# GENESYS™

Callback User's Guide

Enable Callback UI for Administrators

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The Callback UI enables you to create services based on the provided Scenarios and is embedded in the Service Management UI of Genesys Mobile Environment. To access the Callback UI, make sure that GMS is started and that your user owns `Supervisor` or `Administrator` permissions.

Setting permissions to Callback Administrators
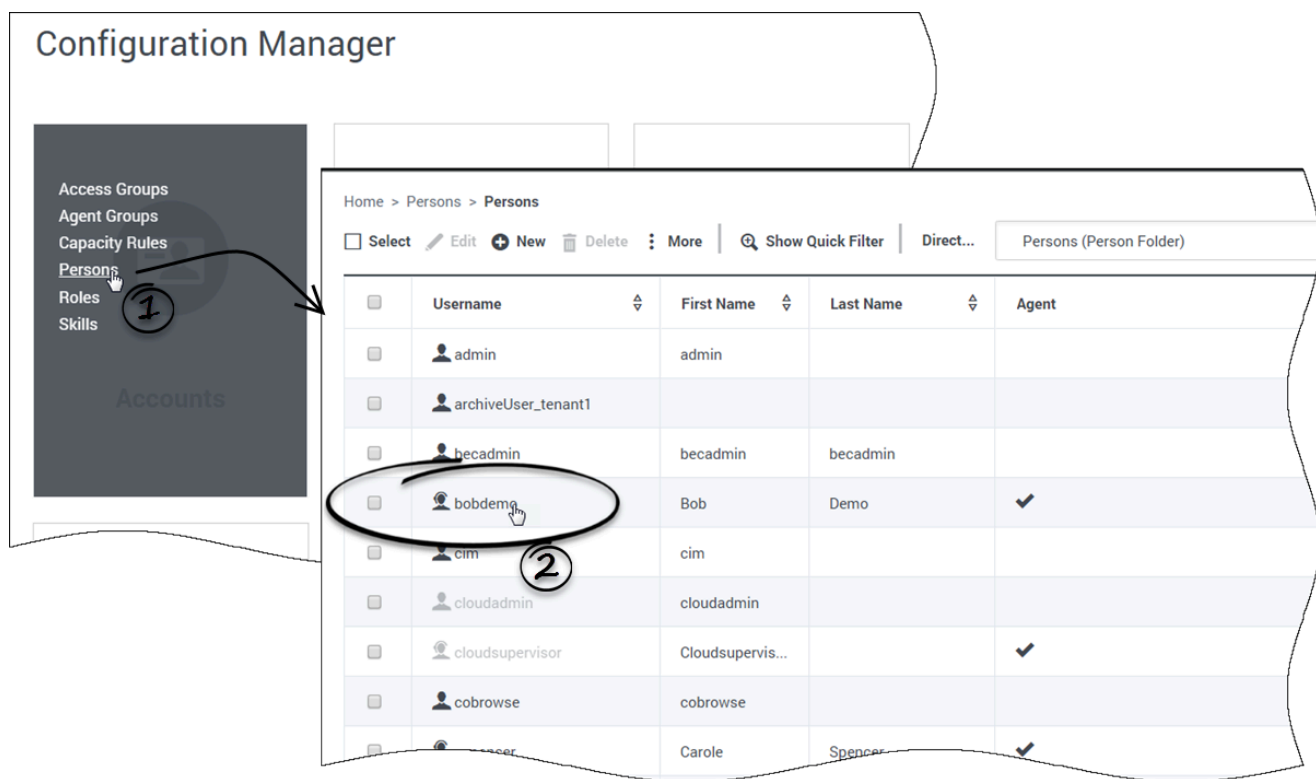
Open GAX and select the **Configuration Manager** section. In the **Accounts** menu, select **Persons** to get the list of configured users.

Edit the person who will be logging into the Service Management UI. You are going to give this user the permissions to read/write data into Callback related configuration objects (for example, GMS Application, Business Attributes, Transaction Lists for Resources/Patterns, and so on).
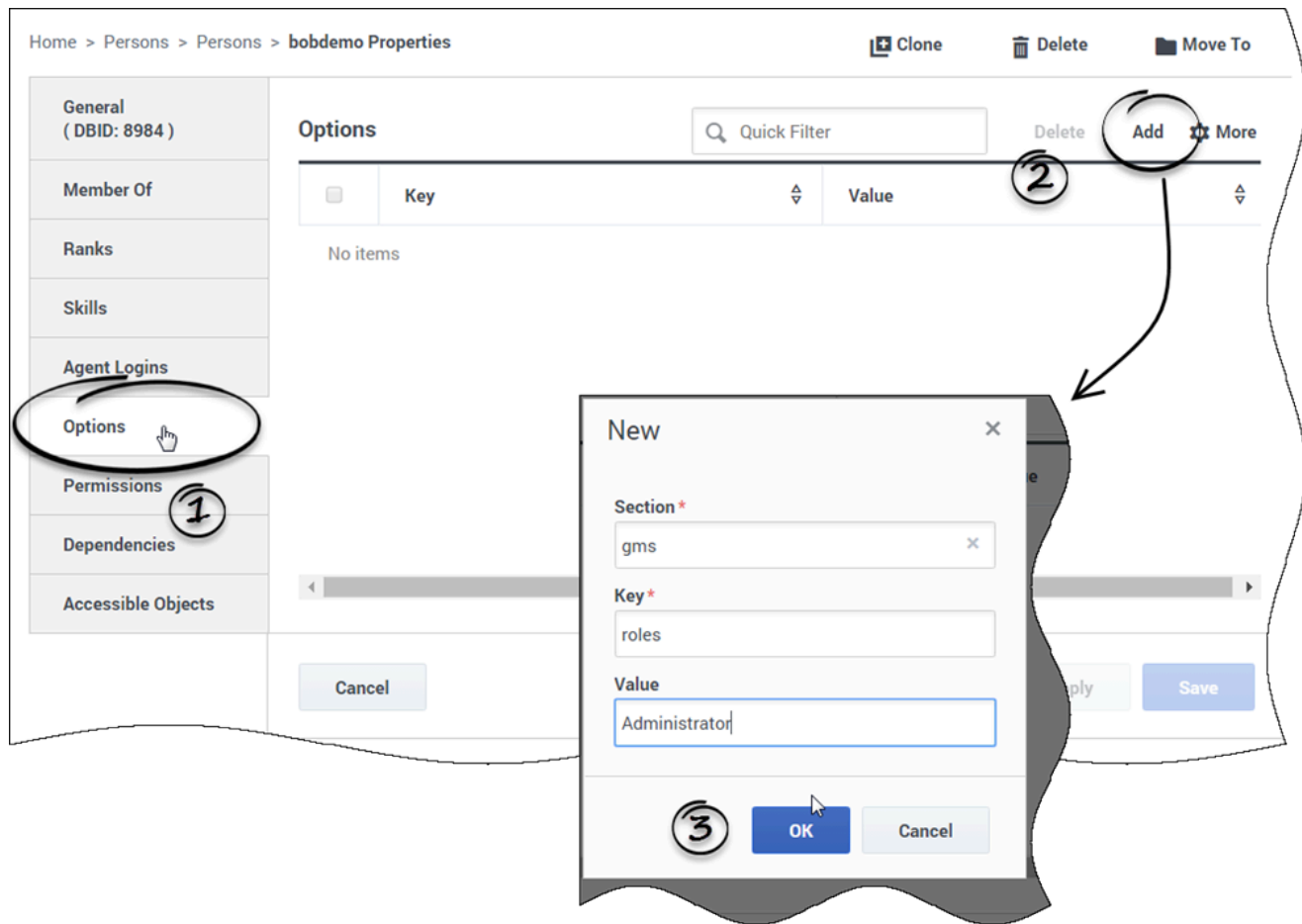
In the **Options** tab, click **Add** to set the gms/roles option:

- Enter gms for **Section**,

- Enter roles for **Key**,

- Enter one of the following values:

  - Supervisor: Role used to monitor and configure Callbacks only.

  - Administrator: Role used to administer the creation of Callback Services. This role provides access to all panels and includes the **Supervisor** role.

  - CallbackReadOnly: Role used to provide read-only access. The user can see the Callback panel without Create, Update, or Delete capabilities. This role was introduced in 8.5.226.03.