



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

features Section

5/5/2025

features Section

- [disable-additional-columns-from-callbacks](#)
- [disable-bulk-cancel-and-export-callback](#)
- [enable-config](#)
- [enable-contextual-help](#)
- [enable-downloaddfm](#)
- [enable-logger](#)
- [enable-logger-error](#)
- [enable-metrics](#)
- [enable-patterns](#)
- [enable-resources](#)
- [enable-sample](#)

disable-additional-columns-from-callbacks

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.114.07

If true, the Callback UI displays only custom columns added through the Advanced Options dialog in the Callback table. If false, the Advanced Options dialog of the Callback UI will not allow the creation of custom columns; however, the Callback table displays any additional callback fields in the current range as additional columns.

disable-bulk-cancel-and-export-callback

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.114.09

If true, disables the bulk export of cancelled Callback records in the Callback UI.

enable-config

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.200.07

If true, enables the new Monitor UI.

enable-contextual-help

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.202.03

If true, enables the new Contextual Help panel in the Service Management UI.

Warning

Microsoft Edge does not support this feature.

enable-downloaddfm

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.200.07

If true, enables the **Tools > Download Dfm** item in the Service Management UI.

enable-logger

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.200.07

If true, enables INFO and DEBUG log traces in the Log Console of the Service Management UI.

enable-logger-error

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.200.07

If true, enables ERROR log traces in the Log Console of the Service Management UI.

enable-metrics

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately
Introduced: 8.5.200.07

If true, enables the new **Monitor > Metrics** tab of the Service Management UI.

enable-patterns

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Introduced: 8.5.200.07

If true, enables the new **Tools > Patterns** panel in the Service Management UI.

enable-resources

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately

If true, enables the new **Tools > Resources** panel in the Service Management UI.

enable-sample

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Introduced: 8.5.200.07

If true, enables the new **Tools > Sample** panel in the Service Management UI.