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Service Management UI Help

[More about Built-in and ORS services](#)

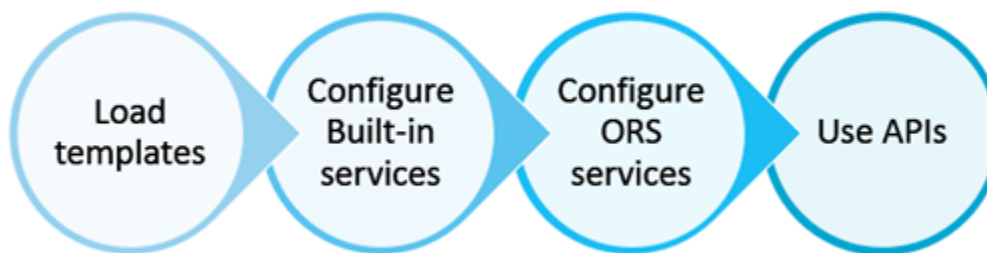
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More about Built-in and ORS services

Before you start

Genesys Mobile Engagement provides a set of templates that you can use to create your customized workflow. Templates are already loaded at the product installation and show up in the **Templates** panel.



Templates include two types of services:

- Built-in services of type `builtin` that are basic services executed in the Genesys Mobile Services server. They provide fixed functionality that you can tune only through configuration options in the **Configured services** section.
- Orchestration Server-based (ORS) services of type `ors` that implement ORS scenarios. The implemented scenarios depend on the ORS service configuration.

These templates enable you to create services that provide the **GMS APIs**.

Note that `ors` and `builtin` services may implement some **cross-dependencies**. You may also be interested in reading the **following page**, that lists examples of flow diagrams. These diagrams show how you can use request-access and request-interaction services to implement Access Number Allocation.

Important

The Callback services are executed in the Orchestration Server and managed in the Genesys Mobile Services server. See the **Scenarios** section of the *Callback User's Guide* for more information.

Relationship between Configured Services and API queries

When you create a new {service-execution-name} service in the **Configured Services** section of the Service Management UI, this service is also created in the service.{service-execution-name} section of your GMS configuration.

The screenshot shows the 'Configured Services' section of the Service Management UI. The 'Match interaction' service is selected. The table below shows parameters and their values. Annotations highlight dependencies and built-in services.

| Name | Value | Description |
|---|-------------------|---|
| <input type="checkbox"/> _access_code | | Request Parameter - Access code returned as a result of request-access |
| <input type="checkbox"/> _access_number | | Request Parameter - Number to which the user called |
| <input type="checkbox"/> _phone_number | | Request Parameter - Phone number of the mobile phone where the service request originated |
| <input type="checkbox"/> _service | match-interaction | |
| <input type="checkbox"/> _type | builtin | |

Annotations in the image:

- An arrow points from the text '{service-execution-name}' to the 'Match interaction' service name.
- A circle around '_access_code' is labeled 'Dependency'.
- A circle around 'builtin' is labeled 'builtin or ors'.

The URLs used by the Service API are dependent on the execution name of the service that you have just created. Services are available at the following URL:

`http://<host>:<port>/genesys/1/service/{service-execution-name}`

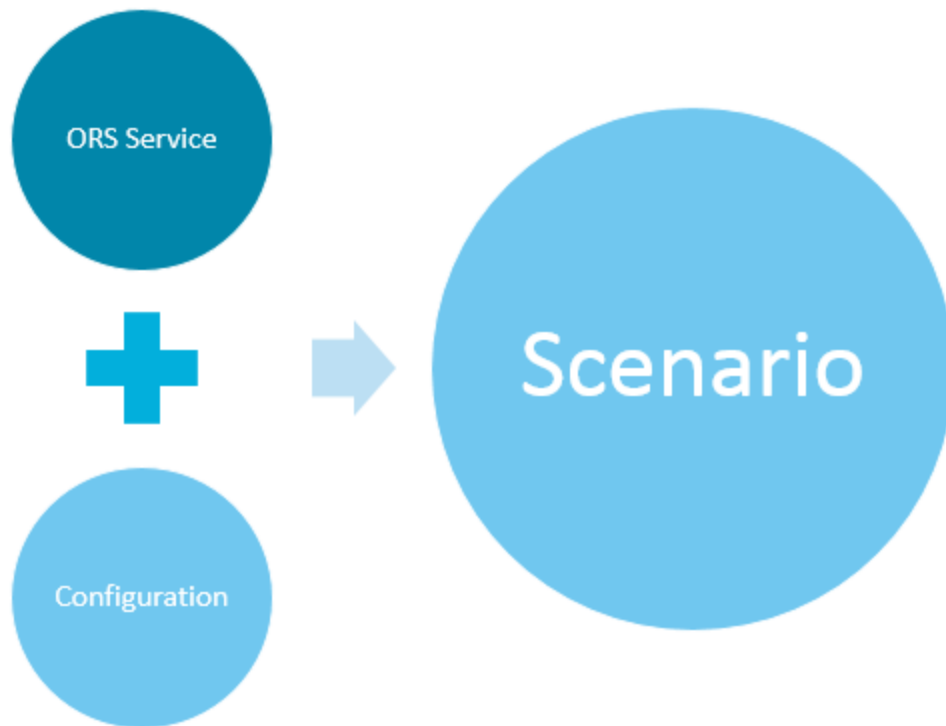
For instance, if you create a service named match-interaction, then {service-execution-name} is match-interaction and the service is available at:

`http://<host>:<port>/genesys/1/service/match-interaction`

Important

To use a service, you should start by allocating resources to this service with a **create service** request. Note that for some builtin services, this may not be necessary.

Customized ORS Scenarios



To implement a customized ORS scenario, you will need to **create** an ORS service and select the **Callback** template.

Choose your scenario in the list that the template displays. Then, refer to the pages of this chapter for configuration details and sequence diagrams.

[+] See the list.

Add New Service

Service Template

callback

Service Name

New Service Name

Common Default Configuration

Choose among the following...

User Originated Immediate

User Originated Delayed

User Terminated Immediate

User Terminated Delayed

User Terminated Preview

Chat Immediate

Chat Delayed

Samples

Cancel

Add

Advanced Customization


If you are an advanced user of **Composer**, you can customize the SCXML and VXML of the **Classic Callback sample** that includes a Composer project.











Services Cross-Dependencies

According to the services that you plan to use, you may need to create and configure the following services in the **Configured Services** panel, even for services of type builtin.

- **request-access** — Use the request-access template to create a **request-access**.
- **match-interaction** — Use the match-interaction template to create a **match-interaction** service.

The following table presents the builtin and ORS services that require one of these services (or both).

| Builtin or Scenario name | request-access | match-interaction |
|--------------------------|---|-------------------|
| match-interaction |  | |

| Builtin or Scenario name | request-access | match-interaction |
|--|---|---|
| request-interaction |  |  |
| User Terminated Delayed Voice (notification) |  |  |
| User Terminated Immediate Voice ORS Service |  |  |
| User Terminated Scheduled Voice |  |  |
| User Terminated Delayed Voice Agent Preview |  |  |