Metric:** and **Object Type:**. The **Metric:** dropdown lists various metrics, with **AbandTime** selected. The **Object Type:** dropdown lists **GroupQueues**, **Queue** (selected), and **RoutePoint**. A handwritten note with arrows pointing to these dropdowns states: "Select a Metric, then, an Object Type, and the statistics panel appears". Below the dropdowns, a table displays statistics data.

Statistic	Value
3159@SIP_Switch	17
9001@SIP_Switch	17
9002@SIP_Switch	17
9003@SIP_Switch	17
9010@SIP_Switch	17
9011@SIP_Switch	17
9004@SIP_Switch	17
9007@SIP_Switch	17

The *Statistics* tab displays metrics from Stat Server.

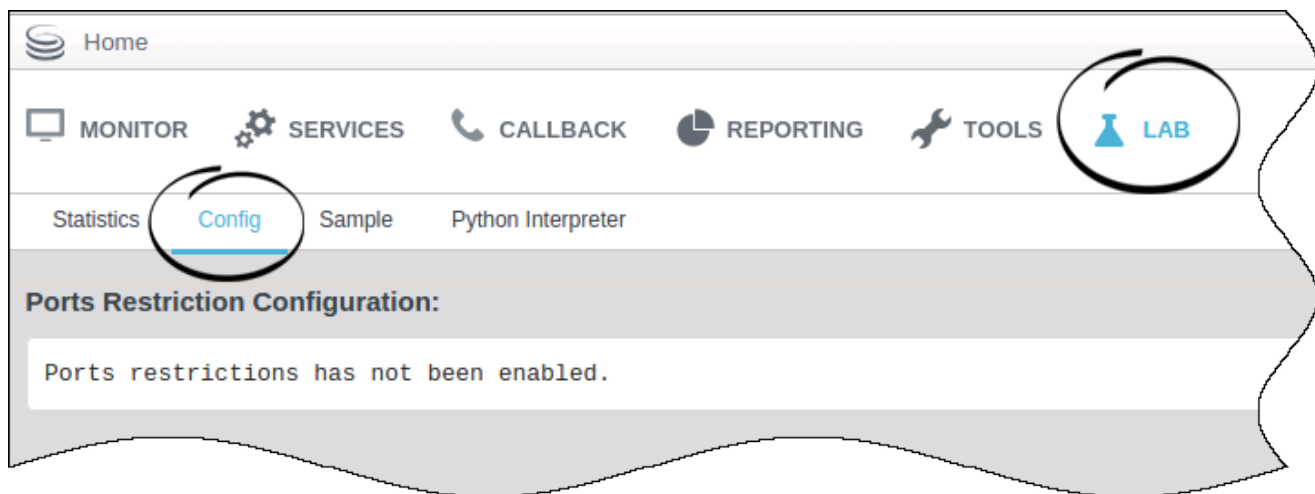
Config



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



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.

The screenshot shows the 'GMS Sample' form in the Admin UI. The top navigation bar includes 'MONITOR', 'SERVICES', 'CALLBACK', 'REPORTING', 'TOOLS', and 'LAB'. Below this, a sub-navigation bar has 'Statistics V2', 'Config', and 'Sample' (which is circled). The 'Sample' tab is active, showing a form titled 'GMS Sample'. The form has a 'Reset' button on the left and a 'Connect' button on the right. The form fields are: 'First Name' (John), 'Last Name' (Doe), 'User name' (jdoe_desktop), 'Password' (masked with dots), 'Scenario' (REQUEST-INTERACTION, with a dropdown arrow circled and labeled '1'), and 'Problem' (GMS Demo). A handwritten note 'Start the scenario' with an arrow points to the 'Connect' button, which is also circled and labeled '2'. Another handwritten note 'Select your scenario' with an arrow points to the 'Scenario' dropdown. The bottom navigation bar includes 'GMS', 'Chat', 'Queue', and 'Settings'.

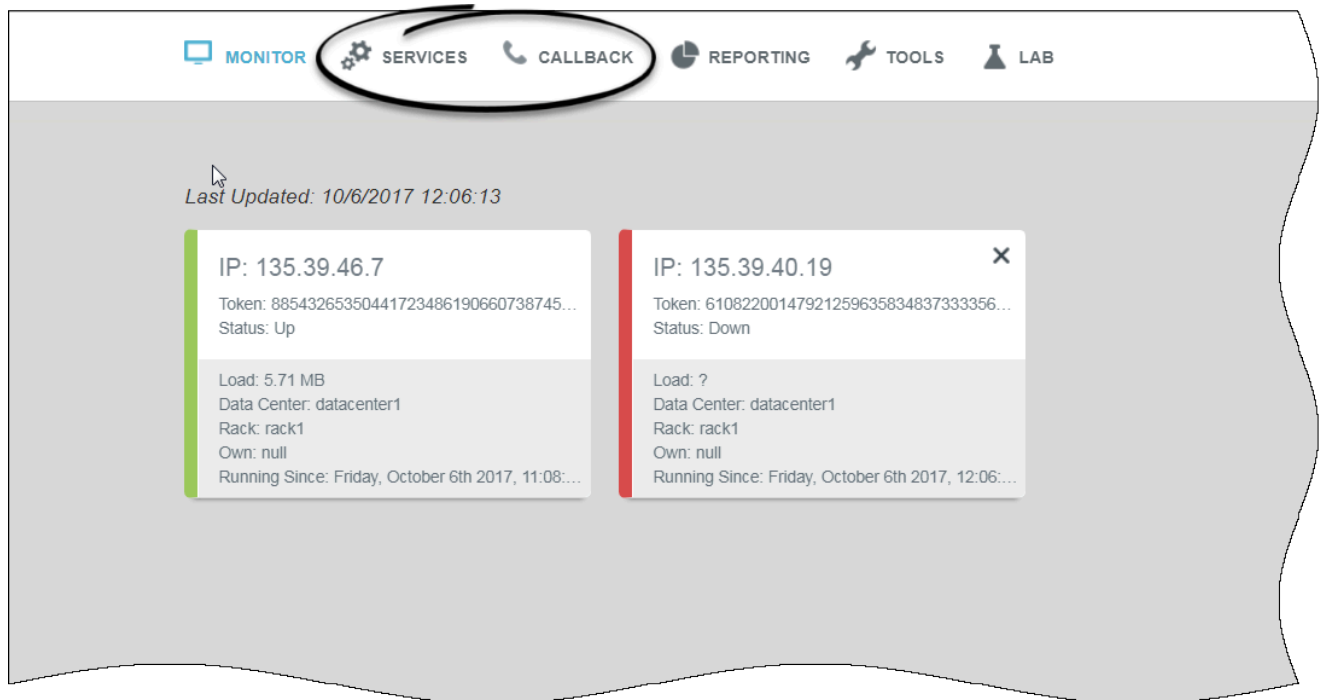
Start the scenario

Select your scenario

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.