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Genesys Mobile Services Deployment Guide

Configuring Basic GMS Services

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This page details the basic configuration steps required before you can use your Genesys Mobile Services installation. For a more general look at the configuration options available, refer to the [Configuration Options Reference](#).

Basic Configuration Overview

Genesys Mobile Services provides a set of services or APIs that require configuration before the product can be used. The configuration of services is stored in the Configuration Server. To get the list of basic services, refer to the [Basic GMS Service Options](#) page.

Working in Configuration

Genesys Mobile Services is represented by an Application object in the Configuration Server database. This Application object is based on the "Genesys Generic Server" template and contains typical settings for a Genesys application including Server Info, Start Info, and Connections to other servers. It also includes options that correspond to configuration details for sub-services of Genesys Mobile Services. [Genesys Mobile Engagement Configuration Options](#) describes the available options and sections for this product.

Important

By design, settings in Genesys Administrator Extension for any configured service override the matching request parameters. This means that if `_provide_code` is set to `true` then this service will always respond with an access code, even if the `_provide_code` parameter received with the request is set to `false`.

Configuration settings are grouped for different service types, and stored in the Option sections described below:

- **gms Section**—Configuration settings used across different services.
- **push Section**—Notification service parameters. Not monitored at run time, so the Genesys Mobile Server instance must be restarted for changes to take effect.
- **resource Section**—Details about how resource groups are handled. Runtime configuration changes are supported, so changes take effect immediately.
- **server Section**—Cluster sub-service configuration details. Includes URL representation of this node of the cluster, consisting host, port and application name formatted in the following way: `http://web_host:web_port/app_name`. (Example: `http://yourHostName:8080/gms`). Runtime configuration changes are supported, but due to tight logical connection to the web-container configuration, a restart is needed in most cases.

- **service.<servicename> Section**—Additional configuration options for customized services.

Some services also rely on configuration details from a Transaction object that must be created and configured in your Genesys environment.

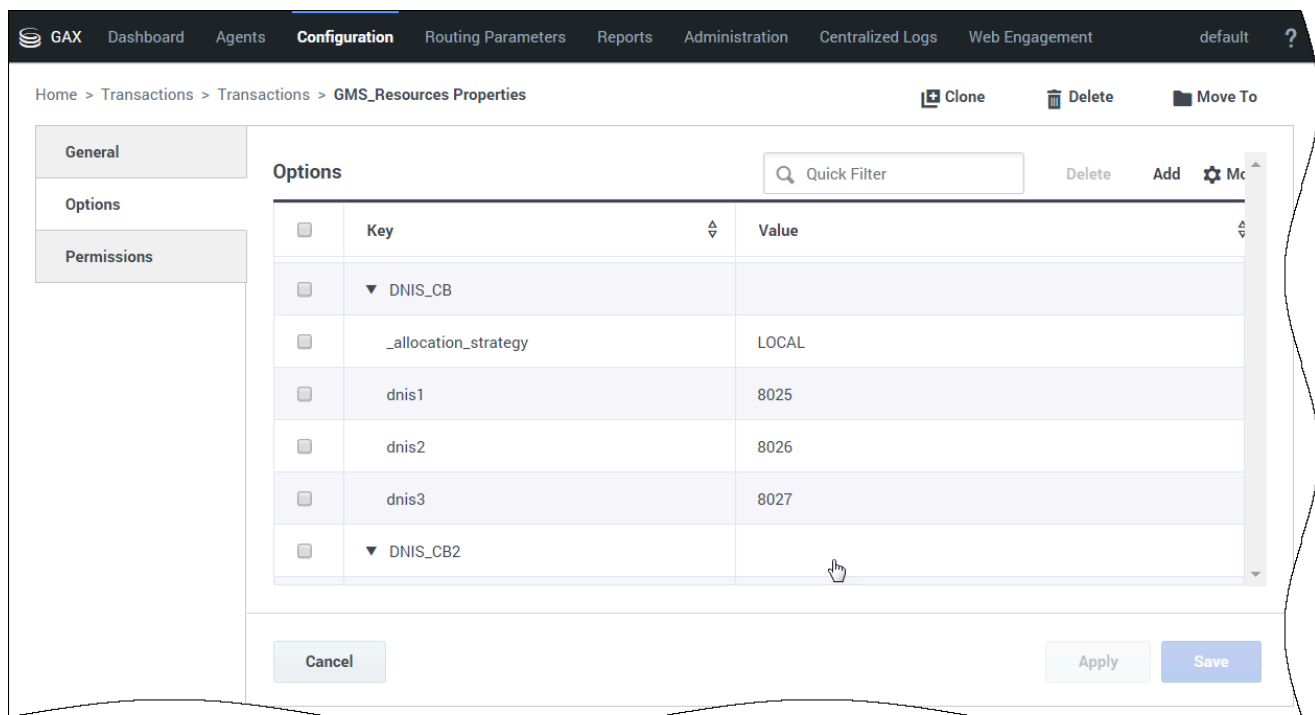
Important

- If you are setting up multiple Genesys Mobile Services nodes, the configuration options specified in the Application object must be the same for each instance.
- You can conveniently configure services by using the **Service Management Admin UI**.
- Option services are described in the **Basic GMS Service Options** and in **Callback Service Options** reference pages.

If you are familiar with working in a Genesys environment, this type of configuration should be second nature. If you require additional information about how to work with Genesys Administrator Extension to edit these configuration options, refer to the Help file included with that product.

Creating and Configuring a Resource List

Some services included with Genesys Mobile Services require a list of resources, such as a list of access numbers that can be managed. Such lists are held in a Transactions object, which is then referenced by Options set in the Genesys Mobile Services Application object. The steps required to create and populate a resource list are provided below. You can also configure these services through the **GMS Service Management User Interface**.



1. In Genesys Administrator Extension, find **Configuration Manager > Routing / eServices > Transactions**.
2. Click **+ New**.
3. On the **General** tab, configure the following fields:
 - Name—This name must match the `resources > resource_list_name` option value from your Genesys Mobile Services Application object. The default value is `GMS_Resources`.
 - Type—Select **List** from the drop down box.
 - Alias—Enter an alias of your choice.
4. On the **Options** tab, create a new section. The section name used here must match the value of the `resource_group` option, located in the `service.servicename` section of your Genesys Mobile Services Application object.
5. Add options to the newly created section to create your resource list. The Resource name should not start with an underscore (`_`).
6. Add and set an `_allocation_strategy` option for this group. The valid values are `RANDOM`, `LOCAL` or `CLUSTER`.

Creating and Configuring a Pattern List

Callback services included with Genesys Mobile Services require a list of patterns (for exceptions, and so on) to compare parameter values to a list of defined patterns. These lists are held in a

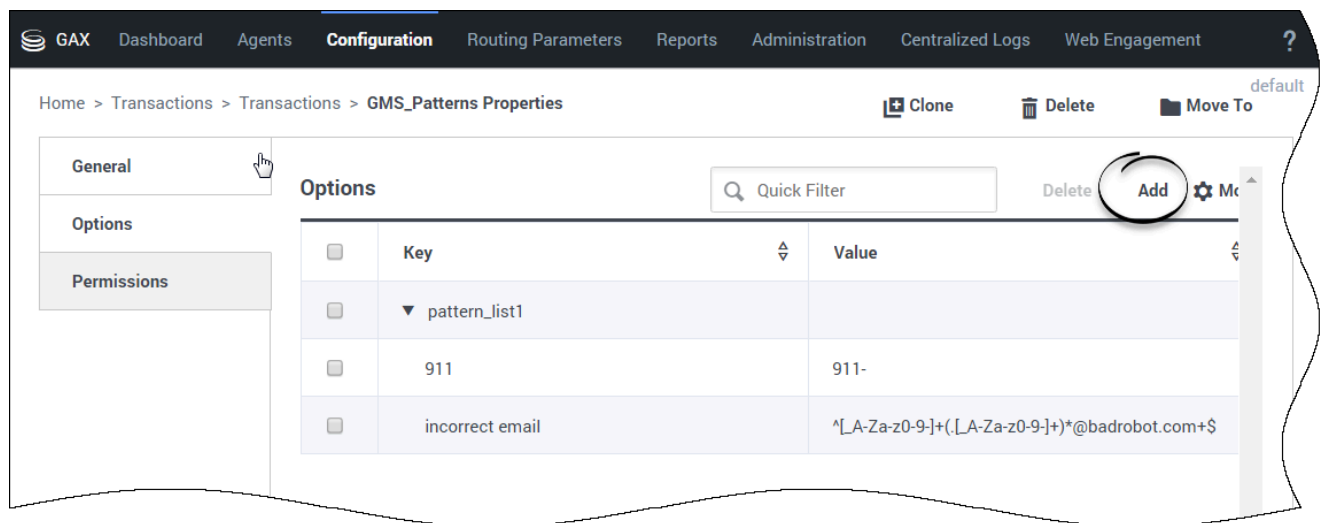
Transactions object (GMS_Patterns by default), which is referenced by the patterns_list_name option set in the Genesys Mobile Services Application object. Each section of this object defines a list of patterns that you will later use in your Callback services. You can also configure these list of patterns through the [GMS Service Management User Interface](#).

The screenshot displays the 'Configuration' tab in the GMS Service Management User Interface. The breadcrumb trail is 'Home > Transactions > Transactions > GMS_Patterns...'. The interface includes a sidebar with 'General', 'Options', and 'Permissions' tabs, and a top navigation bar with 'GAX', 'Dashboard', 'Agents', 'Configuration', 'Routing Parameters', 'Reports', 'Administration', and 'Centralized Logs'. The main form area is titled 'GMS_Patterns...' and contains the following fields:

- Name***: A text input field containing 'GMS_Patterns'.
- Alias***: A text input field containing 'GMS_Patterns'.
- Transaction Type***: A dropdown menu with 'List' selected.
- Recording Period (min.)**: A text input field containing '0'.
- Format**: A large text area for additional configuration.
- Tenant**: A dropdown menu with 'Environment' selected.
- State Enabled**: A checkbox that is checked.

At the bottom of the form are three buttons: 'Cancel', 'Apply', and 'Save'.

1. In Genesys Administrator Extension, find **Configuration Manager > Routing / eServices > Transactions**.
2. Click **+ New**.
3. On the **General** tab, configure the following fields:
 - **Name**—This name must match the patterns_list_name option value from your Genesys Mobile Services Application object. The default value is GMS_Patterns.
 - **Type**—Select List from the drop-down box.
 - **Alias**—Enter an alias of your choice.



On the **Options** tab, click **Add** to create as many patterns than you need.

- The section name defines a list of patterns and must match the value of the `_exceptions` option that will be used in your services.
- The key defines the name of a pattern.
- The value is a regular expression used to filter strings and numbers. It must match the [Java Regular Expression Lesson by Oracle](#).

Configuring GMS Built-in Services

To complete your deployment, the following GMS-based services need to be configured:

1. request-interaction
2. match-interaction
3. request-access

Required options are outlined below, with some sample values to help you get started. You can configure these services through the [GMS Service Management User Interface](#).

request-interaction

Option	Description
<code>_service = request-interaction.</code>	• 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.

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

match-interaction

Option	Description
<code>_type = builtin</code>	- For Genesys Mobile Services-based services: <code>builtin</code> - For Orchestration Server-based services: <code>ors</code>

Option	Description
<code>_service = match-interaction</code>	- 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 <code>_service_type</code> to <code>callback</code>.
<code>_phone_number</code>	Note: Request parameter. Number of the mobile phone where the service request originated.
<code>_access_code</code>	Access code returned as a result of request-access. Note: Request parameter.
<code>_access_number</code>	Number that the customer called. Note: Request parameter.

request-access

Option	Description
<code>_access_code_length</code>	Length of the access code which can be allocated. Note: Request parameter.
<code>_id</code>	Identifier of the service which the allocated access information should be associated with. Note: Request parameter.
<code>_phone_number</code>	Phone number to associate with the reserved access information. Note: Request parameter.

Option	Description
<code>_provide_code</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.
<code>_resource_group = GMS_Resources</code>	Resource group from which an available access number will be taken. Note: Request parameter.

Setting the timezone for your GMS Host

Make sure that all of the servers hosting your GMS nodes and connected Genesys servers are using the same timezone.

Single Tenant Support and Chat Service

For chat services ([Chat API Version1](#)), the default chat endpoint value in the `default_chat_endpoint` option can be used for all services. Or by service, you can customize the `_chat_endpoint` option. These options, `default_chat_endpoint` and `_chat_endpoint`, are composed of <tenant name>:<chat endpoint name>.