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Genesys Mobile Services

Basic GMS Service Options

4/27/2026

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).

Basic GMS Service Options

| 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 |

Basic GMS Service Options

| 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 |