GENESYS™

Service Management UI Help

Service Templates

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Contents

Service Templates

Upload Service Templates
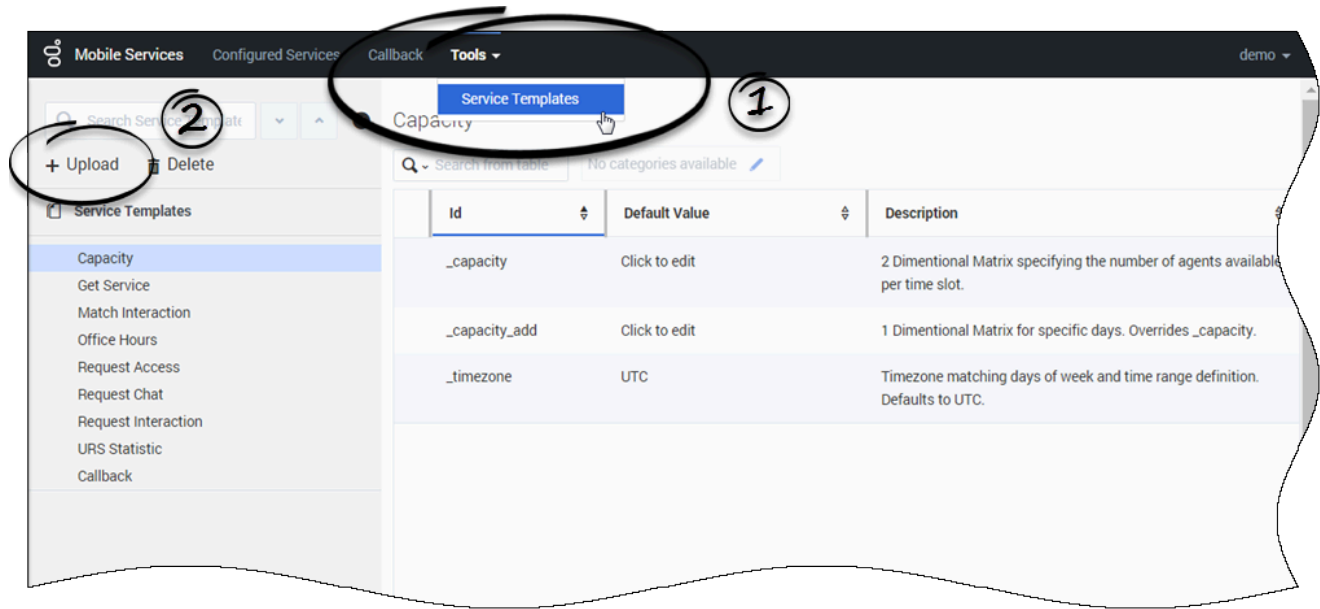
Before you can start creating services, you must load the template associated with these services.

- The template lists options related to your services.
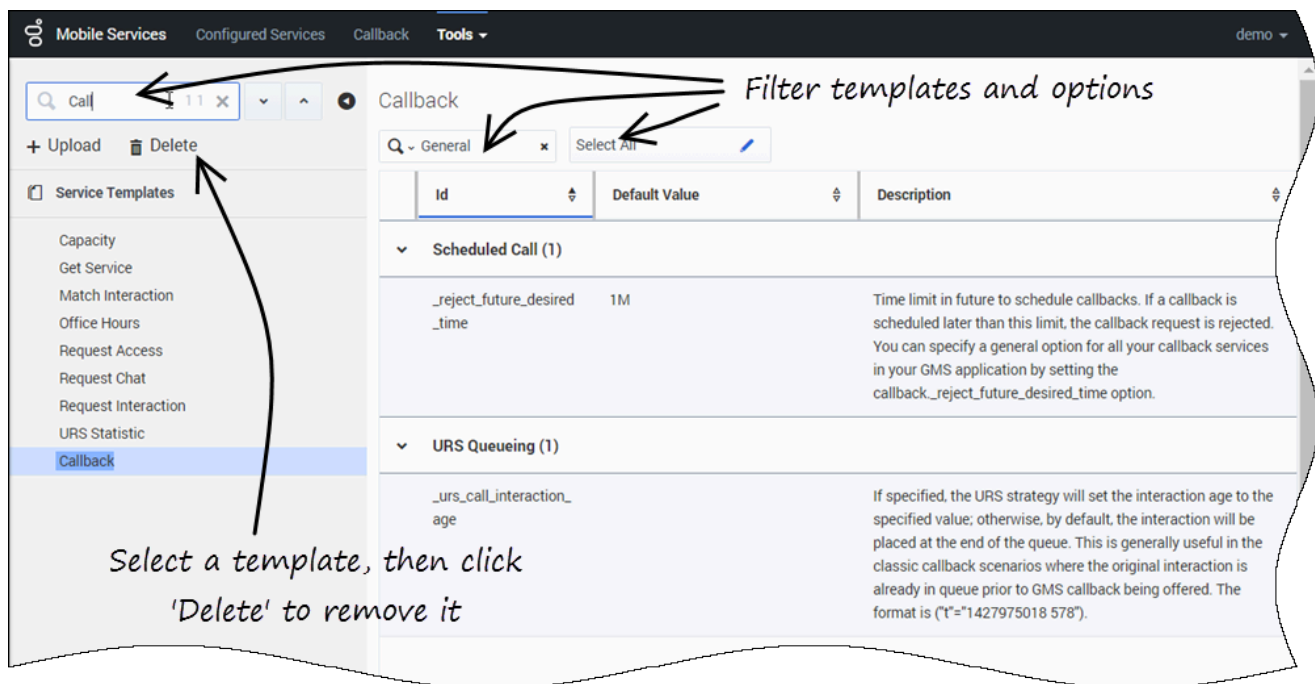
- Each template includes one or more scenarios detailed in this Help, except for the Callback template scenarios, which are detailed in the Callback Solution Guide.

To add a template, select **Service Templates** in the **Tools** menu bar and click **Upload** to browse your template. The template is added to the list.

Manage Service Templates

The Service Templates tab enables you to upload and delete templates. Added features include:

- A Filter box to focus on specific services.
- A Search box to filter the displayed template's options based on an entered keyword.
- A Selector to display the options of a selected section.

Learn about Templates, Scenarios, and APIs

To understand the relashionship between services, scenarios, templates, and APIs, you should read the chapter about Built-in and ORS services.

Available templates, scenarios, and APIs

Template Name	Detailed Built-in	Related API(s)
Get Service (get.zip)	Get and Basic Get Services	Node API to check GMS nodes health and manage your nodes: start, suspend, stop.
Match Interaction (match-interaction.zip)	Match interaction	• Service API to check that a voice call with an existing GMS service is associated

Template Name	Detailed Built-in	Related API(s)
		with the access number. • Storage API to allow users to temporarily store arbitrary data. Data may consist of key/value pairs of strings or binary objects.
Office Hours	Office-hours	Calendar Service API to create and manage office hours, special events, and more.
Request Access	Request-access	Service API to request resources.
Request Chat		Create a chat session in the Chat Server using the Chat API v1.
Request Interaction	Simple Voice Inbound–Immediate Call	See the scenario page.
URS Statistic (urs-stat.zip)		Stat Service API to query URS Stat.
Callback (callback.zip)	User Originated Immediate	Query to create an inbound immediate service.
	User Originated Delayed	Query to create an inbound delay service.
	Chat Immediate	Chat APIs
	Chat Delayed	Chat APIs
	User Terminated Immediate	Callback Services API
	User Terminated Delayed	Callback Services API
	User Terminated Scheduled	Callback Services API.
	User Terminated Delayed Agent Preview	Callback Services API
Capacity (capacity.zip)	Capacity	Capacity API to manage Agent availability.