GENESYS

Service Management UI Help

Services Tab

12/17/2025

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Services Tab

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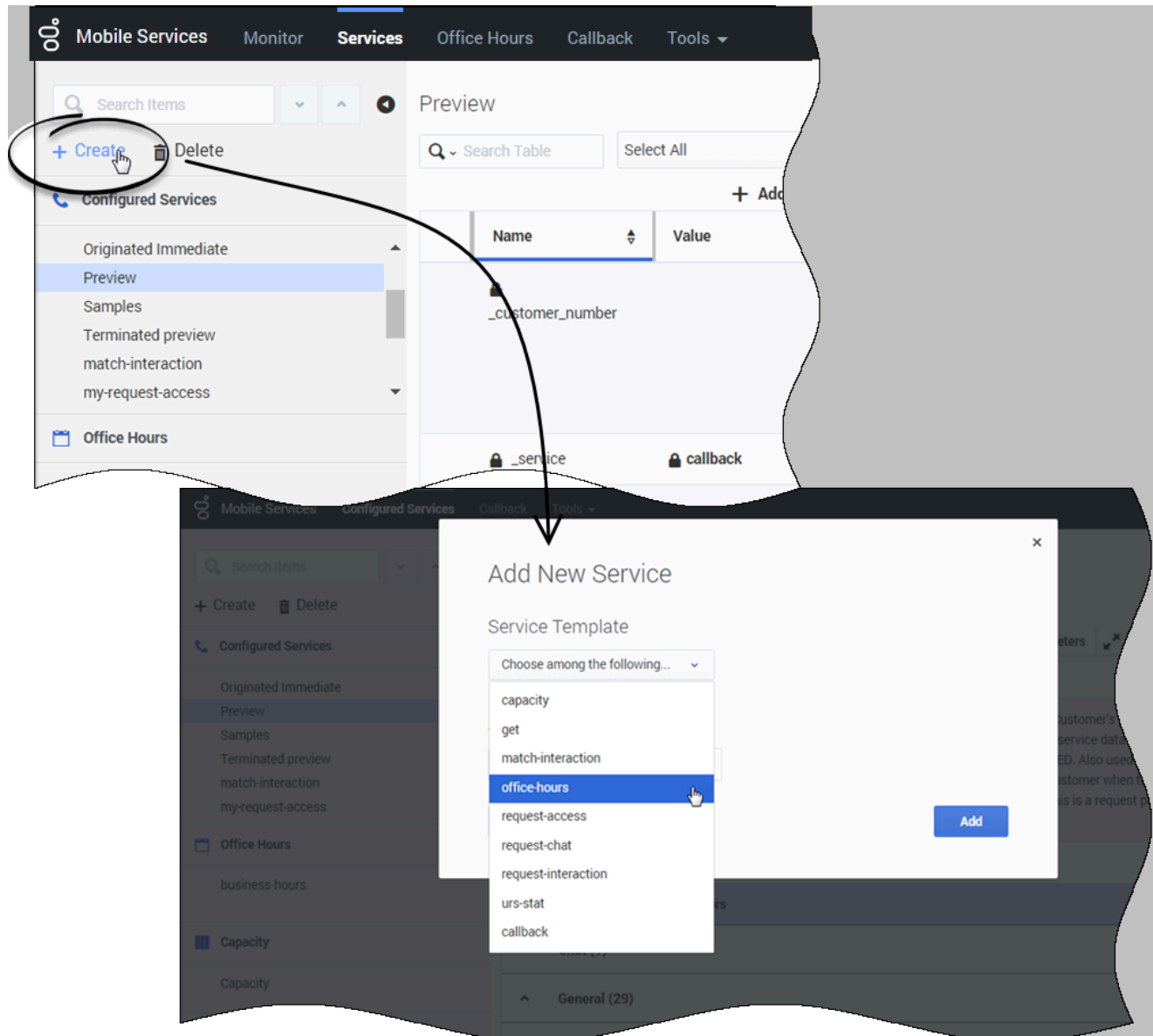
After you load the template, you can create a new service. The loaded service templates are available in the drop-down list on the creation form.

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.
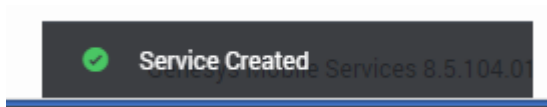
> ### Important
> Learn which template to use for given scenarios and APIs here. Read more about builtin and ors services here.
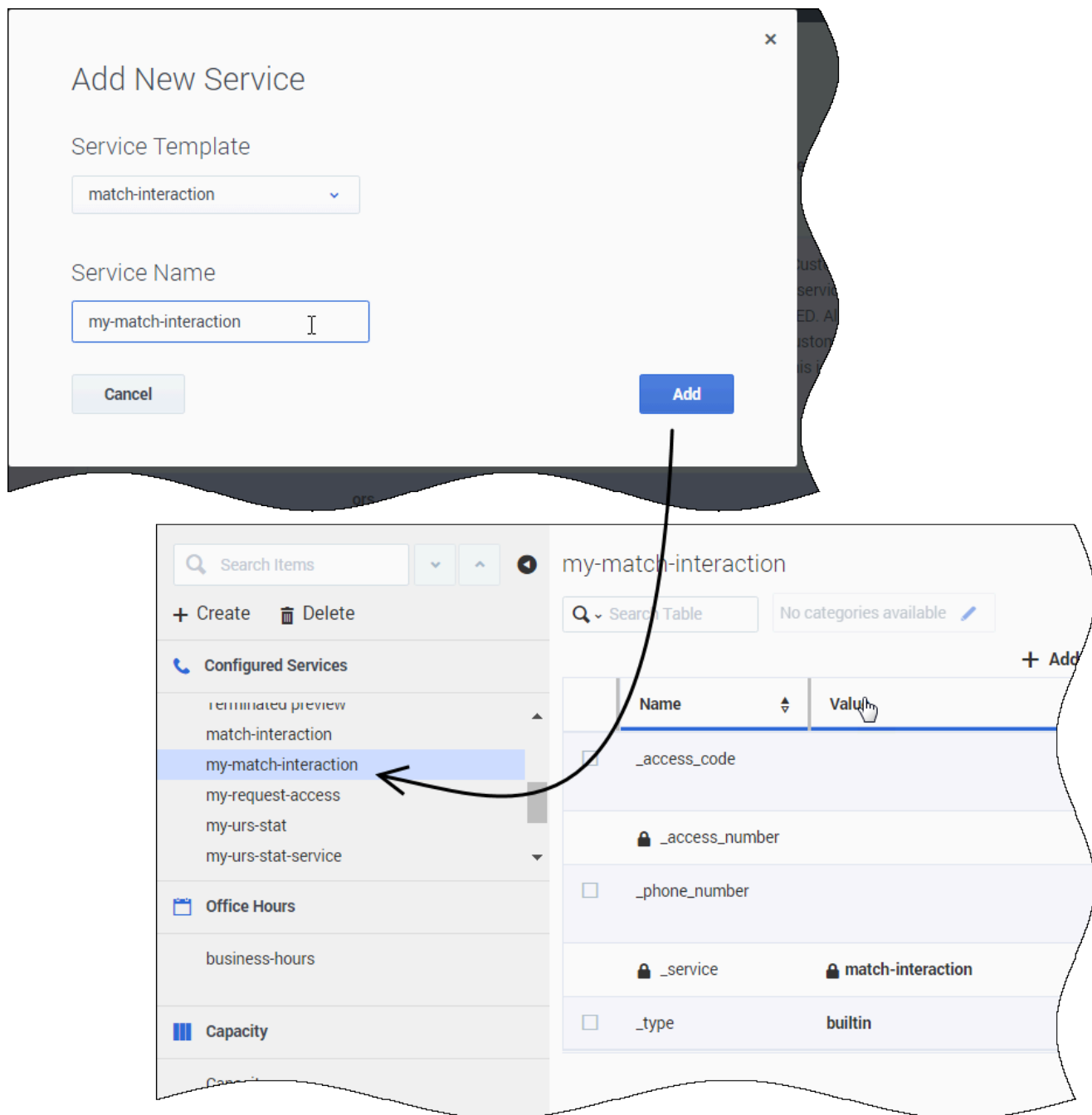
Click the **Create** button and fill in your service information. Select your template, then click **Save**.

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

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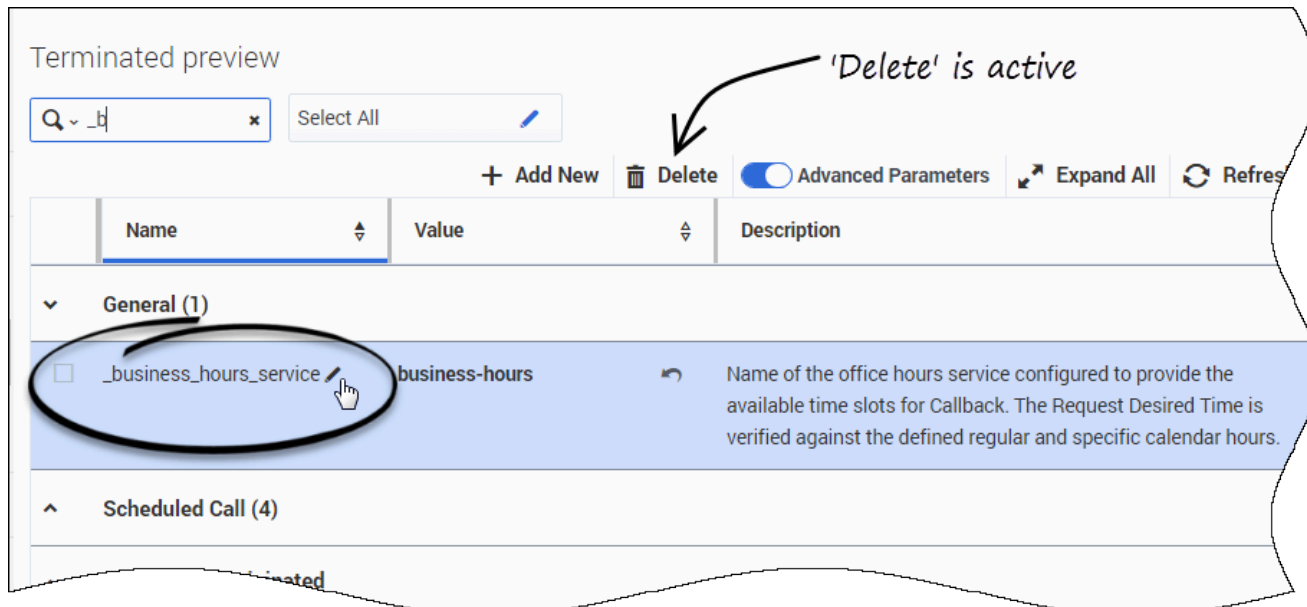
Optional Parameters

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

them.

Advanced Parameters

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

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

Edit Values

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

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

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.