

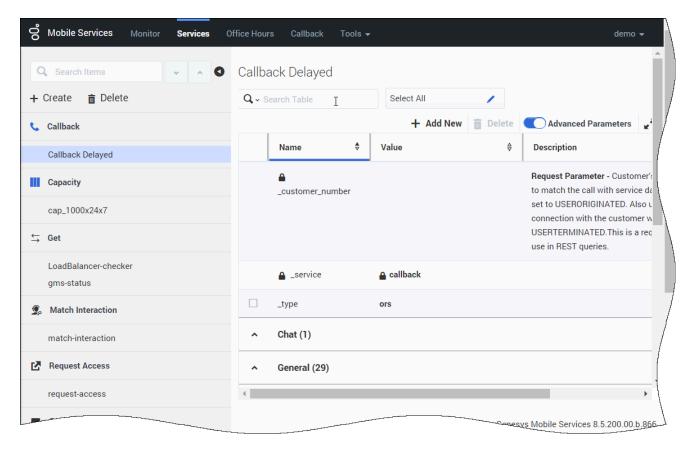
GENESYS

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Service Management UI Help

Services and Tools UI

Services and Tools UI



The **Services and Tools** Interface is a user-friendly, web-based interface for administrators and supervisors. Use this interface to manage and customize your Services, Office Hours, and Service templates. It provides functionality formerly available in the **Admin UI > Configured Services** tab.

To access this interface, you must log in as a user who owns the Administrator or Supervisor role. Then, select the **Services and Tools** icon and switch to the **Services** or **Tools** tab.

How to Implement a Service

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

You can now start to send requests to this service.