



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.

Service Management UI Help

[Service Management Help](#)

5/3/2025

Service Management Help

Genesys Mobile Services (GMS) includes a Service Management User Interface, where you can:

- **Load** and **manage** service templates.
- **Add, delete, and modify** a GMS service.
- Perform simple **testing** to verify a GMS service.
- Manage **Resource groups**.
- **Manage** Call Center operating hours and holiday schedules.
- Manage the **exception list** for Callback services.
- **Run reports**.