GENESYS™

Service Management UI Help

Context Services Interface

5/8/2025

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Context Services Interface
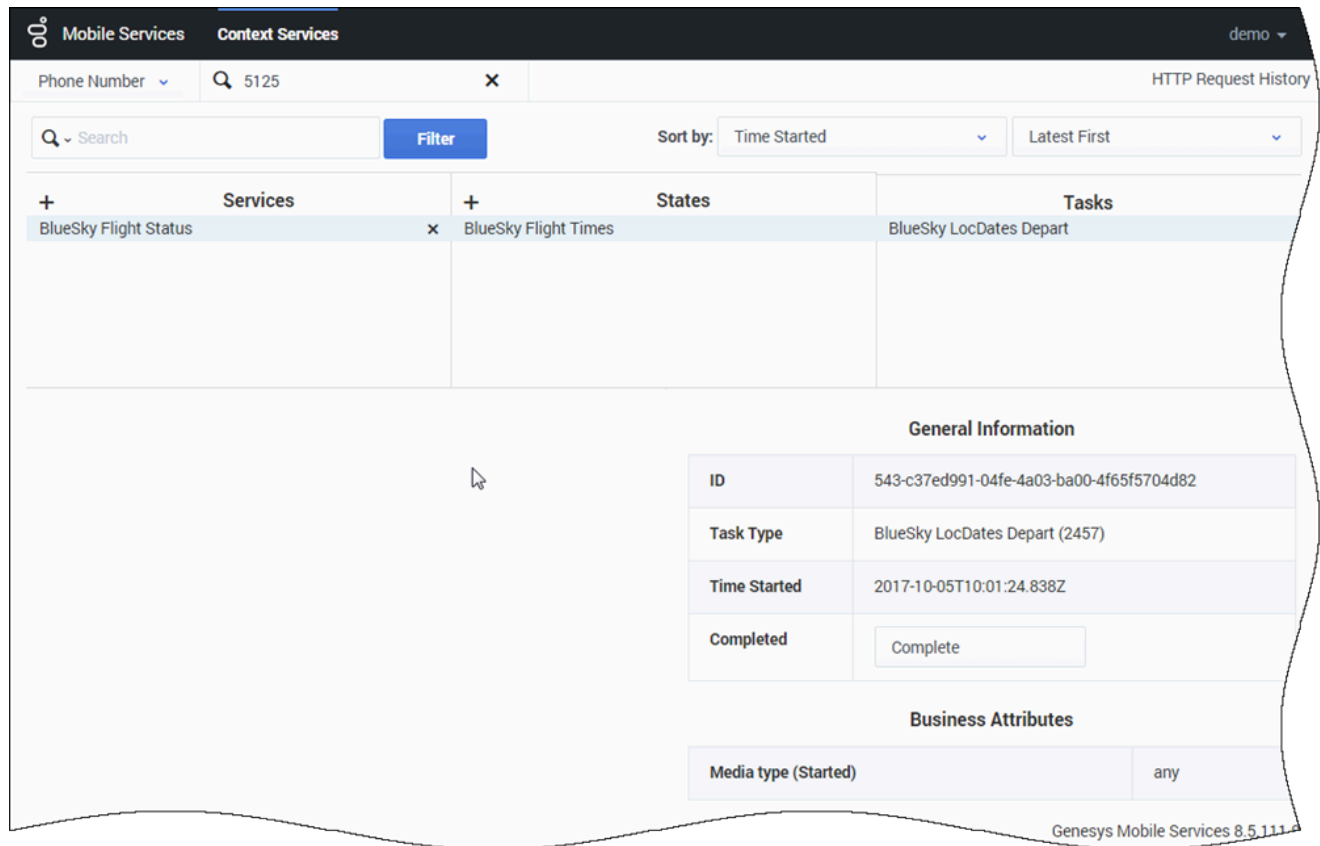
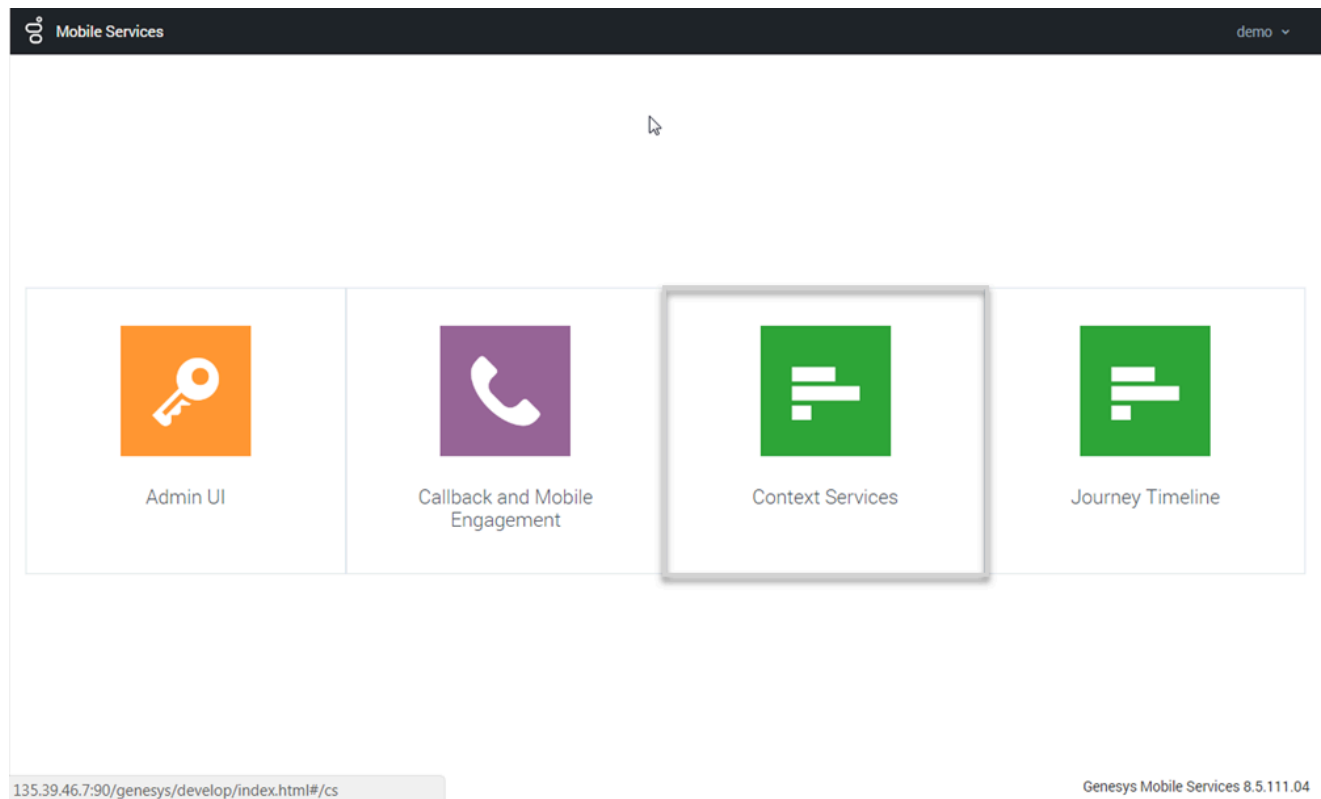The Context Services Interface is a web-based interface that enables edition of Context Services data. This interface is intended to be used by developers and supervisors looking for detailed information about services because it is built to search for profiles, services, states, and tasks based on ID information or UCS information. It does not include all the search abilities that are available in typical agent interfaces.

This interface also enables you to modify or delete a given service.

Important

1. The Context Services Interface is available only for single-tenant installations.

2. If you change business attribute values in your configuration, users will need to refresh the Context Services Interface to see the changes taken into account.
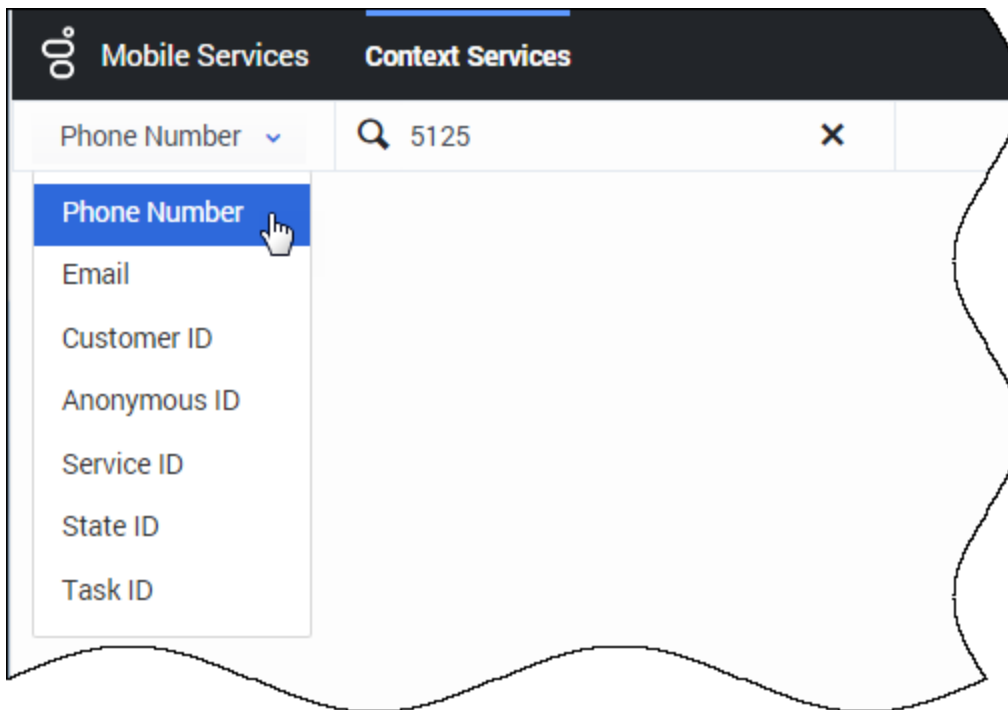
Login Panel

The Context Services Interface is available as part of the GMS Service Management User interface (detailed in the Service Management Help).

- To access this interface, you must login as a user who owns the Administrator or Supervisor role.
- Then, you can select the `Context Services` icon.

Search for Services

First, you start by searching for services or customers in the Context Services panel. You can search for UCS keys or Service, State, and Task IDs. These fields must be identical to a key in the UCS database to work correctly. There is no automatic completion available.

Select a key in the Search drop-down menu, then enter a value in the Search text box. The value must match a UCS entry to provide a result.

The interface displays a list of results. Select an item in the list.

You can then use the interface to modify the service.

Manage your Services

Filter the results

Create new services, states or tasks

Delete

'General Information' updates with the current selection

The interface lets you manage the list of objects that you selected. If you selected a customer instance, you get the complete list of objects associated with the Customer ID.

- You can use the sorting tools to change the list displayed.
- You can select an item in the list, and get more details about the object.
- You can delete an object by clicking the 'x' icons.
- You can use the Action menu to perform more actions, such as creating new services, states, tasks.
- You can add services, states, and tasks by clicking the '+' icons.

- You can get a history view of your queries by clicking **HTTP Request History**.

Create a Service, State, or Task

+ Services		+ States	+ Tasks
BlueSky Flight Status	×	BlueSky Upsell	BlueSky Confirm Booking
BlueSky Book Flight	×	BlueSky Confirmation	BlueSky Confirm Booking

State Selection

Select State Type   -   ⌃

- BlueSky Pricing
- BlueSky Location Dates
- BlueSky Flight Times
- BlueSky Upsell
- BlueSky Welcome
- BlueSky Premier To Agent
- BlueSky Resume Service
- BlueSky Preferred Airport
- BlueSky Main Menu
- BlueSky Confirmation
- BlueSky Transfer To Agent
- CMS Test State
- OESSample Sales State
- OESSample Svc State
- OESSample Abandon State

Select a type

General Information

ID	451-a4fcdabb-5caa-4f7f-8600-ca4529bff2bf
State Type	BlueSky Confirmation (2469)
Time Started	2016-01-08T15:25:47.081Z
Completed	Complete

Business Attributes

Media type (Started)	cobrowsing (107)

State Selection

Select State Type   -   ⌄

New State - BlueSkyPreferredAirport for 451-a4fcdabb-5caa-4f7f-8600-ca4529bff2bf   *} State ID*

Properties

session_id	
interaction_id	
application_type	
application_id	
resource_type	
resource_id	
media_type	voice ⌄
est_duration	
timestamp	☑ Use Current Timestamp

Additional properties ⊕

Finish by starting the service

[Start]   [Cancel]

Add extensions

Additional properties ⊕

You can add services, states, and tasks by clicking the '+' icons. To create states or tasks, first, select a service or a state, then choose a type. When you create a new resource, you can fill it and even add some extension data.

Complete a Service, State, or Task

If you can complete a Service, State, or Task, the interface displays a Complete button, that opens the Completion panel.