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Service Management UI Help

Getting Started

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Getting Started

The following sections provide an overview of the UI.

Login

You can log into the UI at the following URL:

<GMS Local Host>:8080/genesys

Use the login credentials that were configured during the [Creating and Configuring the GMS Application Object](#) procedure. For example, *default/password*.

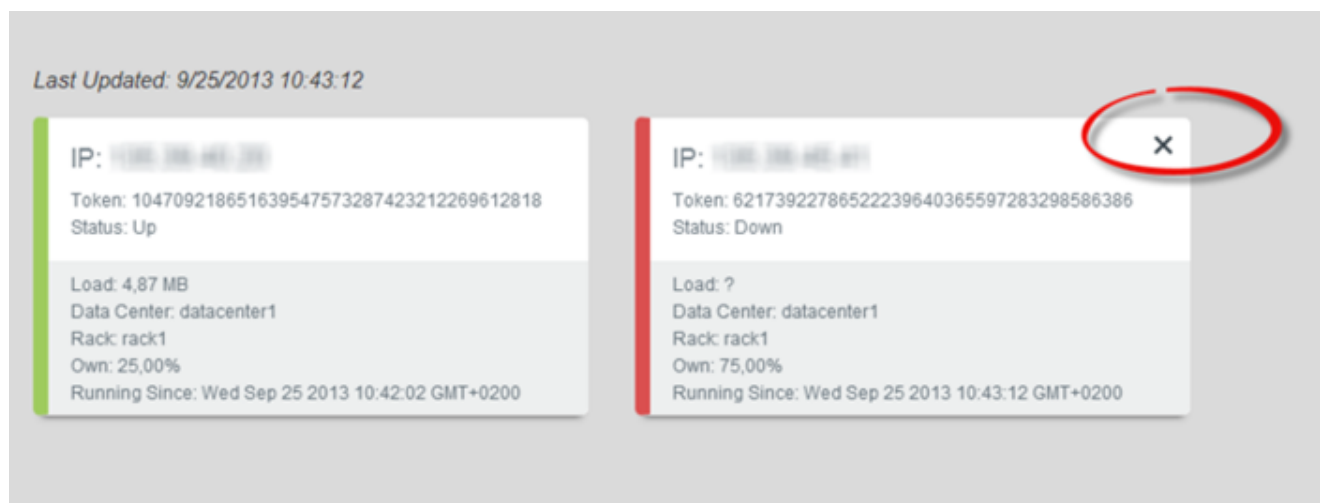
Note: The UI supports both the latest versions of Firefox (version 24.0) and Chrome (version 29.0.1547.76 m).

Home

The *Home* tab displays the current health of the GMS nodes, and is the first screen that appears after logging into the UI.

The following figure shows an example of two GMS nodes. The green bar on the left shows that the system status of one node is *up*. The red bar reflects a *down* system status for the other node. You can remove the down node from the GMS cluster by using the **X** button, as shown in the upper right. Important: If a node goes down for more than 45 minutes, you should remove it from the cluster.

The *Home* screen refreshes every three minutes.



Services

The *Services* tab enables you to manage the service templates, which contain defined parameters. Before you can get started managing the services, you must first load the service templates through the **Tools** tab. Once a service template has been loaded, the *Services* tab has the following features:

Configured Services

The service templates that you loaded will be available in the drop-down list on the right. You can now add, and then manage your services based on the templates. The services and categories can be collapsed or expanded for easier viewing. Key parameters for the service will be automatically populated with the appropriate default values. For cluster configurations, all changes made in a service will be replicated into the entire GMS cluster.

The service is also created in the service.`{service-execution-name}` section of your GMS configuration. The URLs used by the Service API are dependent on the name of the service that you have just created. Services are available at the following URL:

```
http://host:port/genesys/1/service/{service-execution-name}
```

For instance, if you create a service named `match-interaction`, then `{service-execution-name}` is `match-interaction` and the service is available at:

```
http://host:port/genesys/1/service/match-interaction
```

The parameters have the following characteristics:

- Mandatory parameters - are identified with a lock icon; you cannot rename them or remove them.
- Optional parameters - you can rename them by hovering your cursor over the value field (you will see a pencil icon), click, and then enter the new value. You can delete optional parameters by clicking on the X on the right side.
- Advanced parameters - can be hidden by selecting the check box in the upper right.
- Request parameters - are identified with an **i** icon, which displays a hint when your cursor hovers over it.

Important: Request parameters are usually provided within the request itself. Genesys recommends that you do not configure the Request parameters through this UI, otherwise the parameter within the request will be overridden. If a value was entered through this UI and you wish to remove it at some later date, you can click the garbage can icon and the value becomes *not specified*.

The following figure shows an example of a service.

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callback

☐ Advanced Parameters All Service Templates

Name	Value	Description
_business_hours_service	office-hours	Specifies a configured office-hours service. Request Desired Time is verified against the defined regular and specific calendar hours.
_call_direction	USERTERMINATED	When value is USERORIGINATED, this implies the user (device) will initiate the call to be connected to the agent. If USERTERMINATED is specified, then the enterprise will initiate the call to the specified target.
_max_time_to_wait_for_agent_on_the_call	120	This is the maximum amount of time (seconds) to wait for the agent to accept and answer the call after customer is connected
_max_transfer_to_agent_attempts		This is the max number of times to retry transfer of the call to the agent
_media_type	voice	Media type of the interaction the service is expected to handle. This is required for URS to select agent with proper media capabilities.

Callback Management

The *Callback Management* tab shows the queue for Callback services. You can refresh this screen by using the *Refresh* button.

HOME SERVICES REPORTING TOOLS LAB

Configured Services **Callback Management**

Refresh

Service ID	Desired Callback Time	Customer ID	Execution Name
168-8cb8826f-0367-4aa3-b509-ff7c8e232bc2	2013-08-06T20:17:21.874Z	5115	Callback_v1
168-199e8818-b1b5-472b-9e4f-5cd26758a18c	2013-08-06T20:18:29.732Z	5115	Callback_v1
168-1038c299-88c7-450b-b2f0-a05f4847df8e	2013-08-06T20:19:39.076Z	5115	Callback_v1
168-f01b7951-5aef-4d9b-a115-d466ec99226a	2013-08-06T20:20:42.612Z	5115	Callback_v1
168-4cb28563-3a96-44bc-97ae-00d299b5c4db	2013-08-06T20:21:38.827Z	5115	Callback_v1
168-7e8e496b-1fa5-4cd3-b0e9-9d42020ef448	2013-08-06T20:22:28.476Z	5115	Callback_v1
168-6ebec410-41bb-4717-a553-acf51fd1bc32	2013-08-06T20:23:22.649Z	5115	Callback_v1
168-b065f406-9e87-4dc3-a549-aa23311827a1	2013-08-06T20:24:14.796Z	5115	Callback_v1
168-88fbb5e7-c3fd-4eb1-b634-ad9538e37b17	2013-08-06T20:25:13.474Z	5115	Callback_v1
168-5f644f24-11f8-4ba6-9e68-78224236dca8	2013-08-06T20:26:27.210Z	5115	Callback_v1

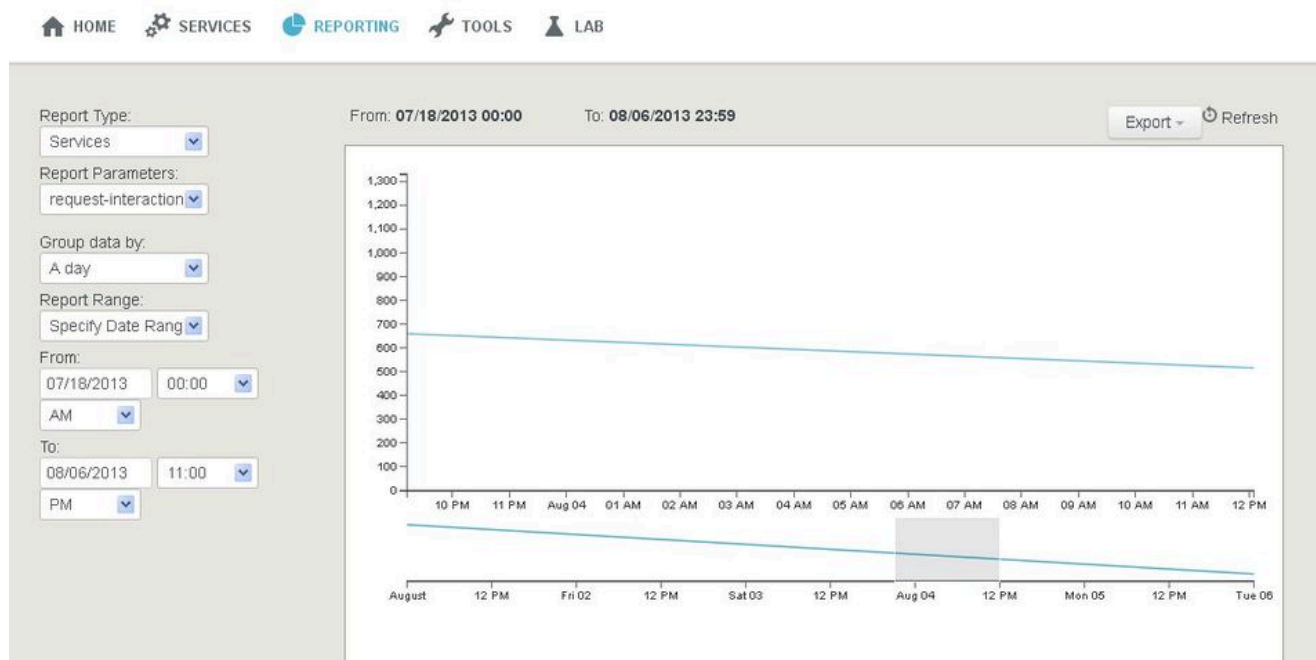
Reporting

The *Reporting* tab is a dashboard that displays current resource and service utilization. You can select pre-defined date and time ranges, and export the reports into CSV, PDF, or Excel file formats. You also have the ability to zoom into a selected area of the graph to view additional detail.

Three types of reports are available:

- Resources - Displays the usage history of the selected Resource group. Note: These are the Resource groups that were defined in the **Tools** tab.
- Services - Displays the aggregated total a service was accessed for a given time period.
- Callback - Displays Callback services data, if the Callback services are active.

The following figure shows a report with the Zoom-in feature (bottom of the screen) being used.



Tools

Patterns

The *Patterns* tab enables you to configure exceptions; for example, phone numbers. The *Help* button displays the format for the expressions.

In the patterns group, you can test the value of a pattern against an entire group. Type a value in the input field, and if a match is found, the corresponding table row will be highlighted.

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The screenshot shows the 'Patterns' tab in the Service Management UI. The top navigation bar includes HOME, SERVICES, REPORTING, TOOLS, and LAB. Below the navigation bar, the 'Patterns' tab is selected, with 'Resources' and 'Service Templates' also visible. On the left, a search box contains '123' and a list of patterns, with 'Callback_exceptions' selected. The main area displays a table of patterns for the selected group. The table has columns 'Name' and 'Value'. The rows are: exception1 (555.*), ex2 (123.*), ex3 (a), and ddd (12345). The 'ex2' row is highlighted. Below the table is a '+ Add Pattern' button. At the bottom, the URL and POST data are shown: URL: /genesys/1/patterns/group/Callback_exceptions, Post: test_value=123.

Name	Value
exception1	555.*
ex2	123.*
ex3	a
ddd	12345

Resources

The *Resources* tab enables you to create new resource groups and add resources. It provides the same functionality as *Resources* (Configuration Database Objects) in [Configuration Manager](#).

The screenshot shows the 'Resources' tab in the Service Management UI. The top navigation bar includes HOME, SERVICES, REPORTING, TOOLS, and LAB. Below the navigation bar, the 'Resources' tab is selected, with 'Patterns' and 'Service Templates' also visible. On the left, a search box contains 'Test' and a list of resources, with 'DNIS' selected. The main area displays a table of resources for the selected group. The table has columns 'Name' and 'Value'. The rows are: Key1 (1-800-1234) and match-interaction (Click here to set the value). Below the table is a '+ Add Resource' button. At the top right, there is a '+ New Resource Group' button.

Name	Value
Key1	1-800-1234
match-interaction	Click here to set the value

Service Templates

The *Service Templates* tab enables you to load the predefined templates that are included with GMS, or you can load your own service templates. The GMS service templates are located in the *<GMS installation directory>/service_templates* directory. After uploading the templates, you can configure the services in the [Services](#) screen. The following templates are available:

- callback.zip
- match-interaction.zip
- office-hours.zip

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- request-access.zip
- request-chat.zip
- request-interaction.zip

[+ Add Service Template](#)

Request Interaction ×		
Name	Default Value	Description
PhoneNumber		Phone number of the mobile phone where the service request originated
Provide Access Code		Provide access code along with access number
Resource Group as configured in CME	DNIS	Resource group from which accessnumber is to be allocated
Service Timeout	30	Duration starting from of service after which the service will be terminated

Service Selection ×		
Name	Default Value	Description
Service Selection Constraint		Another Service selection

Statistic Selection ×		
Name	Default Value	Description
Statistic Selection Constraint		Test Statistic selection

Lab

Statistics

The *Statistics* tab displays metrics from Stat Server.

[HOME](#) [SERVICES](#) [REPORTING](#) [TOOLS](#) [LAB](#)

[Statistics](#) [API](#)

Metric:

- AbandCallsPercentage
- AverAbandCallTime
- AverConsultDNStatusTime**
- AverConsultPlaceStatusTime
- AverConsultStatusTime
- AverDistribCallTime
- AverHandleDNStatusTime
- AverHandlePlaceStatusTime

Object Type:

- RegDN
- Agent
- Place
- GroupAgents
- GroupPlaces

API

The *API* tab is a tool that enables you to test your services, such as having access to the request and response headers, and seeing how the response changes based on different arguments. Click the *service > URL* to expand it, enter your values, and then click *Try it out!* You can also view the source code by clicking *Raw*.

[HOME](#) [SERVICES](#) [REPORTING](#) [TOOLS](#) [LAB](#)

Statistics **API**

/storage

Show/Hide List Operations Expand Operations Raw

POST /1/storage/{ttl}

Create

Implementation Notes

Allows for the creation of a new storage area in GSG.

Parameters

Parameter	Value	Description	Data Type
ttl	<input type="text" value="30"/>	The time to live for this data, specified in seconds. The data is automatically deleted after it has been stored for ttl seconds.	string
Key1	<input type="text" value="Value1"/>	First item to store (Key/Value).	string
Key2	<input type="text" value="Value2"/>	Second item to store (Key/Value).	string

Try it out!