



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

Basic GMS Service Options

5/3/2025

Basic GMS Service Options

You can use Basic GMS services by adding a `service.servicename` section to your GMS configuration or by adding a new service in the [Service Management UI](#), and then setting the appropriate options within. This page lists the options to use to fine-tune your basic services.

Important

Overwriting service configuration in queries is not possible for Basic GMS Services. If you pass one of the service parameters in a Create API query for a customized version of the service, the configuration option value will supersede the value passed in the query (that is, the passed value will be ignored).

Options for this component are contained in the following configuration sections:

- [capacity](#)
- [get](#)
- [match-interaction](#)
- [no category](#)
- [office-hours](#)
- [request-access](#)
- [request-chat](#)
- [request-interaction](#)
- [urs-stat](#)

Tip

In the summary table(s) below, type in the Search box to quickly find options, configuration sections, or other values, and/or click a column name to sort the table. Click an option name to link to a full description of the option. Be aware that the default and valid values are the values in effect with the latest release of the software and may have changed since the release you have; refer to the full description of the option to see information for earlier releases.

Power users: [Download a CSV file](#) containing default and valid values and descriptions.

The following options are configured at the application level (in other words, on the application object).

Section	Option	Default	Changes Take Effect
capacity	_capacity	Click to edit	Immediately
capacity	_capacity_add	Click to edit	Immediately
capacity	_max_capacity	1000	Immediately
capacity	_timezone	UTC	Immediately
get	_offline_code	503	Immediately
get	_online_code	200	Immediately
match-interaction	_access_code	No default value	Immediately
match-interaction	_access_number	No default value	Immediately
match-interaction	_phone_number	No default value	Immediately
no category	_agent_timeout_notification_message		Immediately
no category	_booking_expiration_timeout		Immediately
no category	_chat_400_response_on_disconnect	false	Immediately
no category	_client_timeout_notification	90	Immediately
no category	_client_timeout_notification_message		Immediately
no category	_filtering_chat_events	No default value	Immediately
no category	_mandatory_customer_lookup	customer_number	Immediately
no category	_return_pool_health		Immediately
no category	_service		Immediately
no category	_service_type		Immediately
no category	_type		Immediately
office-hours	_bh_add<n>	No default value	Immediately
office-hours	_bh_regular<n>		Immediately
office-hours	_effective_dates<n>		
office-hours	_holiday<n>		Immediately
office-hours	_include_rule<n>		Immediately
office-hours	_include_schedule<n>		Immediately
office-hours	_timezone	UTC	Immediately
office-hours	_use_alternative<n>		Immediately
request-access	_access_code_length	6	Immediately
request-access	_id	No default value	Immediately
request-access	_phone_number	DNIS	Immediately
request-access	_provide_code	false	Immediately
request-access	_resource_group	DNIS	Immediately
request-chat	_chat_endpoint	gms_builtin	Immediately
request-chat	_ttl	3600	Immediately
request-chat	_type	builtin	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
request-interaction	<code>_phone_number</code>	No default value	Immediately
request-interaction	<code>_provide_code</code>	false	Immediately
request-interaction	<code>_resource_group</code>	DNIS	Immediately
request-interaction	<code>_ttl</code>	30	Immediately
urs-stat	<code>_caching_policy</code>	5	Immediately
urs-stat	<code>_urs_stat_url_parameters</code>	No default value	Immediately
urs-stat	<code>_urs_url</code>	No default value	Immediately
Section	Option	Default	Changes Take Effect