



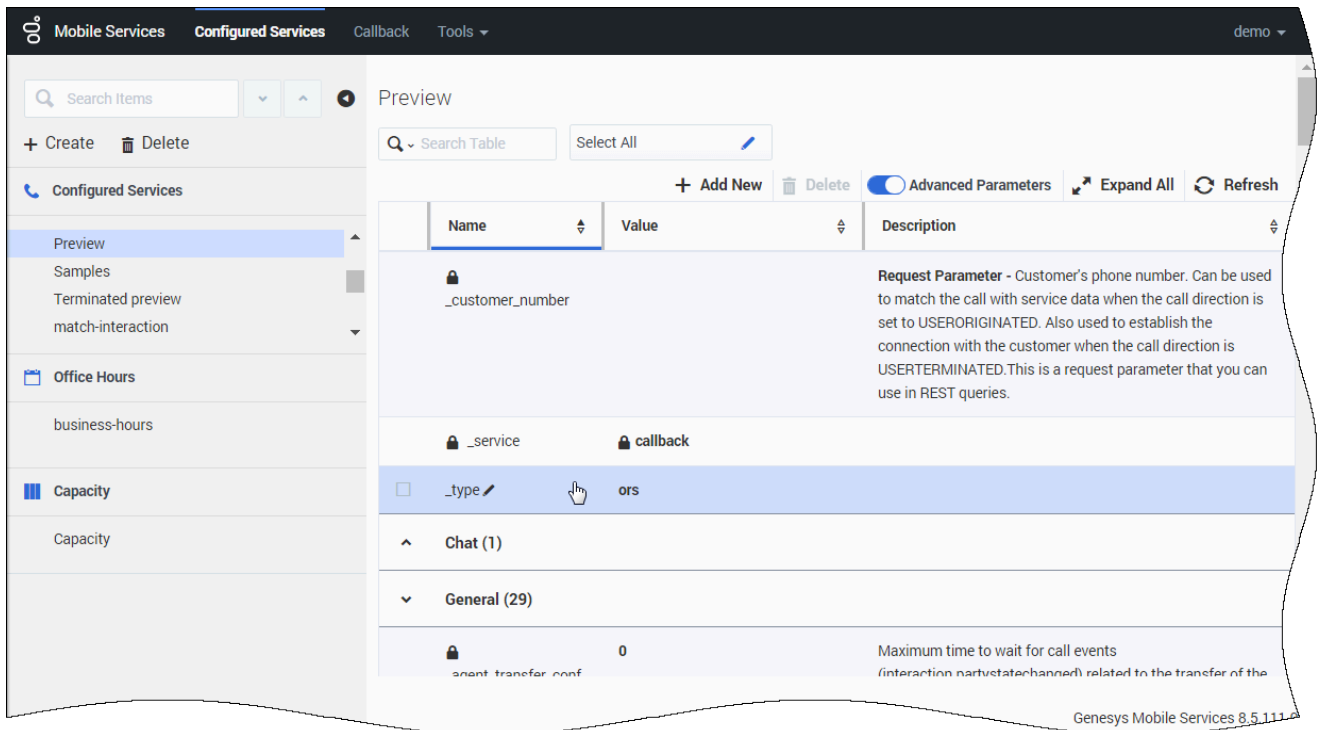
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Service Management UI Help

Mobile Engagement and Callback

12/18/2025

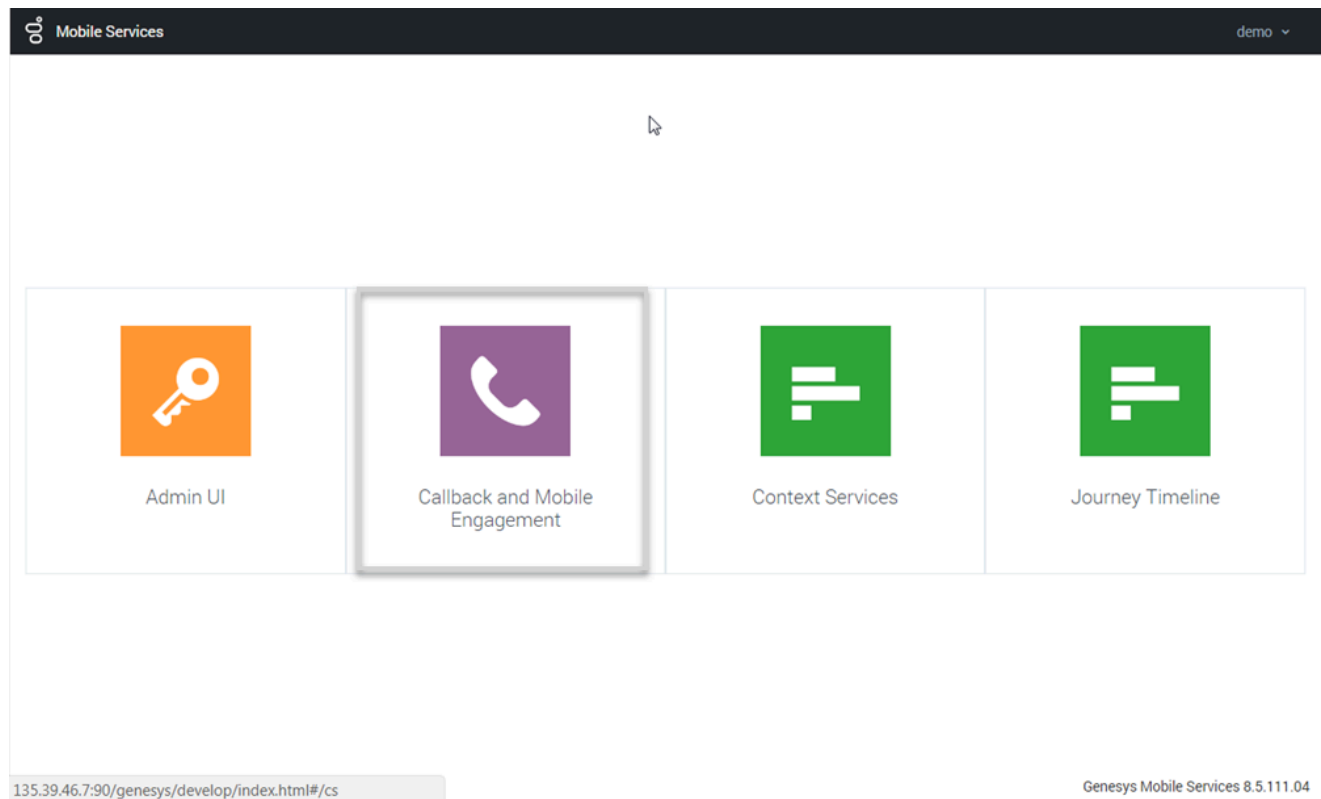
Mobile Engagement and Callback



The Mobile Engagement Interface is a user-friendly, web-based interface for administrators and supervisors. Use this interface to manage and customize your Configured Services, Office Hours, and Service templates.

The Mobile Engagement Interface provides functionality formerly available in the **Admin UI > Configured Services** tab.

Access Mobile Engagement



To access this interface, you must **log in** as a user who owns the Administrator or Supervisor role. Then, you can select the **Callback and Mobile Engagement** icon.

How to Implement a Service

1. Check the list of templates available in the **Service Templates** tab. If your template is not available, upload it.
2. Create your service in the Configured Services tab.
3. Configure your service.

You can now start to send requests to this service.