



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Mobile Services Deployment Guide

Installation

5/3/2025

Installation

This is the first GMS installation

Important

Before you begin with the installation process, make sure that your environment meets the minimum requirements specified in the [Prerequisites](#) section.

Installing Genesys Mobile Service is a process that consists of the following tasks:

1. [Creating a Genesys Mobile Services configuration object](#)
2. [Installing Genesys Mobile Services](#)
3. [Configuring ORS and Deploying DFM Files](#)

Once the installation is complete, additional configuration is required before your Genesys Mobile Services deployment is ready to use:

- [Basic Configuration](#)
- [Configuring Chat Support](#)

GMS Upgrade

To upgrade GMS, run the Installation Package and follow the instructions detailed in the [Upgrade](#) page. Then, follow the [additional](#) upgrade steps introduced with the version that you are installing.