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Genesys Mobile Services Deployment Guide

Configuring Routing Dependencies

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Configuring Routing Dependencies

Before getting started with your GMS services, you must first ensure that external dependencies are configured properly. The following outline will guide you through each dependency.

Note: These procedures assume a multi-tenant configuration and Tenant = Environment.

Universal Routing Server

GMS requests URS to start strategies by HTTP, and GMS receives asynchronous Callbacks from URS by HTTP. To enable the HTTP interface:

Create a Listening HTTP Port in URS

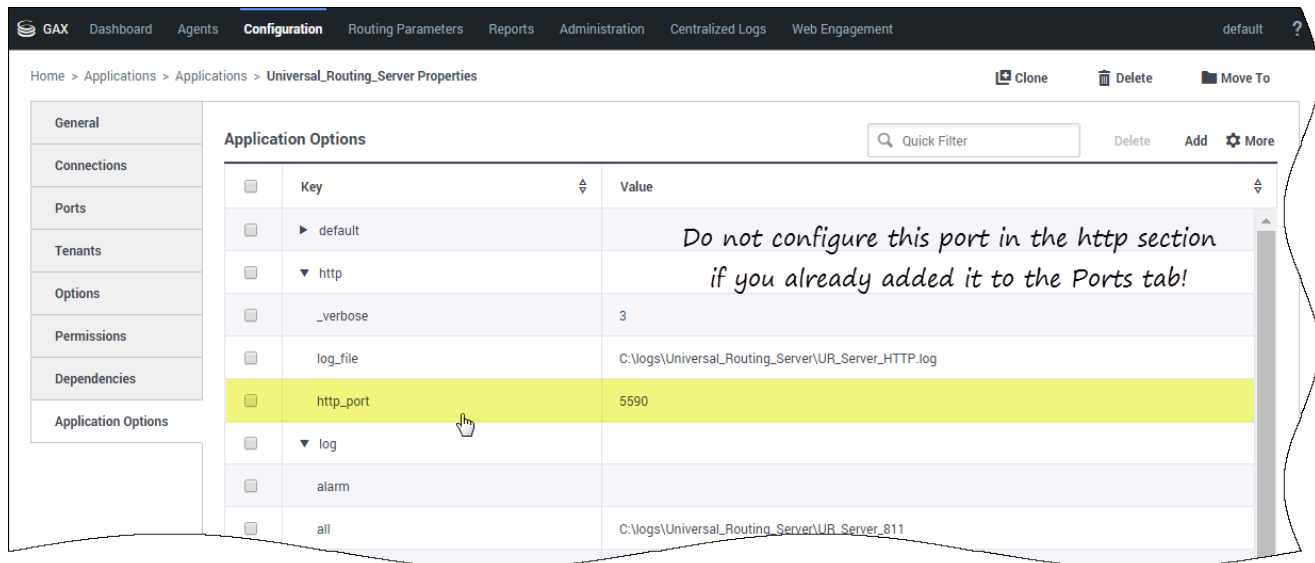
URS will listen on this port for incoming HTTP requests. Basically, this steps turns URS into an HTTP server.

The screenshot shows the 'Universal_Routing_Server Properties' configuration page in the GAX interface. The page has a dark navigation bar at the top with tabs: GAX, Dashboard, Agents, Configuration (selected), Routing Parameters, Reports, Administration, Centralized Logs, and Web Engagement. Below the navigation bar, the breadcrumb path is 'Home > Applications > Applications > Universal_Routing_Server Properties'. To the right of the breadcrumb are buttons for 'Clone', 'Delete', and 'Move To'. The main content area is divided into a left sidebar with a vertical list of tabs: General (selected), Connections, Ports, Tenants, Options, Permissions, Dependencies, and Application Options. The 'General' tab is active, showing a 'Ports' section with a warning icon. Below the 'Ports' section is a table with columns: ID, Port, Connection, and HA S. The table contains two rows: 'default' with port '7202' and 'http' with port '5590' and connection 'http'. At the bottom of the page are three buttons: 'Cancel', 'Apply', and 'Save'.

ID	Port	Connection	HA S
default	7202		
http	5590	http	

In Genesys Administrator Extension, edit your URS application.

Add an HTTP listening port with a port ID `http` in the **Ports** tab. Make a note of this port number as you will need it later when configuring GMS and ORS-based services.



You can also do this by creating the `http_port` option in the `http` section of your **Application Options** tab.

Warning

This HTTP port needs to be created in one place only.

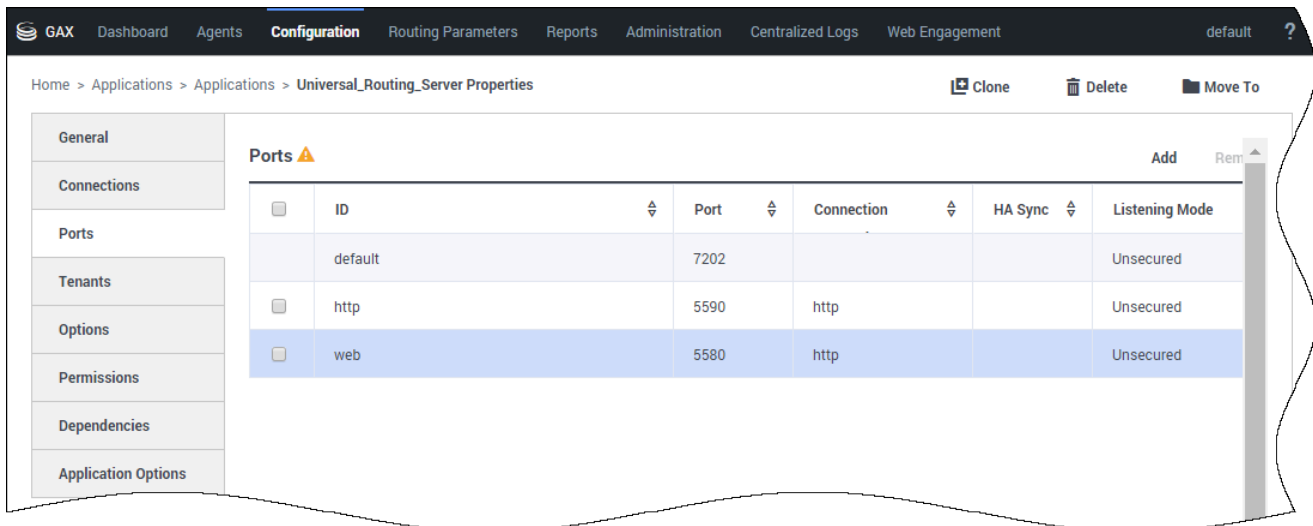
Enable Web HTTP Replies in URS

URS uses the `httpbridge` module to send target information back to GMS. To make this possible, create a web HTTP port that will be used to reply. URS will be able to perform external HTTP requests, for example, to submit `timetodial` events to GMS, and so on.

Important

The listening **http** port created in the previous section and the **web** port defined below **MUST** have different values.

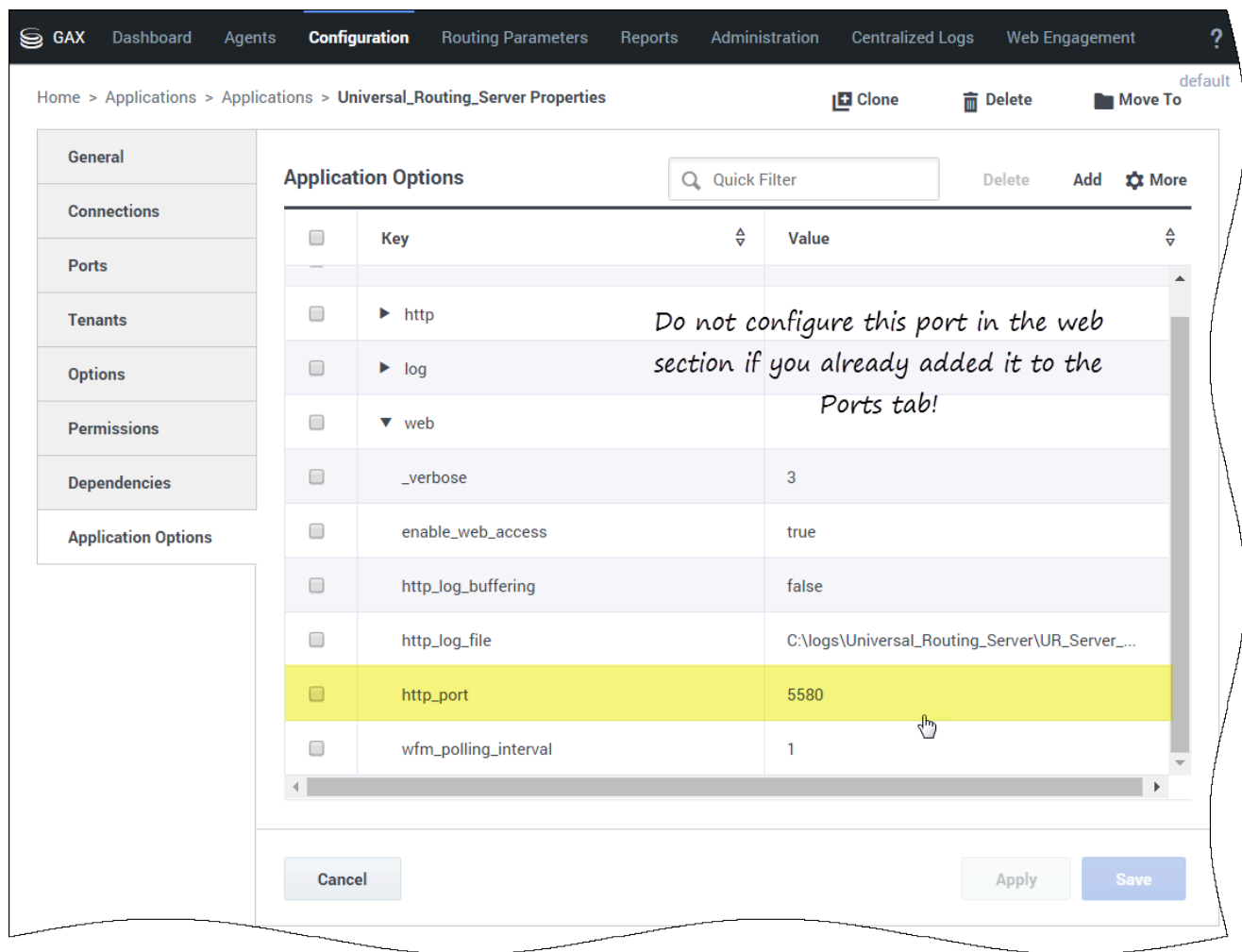
Configuring Routing Dependencies



The screenshot shows the Genesys Administrator Extension interface. The top navigation bar includes GAX, Dashboard, Agents, Configuration (selected), Routing Parameters, Reports, Administration, Centralized Logs, and Web Engagement. The breadcrumb trail is Home > Applications > Applications > Universal_Routing_Server Properties. The left sidebar contains a menu with General, Connections, Ports (selected), Tenants, Options, Permissions, Dependencies, and Application Options. The main content area is titled 'Ports' with a warning icon and an 'Add' button. It contains a table with the following data:

	ID	Port	Connection	HA Sync	Listening Mode
<input type="checkbox"/>	default	7202			Unsecured
<input type="checkbox"/>	http	5590	http		Unsecured
<input type="checkbox"/>	web	5580	http		Unsecured

In Genesys Administrator Extension, edit your URS application. Add an HTTP port with a port ID web in the **Ports** tab.



You can also do this by creating the `http_port` option in the **web** section of your **Application Options** tab.

- `http_port` = 5580 (or some other port, used internally)

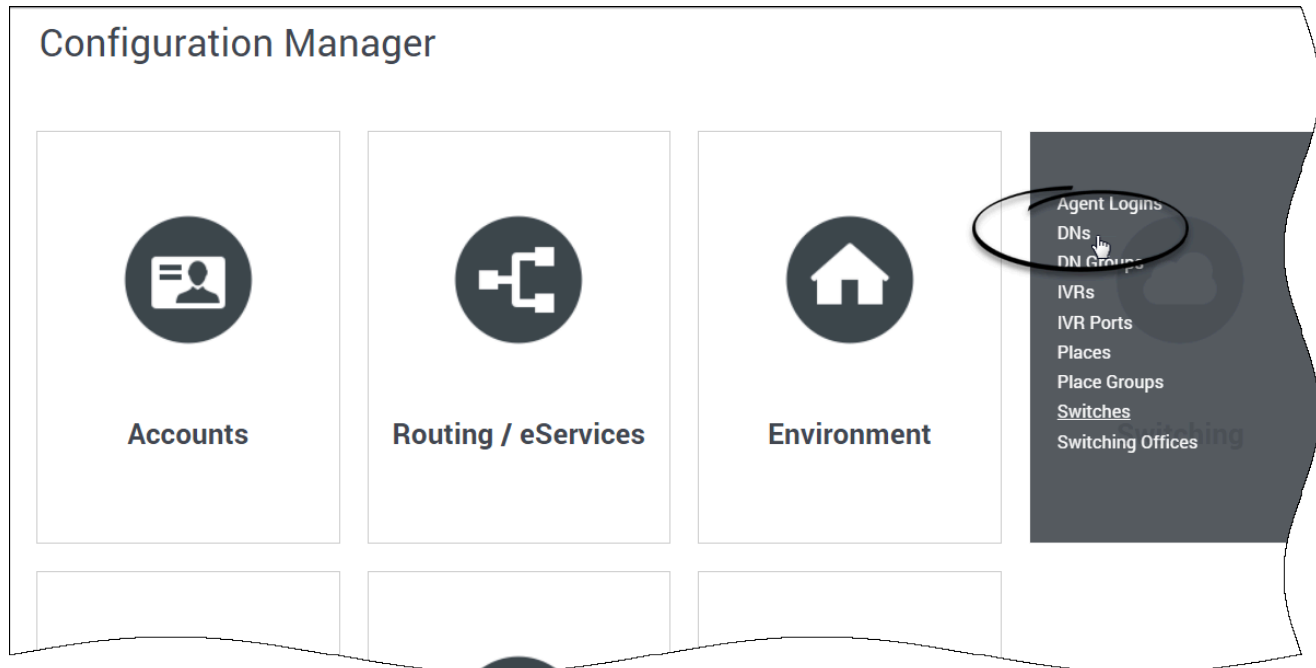
Warning

This HTTP port needs to be created in one place only.

Configure Strategies

You must deploy URS delay strategies. This step is required because when a service request is received by GMS, the request is sent to ORS for execution. ORS then sends a request to URS to create

a virtual interaction and to place it in the specified virtual queue. When an agent is available, URS sends an asynchronous response containing the selected target information to GMS, via a URL specified at the time of creation of the virtual interaction. For samples, you will create a new virtual queue in which to place the interactions, however, for a real-world scenario, the virtual queue must be selected appropriately.



Deploy URS Delay Strategies

1. Go to **Configuration Manager > Switching > DNs > Switches > SIP_Switch > DN > Virtual Queue**.
2. Create a virtual queue GMS_VQ with alias GMS_VQ_SIP_Switch.
3. Download the URS Strategies and import them into IRD. See the procedure [URS Strategy](#) to access the downloadable files and for more details.

Important

When you upgrade GMS, you need to import the Callback Template from your GMS installation directory. Start the Service Management UI, upload the <GMS Installation Directory>/service_templates/callback.zip file, and restart ORS.

GMS version	ZIP	Instructions
8.5.004.xx and earlier	GMS_URS_Strategy.zip	<ol style="list-style-type: none"> 1. Download and unzip the zip file containing the URS strategies. 2. Open Interaction Routing Designer (IRD). 3. Import the strategy WaitForTarget.zcf, and subroutine SetRouteDelay.zcf, using <i>File > Import From File</i> on the respective tabs. 4. Open the strategy and subroutine. 5. Compile and save.
between 8.5.005.xx and 8.5.101.10	GMS_URS_Strategy_85005.zip	
between 8.5.101.10 and 8.5.107.19	GMS_URS_Strategy_85010_v2.3.zip	
8.5.108.02 and higher	GMS_URS_Strategy_85108_v2.4.zip	
8.5.109.08 and higher	GMS_URS_Strategy_85109_v2.58.zip	
8.5.114.09 and higher	GMS_URS_Strategy_85114_v2.63.1.zip GMS_URS_Strategy_852000_v2.64.1.zip GMS_URS_Strategy_85200_v2.66.zip	
8.5.2 and higher	See URS Strategies in 8.5.2	

- Starting in 8.5.109.08, the URS Dial Success Rate is set to 85% when new callbacks are created to improve the callback performance.
- Starting in 2.64.1, the DialOutSuccessRate function of the WaitForTarget strategy is no longer invoked to allow the enhanced VCB algorithm within Universal Routing Server to work properly. If your application requires the legacy VCB algorithm to work, change the strategy to invoke the DialOutSuccessRate function as in earlier versions of the strategy.

Important

You do not need to load the strategy in ORS because ORS will request it when needed. See the [Interaction Routing Designer help file](#) for information about using IRD.

Enable ORS to pull interactions

1. Go to **Configuration Manager > Applications > Universal Routing Server Application**
2. Set the option Strategy=ORS.

SIP Server

1. Enable the answering machine connection, which is required for user-terminated scenarios with Call Progress Detection (CPD) capability. To do this:
 - Go to **Configuration Manager > Applications > SIP Server Application**, and set TServer/am-detected = connect.

2. Enable MSML, which is required so SIP Server can communicate with GVP as a Media Server to delegate outbound calls, play treatments, and CPD. To do this, set the following:
 - TServer/msml-support=true
 - TServer/refer-enabled=true

Web API Server

Important

If you are deploying a GMS version prior to 8.5.101.03, refer to the [Web API Server Configuration in 8.5.0](#). In later versions, Chat deployment is simplified and no longer requires connections or configuration related to the Web API Server.

Media Server (GVP)

Note: See the [Genesys Voice Platform Deployment Guide](#) for additional details.

1. GMS Callback uses Media Server via SIP Server:
 - To play treatments.
 - For CPD (Call Progress Detection).
 - To make outbound calls.
2. SIP Server talks to Media Server using MSML and requires the following configuration to enable:
 - Go to Configuration Manager > SIP_Switch > DN > VOIP Service > MSML_Service.
 - Make sure that the following options are configured for MSML_Service to enable outbound:
 - make-call-rfc3725-flow=1
 - refer-enabled=false
 - ring-tone-on-make-call=false
 - userdata-map-filter=*
 - Configure the Routing Point for outbound source DN. To do this, go to Configuration Manager > Switches > SIP_Switch > DN > Routing Point.
 - Create a Routing Point object with name 8999 and alias 8999_SIP_Switch.