Genesys Mobile Services Deployment Guide

Configuring the ORS-based Services

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Now that the basic scenarios are working, let's get started with the ORS-based advanced scenarios.

Contents

Prerequisites

You must have completed the following:

1. Configured the dependencies.
2. Configured the Builtin services.
3. Tested the Builtin services.

Step 1: GMS Service – Samples

Why:

This service is responsible for receiving the GMS request from the sample application.

How:

GMS Service Management UI > Services > Configured Services

Procedure:

1. Click `Add Service`
2. Set `Configure Service = callback`
3. Set `Service Name = samples`.
4. Set `Common Default Configuration = samples`
5. Click Save.
6. Set `_target = <routetarget>` Example: `Customer_Service@Stat_Server.GA`
7. Set `_urs_virtual_queue = GMS_VQ_SIP_Switch`
8. Set `_route_point = 8999`
9. Set service property `_chat_endpoint = Environment:gms_ors` (or `Resources:gms_ors` if single tenant).

Step 2: Inbound SCXML Service - Voice

Why:

This inbound service matches the voice call with an existing GMS service. If a matching service is found, it moves the interaction to the GMS service (ORS session), which attaches the GMS User Data, and routes the call 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.GMSMatchORS`.
3. Create an enhanced routing script `GMSInbound.Voice.GMSMatchORS`.
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 = false`
7. Set Annex > `ApplicationParms/app_no_match_target = <target>` (Example: `All_Standard_Agents@Stat_Server.GA`)
8. Set Annex > `ApplicationParms/app_require_access_code = false`
9. Set Annex > `ApplicationParms/app_require_ani = true`
10. Set Annex > `ApplicationParms/app_treatment_waiting_for_agent = <blank>` (A blank value will force the service to use a packaged music file.)

Step 3: 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.
2. Create an end point that was specified in the procedure GMS Service Create Service request chat (sub-step 6):
   - `gms_ors = GMSInbound.Chat.QueueORS`
3. Go to Configuration Manager > Scripts.
4. Create interaction queue that you just specified, above.

- Name: `GMSInbound.Chat.QueueORS`
- Set Annex > Orchestration/application = script:GMSInbound.Chat.QueueORS.Routing

5. Create an interaction queue view.
   - Name: `GMSInbound.Chat.QueueORS.View 1`
   - Set Annex > View/Queue = GMSInbound.Chat.QueueORS
6. Create an Enhanced Routing Object that you just specified, above.
   - Name: `GMSInbound.Chat.QueueORS.Routing`
   - Set Annex > `Application/url = http://<gms_host>:<gms_port>/genesys/1/document/service_template/callback/src-gen/IPD_Chat_QueueORS.scxml`
   - Set Annex > `ApplicationParms/app_find_agent_timeout = 30`
   - Set Annex > `ApplicationParms/app_match_gms_builtin = false`
   - Set Annex > `ApplicationParms/app_no_match_target = <target>` (Example: `All_Standard_Agents@Stat_Server.GA`)

Next Steps

Test the ORS-based Services