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Service Management UI Help

Services Tab

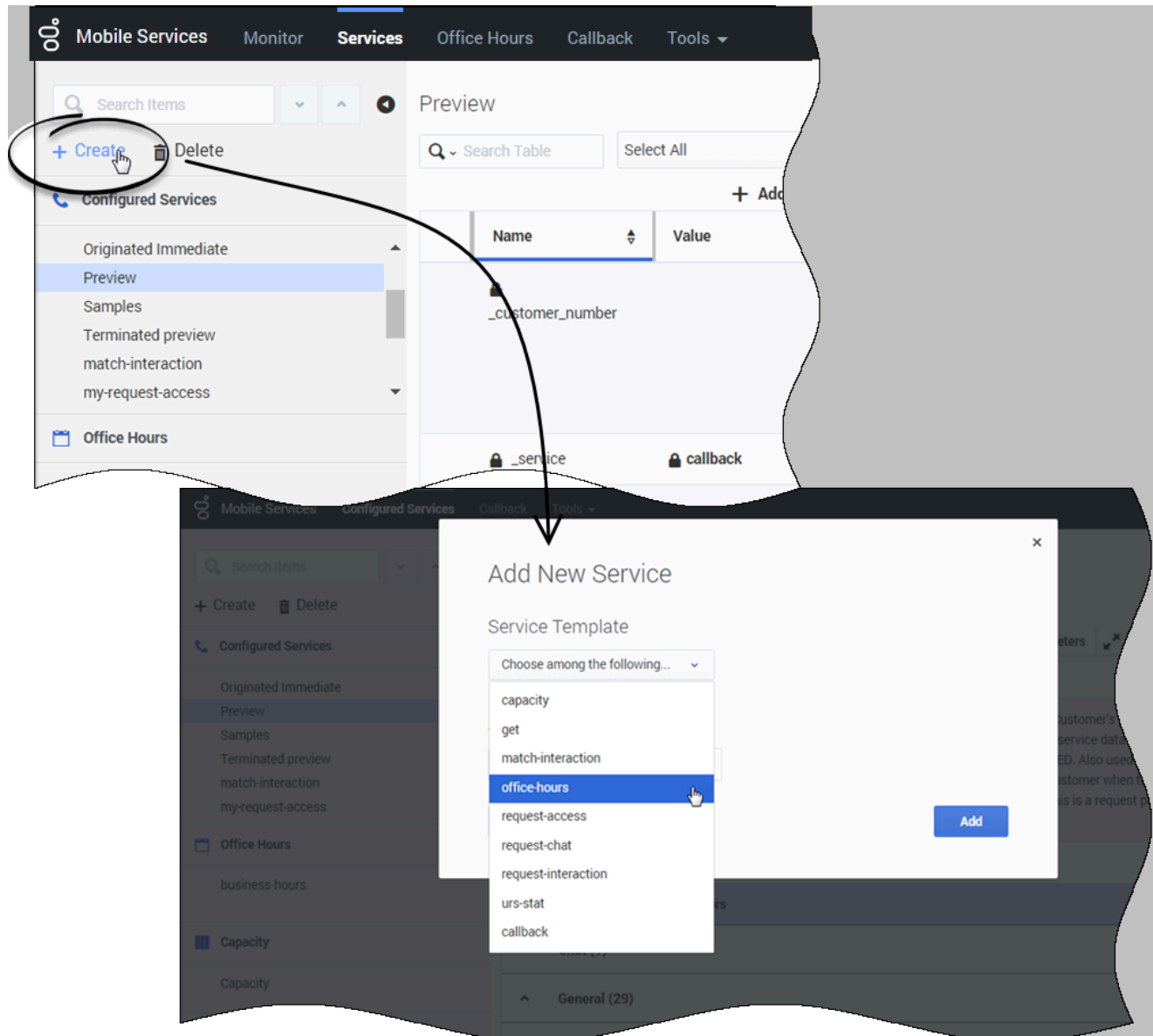
12/17/2025

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Services Tab

Create Services

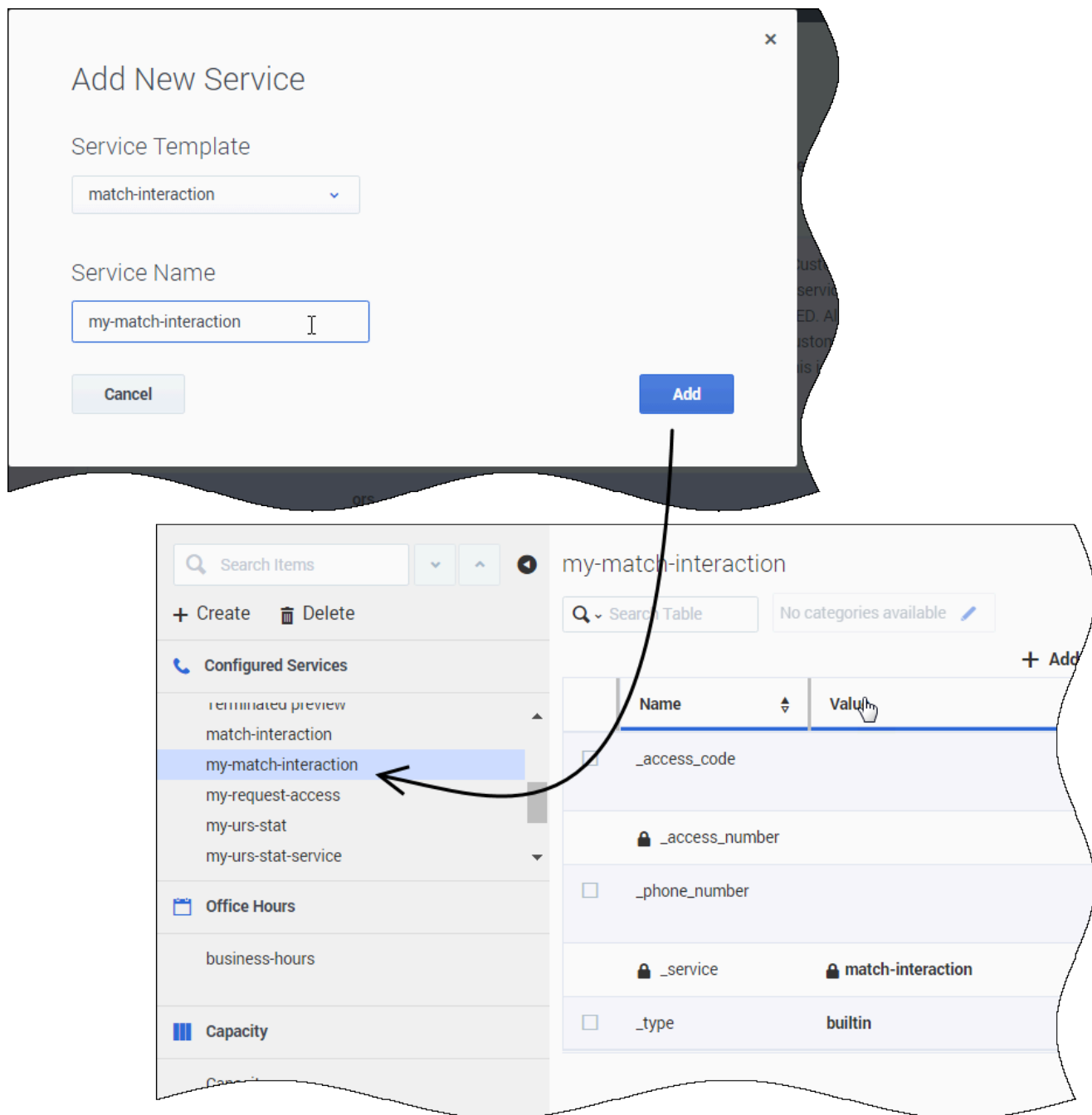


After you **load** the template, you can create a new service. The loaded service templates are available in the drop-down list on the creation form.

Select a template and fill in the form. Based on this information, the interface pre-populates the service parameters that match a scenario configuration and grant usage of GMS APIs.

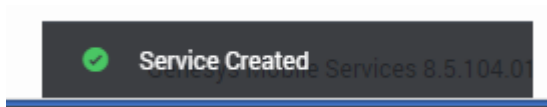
Important

Learn which template to use for given scenarios and APIs [here](#). Read more about builtin and ors services [here](#).



Click the **Create** button and fill in your service information. Select your template, then click **Save**.

An information message confirms the service creation.



The new service appears in the list of Configured Services. You can now configure your service.

The 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 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, start by allocating resources to this service with a [create service](#) request. Note that for some builtin services, this may not be necessary.

Configure your Service

Key parameters for the service are automatically populated with the appropriate default values.

Important

For cluster configurations, all changes made in a service will be replicated into the entire GMS cluster.


The parameters have the following characteristics:

Mandatory Parameters

Terminated preview

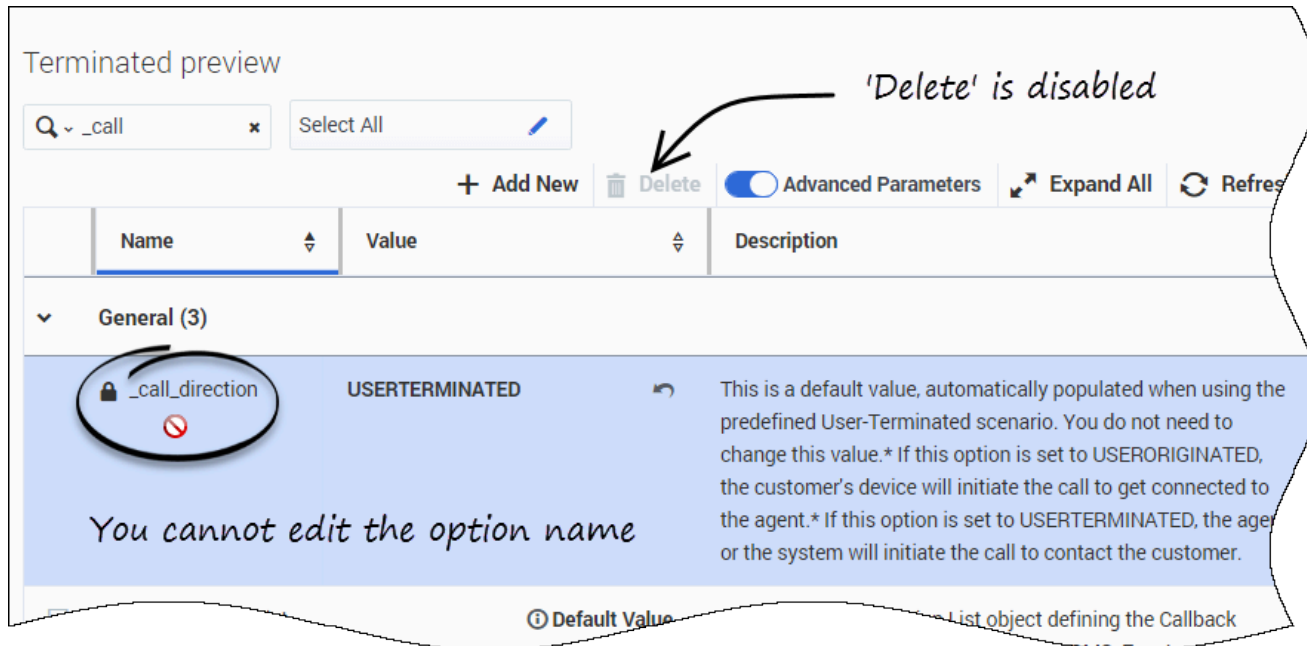
Q _call x Select All

+ Add New Delete Advanced Parameters Expand All Refresh

Name	Value	Description
General (3)		
 _call_direction	USERTERMINATED	This is a default value, automatically populated when using the predefined User-Terminated scenario. You do not need to change this value.* If this option is set to USERORIGINATED, the customer's device will initiate the call to get connected to the agent.* If this option is set to USERTERMINATED, the agent or the system will initiate the call to contact the customer.

You cannot edit the option name

Default Value List object defining the Callback




Mandatory parameters are identified with a  icon; you cannot rename or remove them.

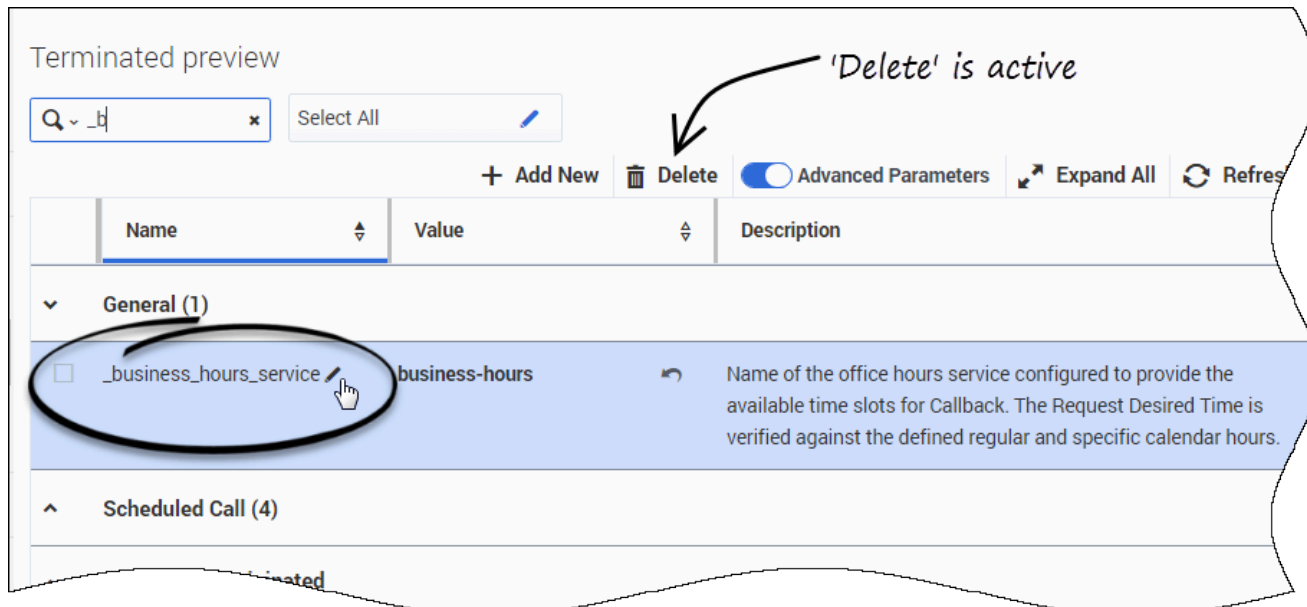
Optional Parameters


Terminated preview

Q _business_hours x Select All

+ Add New Delete Advanced Parameters Expand All Refresh

Name	Value	Description
General (1)		
 _business_hours_service	business-hours	Name of the office hours service configured to provide the available time slots for Callback. The Request Desired Time is verified against the defined regular and specific calendar hours.
Scheduled Call (4)		



Optional parameters are identified with a  icon when hovering; you can rename, edit, and remove

them.

Advanced Parameters

The screenshot shows the 'callback-PST' configuration page. At the top, there is a search bar and a 'Select All' button. Below this is a table with columns 'Name', 'Value', and 'Description'. The table is filtered to show 'Advanced Parameters'. The 'Advanced Parameters' toggle is enabled. A callout box highlights the '_bxn_redirect_confirm' parameter, which is set to 'true'. The callout also contains the text 'Advanced parameter shows up'.

Name	Value	Description
<input type="checkbox"/> _exceptions		Specifies exception patterns that should be verified before
<input type="checkbox"/> _max_ors_submit_att empts		
<input type="checkbox"/> _max_time_to_wait_for_agent_on_the_call		
<input type="checkbox"/> _exceptions		Specifies exception patterns that should be verified before processing this callback request. See Pattern configuration details.
<input checked="" type="checkbox"/> _bxn_redirect_confirm	true	If set to false, on redirecting to the call to the agent application will not wait for confirmation of agent accepting the call. needs to be set to false in rare conditions where the switch doesn't send confirmation events (interaction.partystatechanged) after call redirection to an agent.
<input type="checkbox"/> _max_ors_submit_att empts	3	Maximum number of times request for execution will be submitted to ORS. After it is reached request is removed from persistent queue and discarded.
<input type="checkbox"/> _max_time_to_wait_for_agent_on_the_call	120	This is the maximum amount of time (seconds) to wait for agent to accept and answer the call after customer is

Advanced parameter shows up

Advanced parameters are mandatory parameters used for advanced customization purposes. By default, they are hidden, but you can display them by enabling the **Advanced Parameters** selector.

Request Parameters

Preview

Q Search Table General + Add New Delete Advanced Parameters Refresh

Name	Value	Description
_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 USERTERMINATED. This is a request parameter that you can use in REST queries.
callback		

Request parameters are identified in the Description. You can use these parameters in your queries to the Callback Services API.

Edit Values

☒ _tenant Environment

Click to edit the value

☒ _tenant Environment ☒ x

save *cancel*

*Some parameters may allow predefined values only
and provide accurate descriptions*

_call_direction USERO... ☒ x

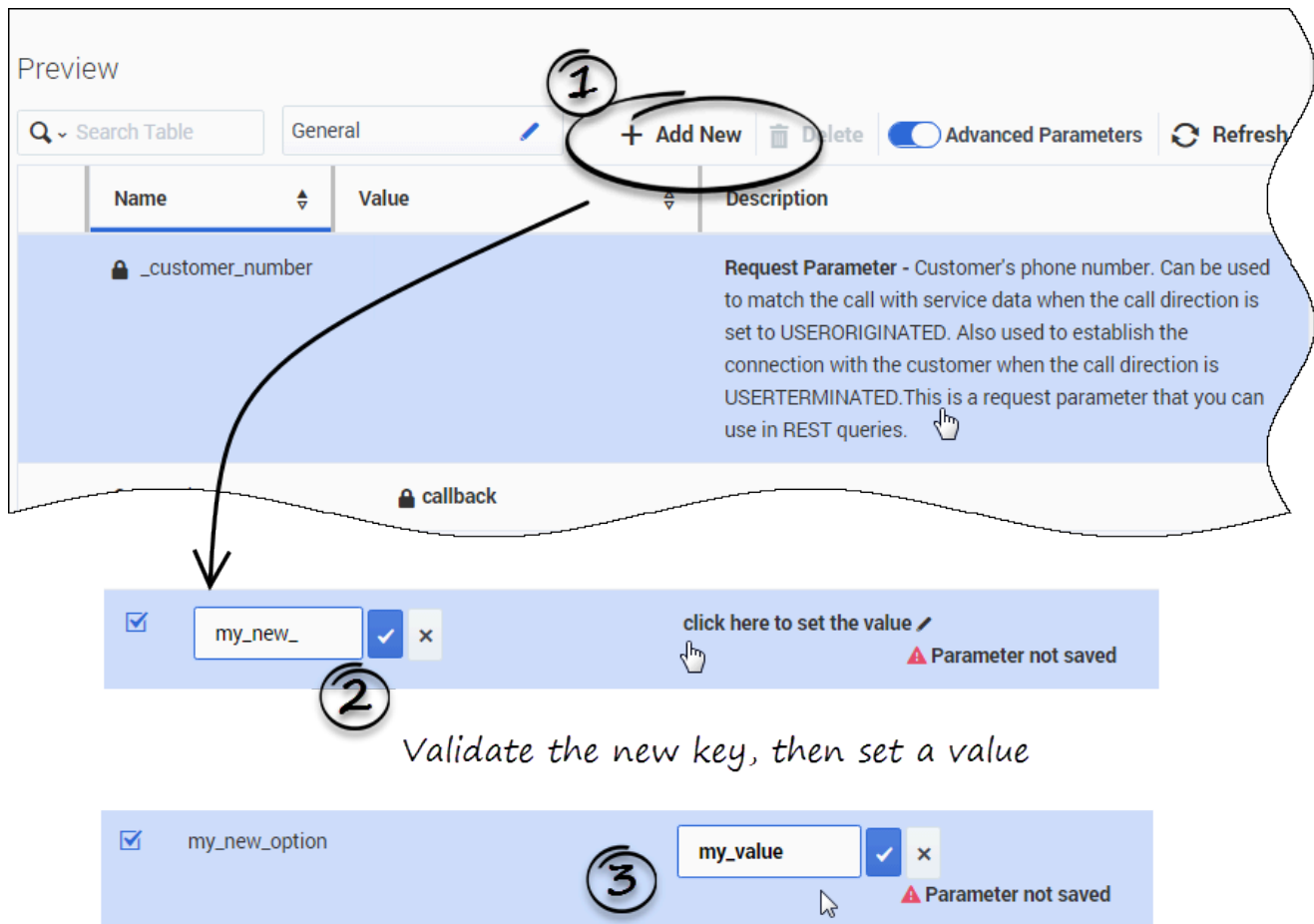
USERORIGINATED
USERTERMINATED

When value is USERORIGINATED, this implies the user (device) will initiate the call to be connected to the agent. If USERTERMINATED is specified, then the enterprise will initiate the call to the specified target.

Editable values are identified with a  icon when hovering over them. Just click to edit the field.

The interface will display pre-defined values if they exist, and you can read the **Description** field for more information about the option.



Add New Parameters












The screenshot shows the 'Preview' panel with a table of parameters. The table has columns for Name, Value, and Description. The first row is for '_customer_number' with a description: '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 USERTERMINATED. This is a request parameter that you can use in REST queries.' The second row is for 'callback'. The 'Add New' button is circled with a '1' and an arrow points to a form below. The form has three steps: 1. Click 'Add New'. 2. Validate the new key, then set a value. 3. Save the parameter.

Preview

Search Table General **+ Add New** Delete Advanced Parameters Refresh

Name	Value	Description
 _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 USERTERMINATED. This is a request parameter that you can use in REST queries.
 callback		

my_new_   click here to set the value   Parameter not saved

my_new_option   my_value    Parameter not saved

Validate the new key, then set a value

In the service panel, click **Add New** to add a new parameter, fill in the form, and save the parameter. A popup message displays the operation result.

The parameter's name must be a valid ECMAScript variable name. This means that variable semantics that include elements like "." (for example, foo.foo) and "-" (for example, foo-foo) are not allowed.

Search for Services and Options

Use filter boxes for service and option names

Select by category

Expand all categories when they are collapsed

The screenshot shows the 'Configured Services' tab in the Mobile Services UI. On the left, there is a sidebar with a 'Search Items' box and a list of service categories: Configured Services, Preview, Samples, Terminated preview, match-interaction, my-request-access, my-urs-stat, Office Hours, business-hours, Capacity, and Capacity. The 'Preview' section is selected. In the center, a table displays service details with columns for Name, Description, and a list of options. A dropdown menu is open, showing categories like Chat, General, Notification, Queue Management, Reporting, Scheduled Call, URS Queueing, and Voice - User Originated. The 'Notification' category is highlighted. On the right, there are buttons for 'Delete', 'Advanced Parameters', 'Expand All', and 'Refresh'. A description for the 'Request Parameter' is visible, explaining its use for matching calls with service data.

The services can be filtered in the  **Search Items** box. You can also filter the parameters displayed for the selected service or display them by category.