GENESYS™

Genesys Mobile Services Deployment Guide

Basic Configuration

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Contents

Basic Configuration

This page details the basic configuration steps required before you can use your Genesys Mobile Services installation. For a more general look at the configuration options available, refer to the Configuration Options Reference.

Basic Configuration Overview

Genesys Mobile Services provides a set of services or APIs that require configuration before the product can be used. The configuration of services is stored into Configuration Server.

Working in Configuration Manager

Genesys Mobile Services is represented by an Application object in the Configuration Server database. This Application object is based on the "Genesys Generic Server" template and contains typical settings for a Genesys application including Server Info, Start Info, and Connections to other servers. It also includes Options that correspond to configuration details for sub-services of Genesys Mobile Services.

> ⚠ **Note:** By design, settings in Configuration Manager for any configured service override the matching request parameters. This means that if _provide_code_ is set to _true_ then this service will always respond with an access code - even if the _provide_code_ parameter received with the request is set to _false_.

Configuration settings are grouped for different service types, and stored in Option sections described below:

- log Section—Standard log file options for this Application object. For more information about these options, refer to your Genesys Framework documentation.

- gms Section—Configuration settings used across different services.

- push Section—Notification service parameters. Not monitored at run-time, so the Genesys Mobile Server instance must be restarted for changes to take effect.

- resource Section—Details about how resource groups are handled. Run-time configuration changes are supported, so changes take effect immediately.

- server Section—Cluster sub-service configuration details. Includes URL representation of this node of the cluster, consisting host, port and application name formatted in the following way: http://_web_host_:_web_port_/_app_name_. (Example: http://yourHostName:8080/gms). Run-time configuration changes are supported, but due to tight logical connection to the web-container configuration, a restart is needed in most cases.

- service.servicename Section—Additional configuration options for customized services.

Some services also rely on configuration details from a Transaction object in Configuration Manager that must be created and configured in your Genesys environment. **Note:** If setting up multiple Genesys Mobile Services nodes, the configuration options specified in the Application object must be the same for each instance. If you are familiar with working in a Genesys environment, this type of

configuration should be second nature. If you require additional information about how to work with Configuration Manager to edit these configuration options, refer to the Help file included with that product.

Creating and Configuring a Resource List

Some services included with Genesys Mobile Services require a list of resources, such as a list of access numbers that can be managed. Such lists are held in a Transactions object, which is then referenced by Options set in the Genesys Mobile Services Application object.

The steps required to create and populate a resource list are provided below. You can also configure these services through the GMS Service Management User Interface.
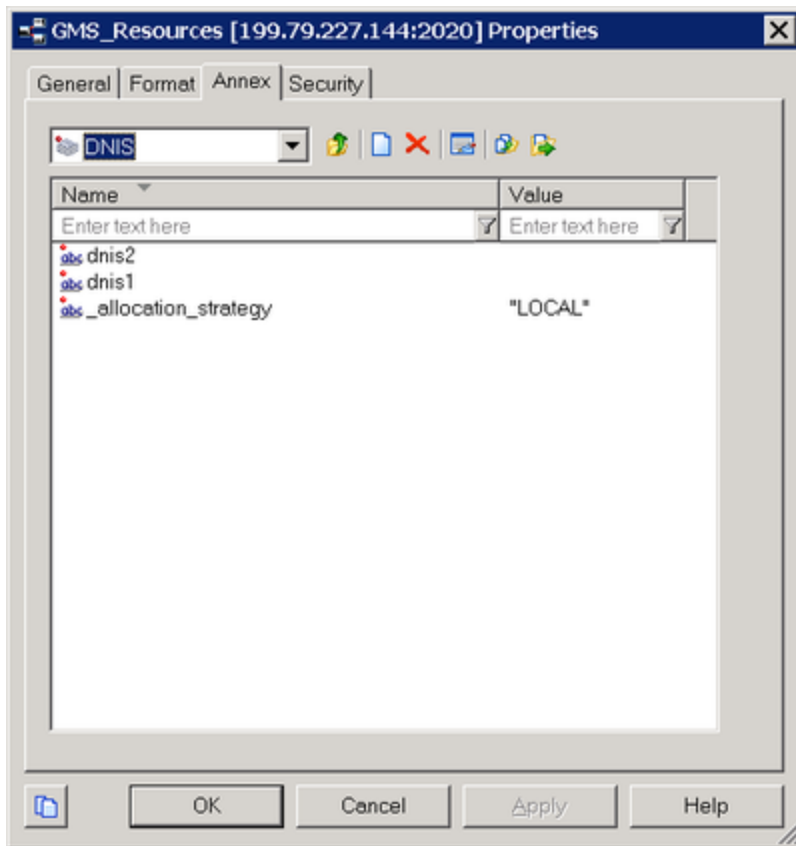
💡 **Note:** Be sure that you have the *Show Annex tab in object properties* option selected from the *View > Options* menu before starting this procedure.

Start

1. Start Configuration Manager.

2. Under the tenant you are working with, open the Transactions folder.

3. Right-click and select *New > Transaction.*

4. On the *General* tab, configure the following fields:

    - Name—This name must match the *resources > resource_list_name* option value from your Genesys Mobile Services Application object. The default value is *GMS_Resources*.

    - Type—Select *List* from the drop down box.

    - Alias—Enter an alias of your choice.

5. On the *Annex* tab, create a new section. The section name used here must match the value of the *resource_group* option, located in the *service.servicename* section of your Genesys Mobile Services Application object.

6. Add options to the newly created section to create your resource list.

7. Add and set an allocation strategy option for this group.

End

A sample resource list configuration is shown below.

Creating and Configuring a Pattern List

Some services included with Genesys Mobile Services require a list of patterns (for exceptions, and so on) to compare parameter values to a list of defined patterns. These lists are held in a Transactions object, which is then referenced by Options set in the Genesys Mobile Services Application object.

The steps required to create and populate a pattern list are provided below. You can also configure these services through the GMS Service Management User Interface.
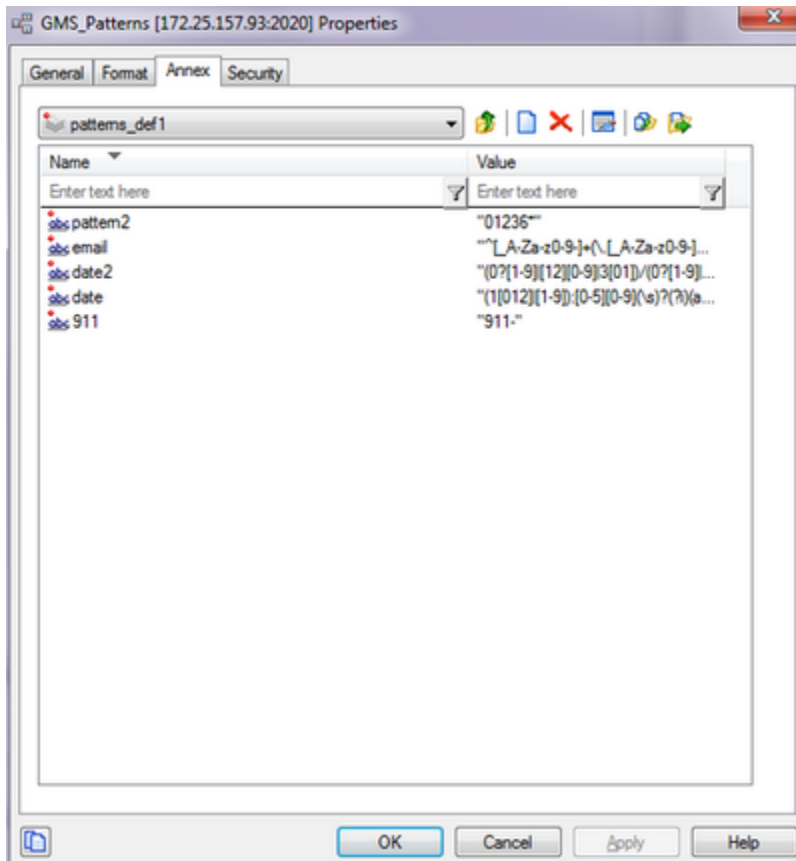
Start

1. Start Configuration Manager.

2. Under the tenant you are working with, open the Transactions folder.

3. Right-click and select *New > Transaction.*

4. On the *General* tab, configure the following fields:

    • Name—This name must match the *patterns > pattern_list_name* option value from your Genesys Mobile Services Application object. The default value is *GMS_Patterns.*

    • Type—Select *List* from the drop down box.

- Alias—Enter an alias of your choice.

5. On the *Annex* tab, create a new section. The section name used here must match the value of the *patterns_group* option, located in the *service.servicename* section of your Genesys Mobile Services Application object.

6. Add options to the newly created section to create your pattern list.

End

A sample pattern list configuration is shown below.

Configuring Services for Genesys Mobile Services

To complete your deployment, the following GMS-based services need to be configured:

1. request-interaction

2. match-interaction

3. request-access

Required options are outlined below, with some sample values to help you get started. You can

configure these services through the GMS Service Management User Interface.

request-interaction

Required request-interaction Options

Option Name	Option Value
_type	builtin
_ttl	30
_service	request-interaction
_resource_group	(Use the section name created earlier under your GMS_Resources Transactions object.)
_provide_code	true

match-interaction

Required match-interaction Options

Option Value	
_type	builtin
_service	match-interaction
_delete_match	true
_http_status_on_error	404 (or a valid http status code)

request-access

Required request-access Options

Option Name	Option Value
_type	builtin
_ttl	30
_service	request-access
_resource_group	(Use the section name created earlier under your GMS_Resources Transactions object.)
_access_code_length	4

Additional Configuration

> **Important**

All nodes in your deployment (GMS, ORS, and so on) must be set with the same time.

Next Steps

- Configuring Chat Support