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Genesys Mobile Services Deployment Guide

Installation

12/15/2025

Installation

This is the first GMS installation

Important

Before you begin with the installation process, make sure that your environment meets the minimum requirements specified in the [Prerequisites](#) section.

Installing Genesys Mobile Service is a process that consists of the following tasks:

1. [Creating a Genesys Mobile Services configuration object](#)
2. [Installing Genesys Mobile Services](#)
3. [Configuring ORS and Deploying DFM Files](#)

Once the installation is complete, additional configuration is required before your Genesys Mobile Services deployment is ready to use:

- [Basic Configuration](#)
- [Configuring Chat Support](#)

GMS Upgrade

To upgrade GMS, run the Installation Package and follow the instructions detailed in the [Upgrade](#) page. Then, follow the [additional](#) upgrade steps introduced with the version that you are installing.