

GENESYS

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Service Management UI Help

Tools tab

Tools tab



The content of the **Services and Tools** > **Tools** menu depends on the options configured in the features section.

Service Templates

The **Tools** > **Service Templates** panel illustrates how to import service templates. See Service Templates for details.

Resources

To enable resources in the Service Management UI, configure enable-resources = true in your GMS configuration.

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+ Add	Q ~ S	earch Table		+ Add New	🛾 Delete 📿 Refres
Resource Groups		Name	\$ Value		
#dnis_1		_allocation_strategy	CLUSTER		
DNIS DTMF (h)		_booking_expiration_timeout	30		
Dnis_Manu		_tenantId	1		
Perfomance_DNIS_Pool		dnis1	4504664131		/
TestGroup1403264082331 TestGroup1429527832089		dnis2	4504664132		
TestGroup1429533530478		dnis3	 4504664133		

The *Resources* tab enables you to create new resource groups and add resources. It provides the same functionality as *Resources* (Configuration Database Objects) in Configuration Manager, as well as displaying available and total resources.

Patterns

To enable patterns in the Service Management UI, configure enable-patterns = true in your GMS configuration.

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+ Add 💼 Delete	Q - Search Table		Test Pattern Value ? Help + Add No	w 📋 Delete 📿 Refres
Patterns	Name	🔹 Value		
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Test Test_40040_Exceptions				
Digits				
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The *Patterns* tab enables you to configure groups of exceptions; for example, phone numbers. The *Help* button displays the format for the expressions. Once you have defined some patterns, use the **Pattern Matcher API** queries to check the validity of your parameters. In the patterns group, you can test the value of a pattern against an entire group. Type a value in the input field, and if a match is found, the corresponding table row will be highlighted.

Download DFMs

To enable DFMs in the Service Management UI, configure enable-downloaddfm = true in your GMS configuration.

25 Monitor Services Office Hours Ca	allback Tools -	demo 🗸
		/
File Name:	Download Link:	
Callback.jsp	Download Callback.jsp	
Notification.jsp	Download Notification.jsp	
Services.jsp	Download Services.jsp	
Storage.jsp	Download Storage.jsp	/
Statistic.jsp	Download Statistic.jsp	
	Genesys Mobile Serv	ices 8.5.200.00 h 8c

The **Tools > Download Dfm** panel enables you to download special configuration files, called DFM.

- DFM files define Genesys Mobile Services-specific SCXML that are required for Orchestration Serverbased services.
- You must deploy these files in your Orchestration Server application if you need to execute SCXML applications used within Orchestration Server-based Services.

Click one of the DFM file links and the download will start.

Important

You must update the DFM files deployed locally with the latest version provided in the GMS Service Management UI.

Sample

The **Tools** > **Sample** panel illustrates how to implement a Desktop/Mobile browser web application that communicates with GMS and performs supported contact scenarios. It is primarily meant to be used by developers as a reference to build a Javascript-based web application with GMS. See Sample for details.

Metrics

To enable Metrics in the Service Management UI (known as Reporting in the former UI), configure enable-metrics = true in your GMS configuration.

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Report	Туре:	From: 9/29/2017	To: 9	/29/2017 23:59						C Refresh	
Callb	ack 🔻	1-									
Displ	ay Advanced Metrics										
Report	Parameters:										/
Targe	et 🔹										/
GMS	CallbackAgents@sta										
All	Ŧ										ļ
Total	Ŧ										
Group of	data by:										\
15 m	inutes •										/
Report	Range:										
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± CSV	(٨	\square				
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		URL: GET /genesy period=QUARTER Parameters:	rs/1/datadepot/1/ca HOUR&start-time	Ilback/aggregates? =1506657600000&	target=GMSCallba end-time=1506743	ckAgents%40stat. 940000	GA&rollup-				

The **Tools** > **Metrics** panel is a dashboard that displays current resource and service utilization. You can select pre-defined date and time ranges, and export the reports into CSV, PDF, or Excel file formats. You also have the ability to zoom into a selected area of the graph to view additional details.

Four types of reports are available:

- Resources Displays the usage history of the selected Resource group. **Note:** These are the Resource groups that were defined in the *Tools* menu.
- Services Displays the aggregated total a service was accessed for a given time period.
- Callback Displays Callback services data, if the Callback services are active.
 - Display Advanced Metrics When this option is selected, you can choose between a metric type of Holdtime or Watermark.
 - Holdtime You can set parameters for displaying the HoldTime statistics (media type, rolluprange, and time range).
 - Watermark For Callbacks in the QUEUED state, you can display high, low, and average watermarks (AVG, MIN, MAX) over time periods of 15 minutes, 30 minutes, an hour, or a day. Note that the Watermark is computed every minute, so for example, running 20 Callbacks simultaneously within a one-minute period, then none for the rest of the same 15-minute period, will result in Min=0, Max=20, and Avg=1.
- Operational metrics DNIS pool usage and availability.
 - DNA availability by pool Determines, in real time, the number of outstanding service requests (or available resources) by resource pool.

- Average Handle Time (AHT) by resource pool Reports historical AHT, in seconds, by resource pool summarized by 15 minutes, 30 minutes, an hour, a day, or over a range of periods such as today, yesterday, last week, last month, or a range of dates. Timeouts do not impact the calculation.
- Service Exiting Reporting Reports on historical service terminations (match or timeout) by resource pool summarized by 15 minutes, 30 minutes, an hour, a day, or over a range of periods such as today, yesterday, last week, last month, or a range of dates.

Config: Jetty XML Snippet

To enable **Config** in the Service Management UI, configure enable-config = true

6 Mobile Services Monitor Services Office Hours Callback	Tools -	default 👻
Ports Restriction Configuration:		
xml version="1.0"? Configure PUBLIC "-//Jetty//Configure//EN" "configure_9_</td <td>3.dtd""></td> <td></td>	3.dtd"">	
</td <td>></td> <td>{</td>	>	{
Configure a HTTPS connector.</td <td>></td> <td></td>	>	
<pre><!-- This configuration must be used in conjunction with jetty.xml</pre--></pre>	>	ł,
and jetty-ssl.xml.</td <td>></td> <td></td>	>	
<pre><!--</td--><td>></td><td>63</td></pre>	>	63
</td <td>></td> <td></td>	>	
Add a HTTPS Connector.</td <td>></td> <td></td>	>	
Configure an o.e.j.server.ServerConnector with connection</td <td>></td> <td></td>	>	
<pre><!-- factories for TLS (aka SSL) and HTTP to provide HTTPS.</pre--></pre>	>	
All accepted TLS connections are wired to a HTTP connection</p	>	/
</td <td>></td> <td>/</td>	>	/
Consult the javadoc of o.e.j.server.ServerConnector,</td <td>></td> <td>/</td>	>	/
o.e.j.server.SslConnectionFactory and</td <td>></td> <td>1</td>	>	1
<pre><!-- o.e.j.server.HttpConnectionFactory for all configuration</pre--></pre>	>	
that may be set here.</td <td>></td> <td>ļ</td>	>	ļ
</td <td>></td> <td>/</td>	>	/
"ddConnector">		

The *Config* tab provides you with a code snippet that you must add to the jetty-http.xml file for port number control. The code snippet is available when port restrictions have been enabled in your GMS Configuration. See <u>Restricting Ports</u> for more information about using this feature.

By default, restrictions are disabled and the **Config** Tab displays a default message.

[+] See default message

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Ports Restriction C	Configurat	ion:				,
Ports restrictions	has not bee	en enabled.				
						/
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					Genesus Ma	nile Services 8 5 200 a
		_				Sile Services 6.5.200.0