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Genesys Mobile Services API Reference

[Overview of Services](#)

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Overview of Services

This chapter provides a brief overview of the different services and call flows supported by Genesys Mobile Services. For additional details, please refer to appropriate pages below.

 **Note:** For all types of services, the *gms_user* HTTP Header is stored as part of the service data.

Genesys Mobile Services-based Services

These Services are executed in the Genesys Mobile Services server. They provide fixed functionality that can only be tuned through configuration options.

- **Genesys Mobile Services-based Services**
 - [request-interaction](#)
 - [match-interaction](#)
 - [request-access](#)
 - [request-chat](#)

Orchestration Server-based Services

These Services are executed in the Orchestration server. They include sample services which can be altered and customized by a developer to meet specific customer requirements.

- **Orchestration Server-based Services**
 - **Common Characteristics**
 - [request-inbound-immediate](#) (Sample)
 - [request-inbound-delay](#) (Sample)
 - [request-inbound-poll](#) (Sample)
 - [request-inbound-delay-location](#)
 - [request-outbound-immediate](#) (Sample)
 - [request-outbound-delay](#)
 - [request-outbound-poll](#)
 - [request-chat-delay](#)

Genesys Mobile Services Call Flows

The following link provides detailed call flow diagrams for the Services included with Genesys Mobile Services.

- [Call Flows](#)