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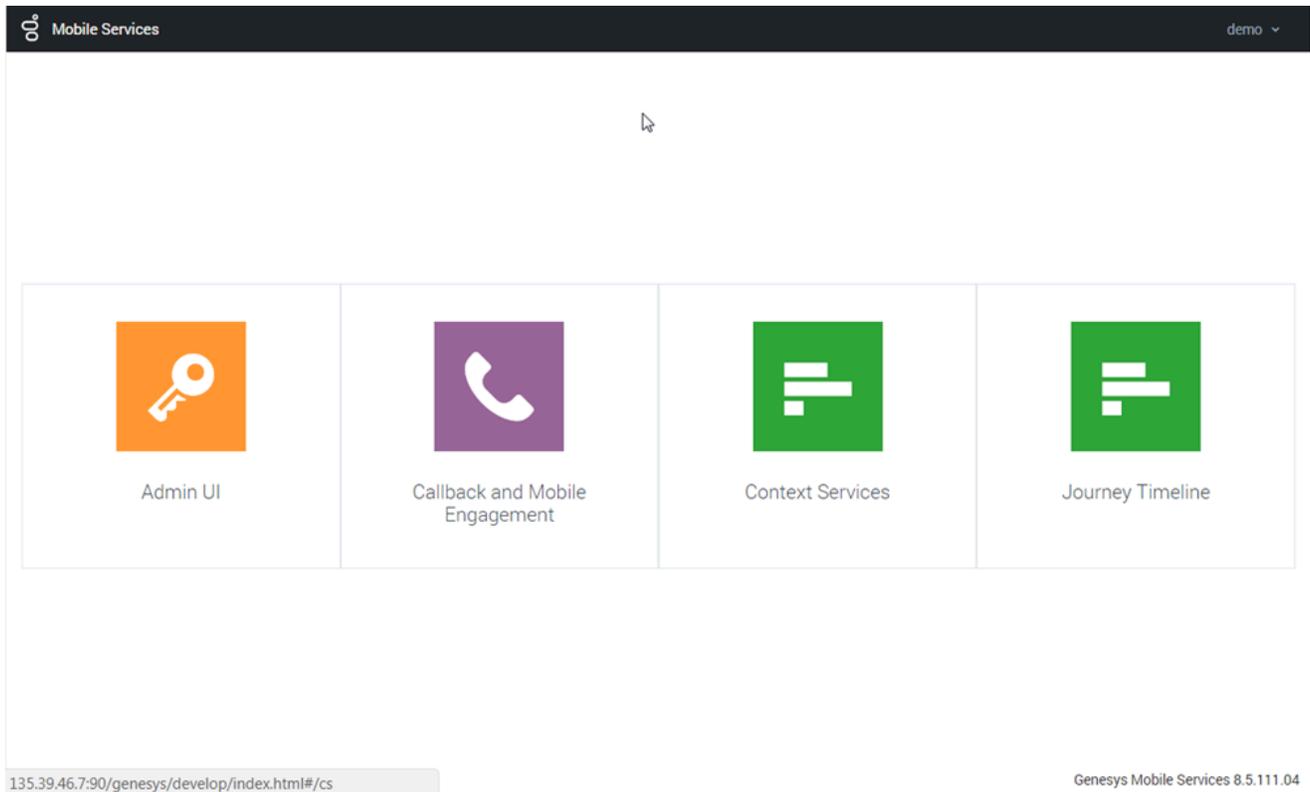
Service Management UI Help

[Service Management Help](#)

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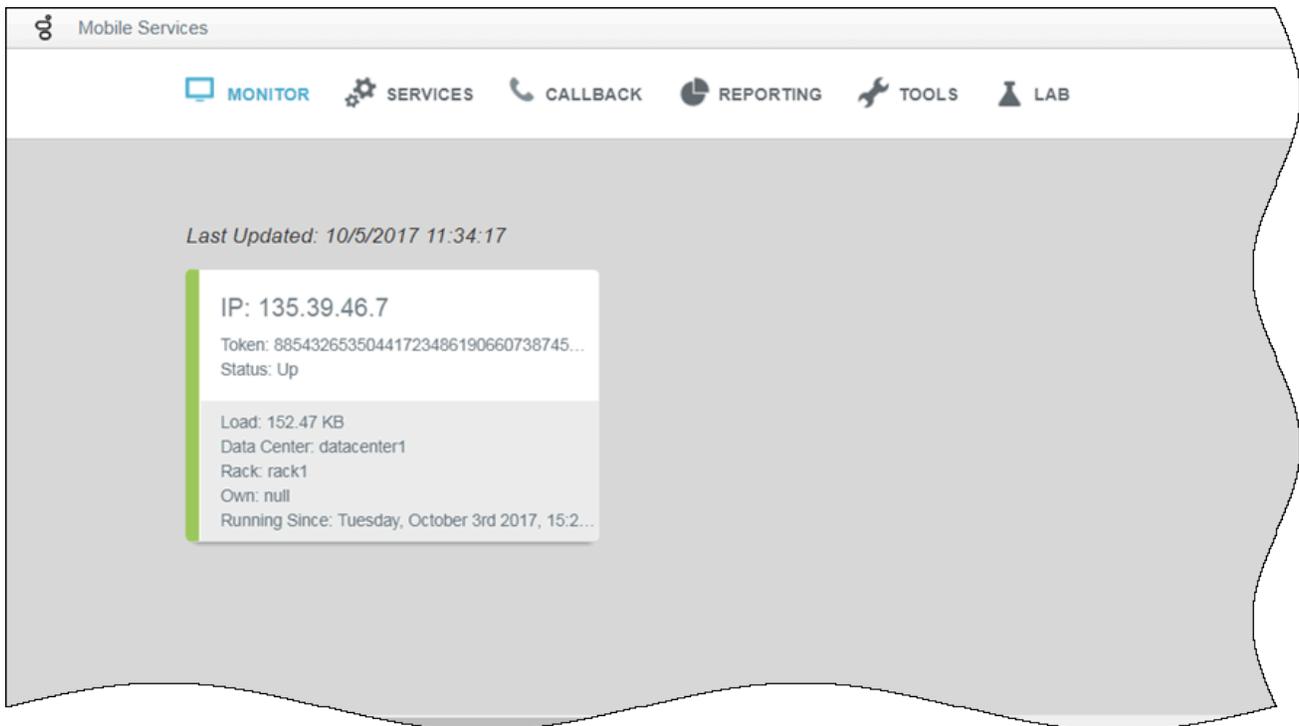
Service Management Help



Genesys Mobile Services (GMS) includes a Service Management User Interface, where you can manage services and also access dedicated interfaces for Callback and Context Services.

Before you can access this UI, first install GMS. See the deployment instructions [here](#).

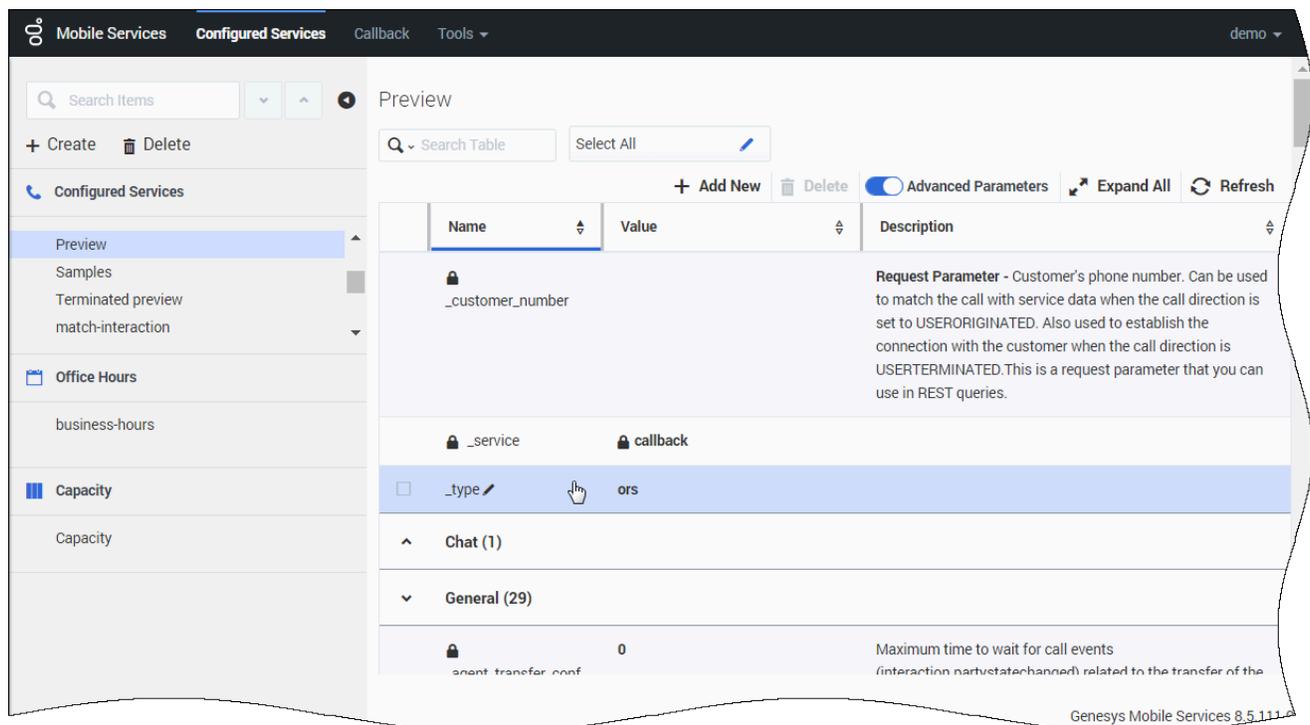
Admin UI



The Admin UI gives you access to an administrator console, where you can:

- **Monitor** your GMS nodes
- **Create resource groups and patterns**
- **Run reports**
- **Access samples**
- **Download DFM files**
- **Retrieve snippets** for your jetty-http.xml file
- Manage the **exception list** for Callback services

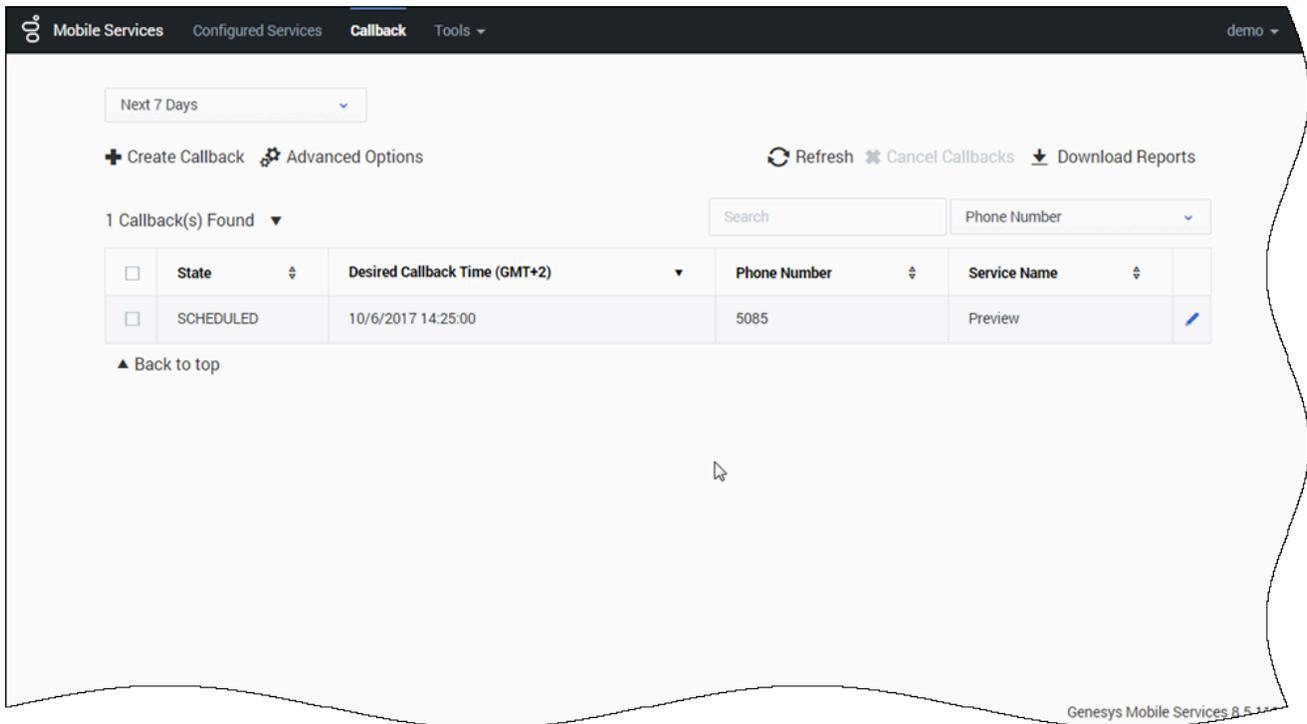
Mobile Engagement



The Mobile Engagement Interface is the new user-friendly, web-based interface that is intended to be used by administrators and supervisors to:

- **Load and manage** service templates
- **Add, delete, and modify** a GMS service
- Manage Call Center **Office Hours**, holiday schedules, and **Agent Capacity**

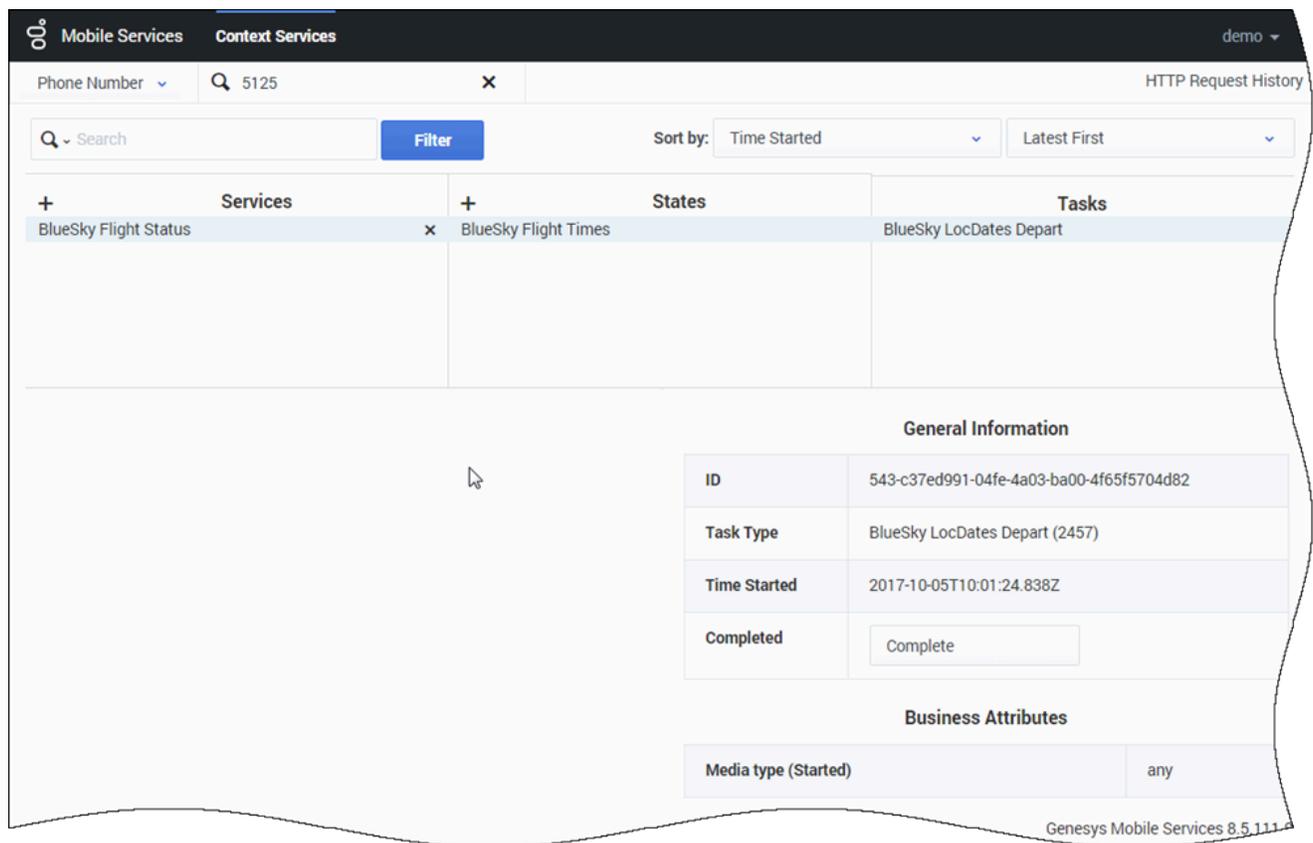
Callback



If you **installed and configured** Callback, this interface enables you to:

- **Create** a Callback record
- Manage your callbacks

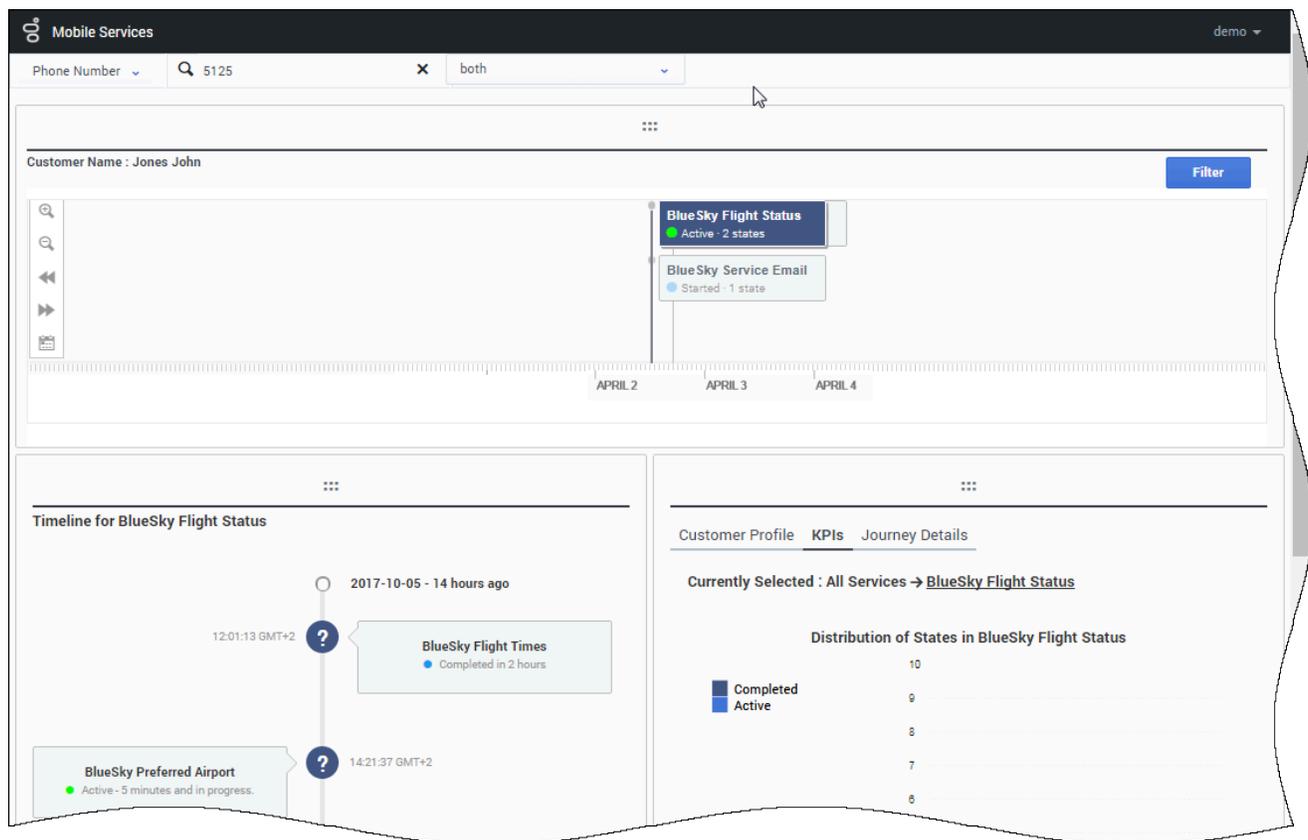
Context Services



If you **installed and enabled** Context Services, the Context Services interface enables you to:

- **Search** for services
- **Manage** your services
- **Create** a service, state, or task
- **Complete** a service, state, or task
- Delete a service

Journey Timeline



If you **installed and enabled** Context Services, the Journey Timeline interface enables you to:

- **Search** and select a customer
- **Visualize** the customer's journey timeline
- Display **states and tasks**
- Display **details** related to service and state Selection

Learn About Scenarios

GMS provides service templates and their **scenarios** that you can load in the Mobile Engagement UI, and then access through REST queries. All callback related scenarios are detailed in the **Callback Solution Guide**.