

# **GENESYS**

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## Service Management UI Help

**Context Services Interface** 

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## Context Services Interface

o Mobile Services	Context Services						demo 👻
Phone Number 🗸	<b>Q</b> 5125	×					HTTP Request History
Q - Search		Filter	Sort by:	Time Started	~	Latest First	~
+	Services	+	States			Tasks	/
BlueSky Flight Status		× BlueSky Flight	t Times		BlueSky LocDate	es Depart	/
					General Info	ormation	
		$\triangleright$	10	)	543-c37ed991-04fe	e-4a03-ba00-4f65f	5704d82
			т	ask Type	BlueSky LocDates	Depart (2457)	
			т	ime Started	2017-10-05T10:01:	24.838Z	/
			С	ompleted	Complete		
					Business At	ttributes	1
			N	ledia type (Started)			any
						Genesys M	obile Services 8.5,111.6

The Context Services Interface is a web-based interface that enables edition of Context Services data. This interface is intended to be used by developers and supervisors looking for detailed information about services because it is built to search for profiles, services, states, and tasks based on ID information or UCS information. It does not include all the search abilities that are available in typical agent interfaces.

This interface also enables you to modify or delete a given service.

#### Important

- 1. The Context Services Interface is available only for single-tenant installations.
- 2. If you change business attribute values in your configuration, users will need to refresh the Context Services Interface to see the changes taken into account.

### Login Panel



The Context Services Interface is available as part of the GMS Service Management User interface (detailed in the Service Management Help).

- To access this interface, you must login as a user who owns the Administrator or Supervisor role.
- Then, you can select the Context Services icon.

#### Search for Services

	Context Services		
Phone Number 🗸	<b>Q</b> 5125	×	
Phone Number			
Email			{
Customer ID			
Anonymous ID			
Service ID			
State ID			
Task ID			(
			7

First, you start by searching for services or customers in the Context Services panel. You can search for UCS keys or Service, State, and Task IDs. These fields must be identical to a key in the UCS database to work correctly. There is no automatic completion available.

Select a key in the Search drop-down menu, then enter a value in the Search text box. The value must match a UCS entry to provide a result.

#### Context Services Interface

ich Of these Cust	<b>Q</b> 5125	×				HTTE	P Request His	
ich Of these Cust	omoro oro vou referring t							
	oniers are you referring t	Which Of these Customers are you referring to?						
Firs Last Name Nam	t ne Phone		Email	Country	State	City	Language	
Jones Jan	e 5125, 65155598 6505559881	81,	jones@demosrv.genesyslab.com	USA	IL	Smallville	Spanish	
Jones Joh	n 5125			USA	IL	Smallville	English	
Jones Billy	5125			USA	IL	Smallville	English	
Thompson	5125							

The interface displays a list of results. Select an item in the list.

You can then use the interface to modify the service.

#### Manage your Services

Phone Number ~ <b>Q</b> 5125 <b>X</b>			HTTP Request	History
Q Search Sort by	: Time Started	✓ Latest	t First	Filter the results
+ Services BlueSky Flight Status BlueSky Book Flight Delete	States	BlueSky LocDates To BlueSky PickFlight D BlueSky LocDates Fr	Tasks Depart Dom	Create new services, states or tasks
		General Informat	tion	
	ID	451-b03b7080-15c8-46	537-bef7-2f78c5570fd1	
'General Information'	State Type	BlueSky Upsell (2455)		
undates with the	Time Started	2016-01-08T13:28:28.2	276Z	
upaaces with the	Completed	Complete		
current selection	Business Attributes		ıtes	
	Media type (Start	ted)	voice (100)	

The interface lets you manage the list of objects that you selected. If you selected a customer instance, you get the complete list of objects associated with the Customer ID.

- You can use the sorting tools to change the list displayed.
- You can select an item in the list, and get more details about the object.
- You can delete an object by clicking the 'x' icons.
- You can use the Action menu to perform more actions, such as creating new services, states, tasks.
- You can add services, states, and tasks by clicking the '+' icons.



Action	Path	Data	Method	Status	Time
Get Business Attributes	/1/cs/metadata/business-attributes		GET	200 (OK)	Mon
Query PhoneNumber	/1/cs/metadata/business-attributes		GET	200 (OK)	Mon ,
Query Customer ID	/1/cs/customers/0001Ba5SW8PJ0027/services	{"acti	GET	200 (OK)	Mon ,
Complete Task: 451-e2ec3853-6ea3-4b	/1/cs/services/451-3356a9db-3b75-467d-b23f-0c65ada34c	{"tim	POST	204 (No Content)	Mon ,
Query Customer ID	/1/cs/customers/0001Ba5SW8PJ0027/services	{"acti	GET	200 (OK)	Mon
Complete State: 451-9e263313-0175-4	/1/cs/services/451-3356a9db-3b75-467d-b23f-0c65ada34c	{"tim	POST	204 (No Content) Genesys Mobile Service	s 8.5.103.08

• You can get a history view of your queries by clicking HTTP Request History.

### Create a Service, State, or Task





You can add services, states, and tasks by clicking the '+' icons. To create states or tasks, first, select a service or a state, then choose a type. When you create a new resource, you can fill it and even add some extension data.

Properties				General Information
session_id			ID	451-a4fcdabb-5caa-4f7f-8600-ca4529bff2bf
interaction_id			State Type	BlueSky Confirmation (2469)
			Time Started	2016-01-08T15:25:47.081Z
application_type			Completed	Complete
application_id				
resource_type				Business Attributes
resource_id			Media type (Started)	cobrowsing (107)
media_type	Choose among the following ~			
est_duration				J Displays the
timestamp	Use Current Timestamp		←	complete panel
disposition				
disposition_desc				
Additional properties		Terminate	your stat	te
Complete State	Cancer			

#### Complete a Service, State, or Task

If you can complete a Service, State, or Task, the interface displays a Complete button, that opens the Completion panel.