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.