

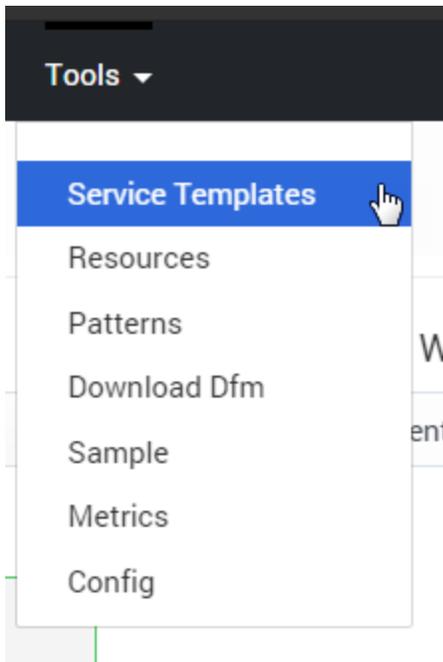


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Service Management UI Help

Tools tab

Tools tab



The content of the **Services and Tools > Tools** menu depends on the options configured in the [features](#) section.

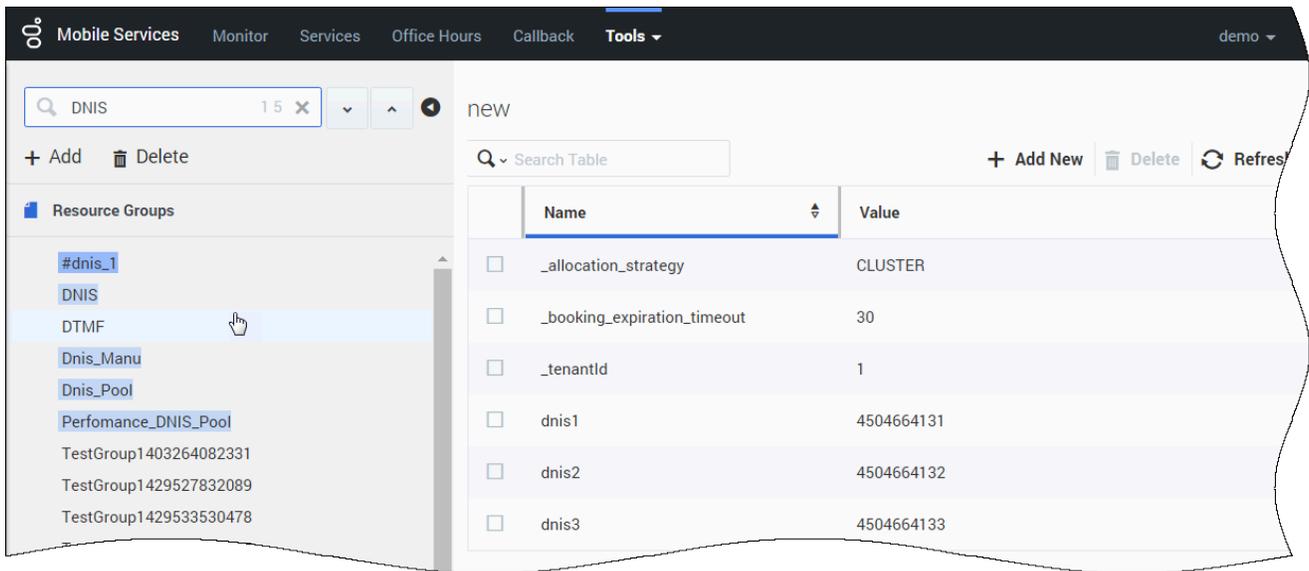
Service Templates

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.

Tools tab



The screenshot shows the 'Tools' tab in the Service Management UI. The top navigation bar includes 'Mobile Services', 'Monitor', 'Services', 'Office Hours', 'Callback', and 'Tools'. A search bar contains 'DNIS' with 15 results. Below the search bar are '+ Add' and 'Delete' buttons. The left sidebar shows a list of resource groups: '#dnis_1', 'DNIS', 'DTMF', 'Dnis_Manu', 'Dnis_Pool', 'Performance_DNIS_Pool', 'TestGroup1403264082331', 'TestGroup1429527832089', and 'TestGroup1429533530478'. The main area is titled 'new' and contains a 'Search Table' input. Below the search bar are '+ Add New', 'Delete', and 'Refresh' buttons. A table displays the following resources:

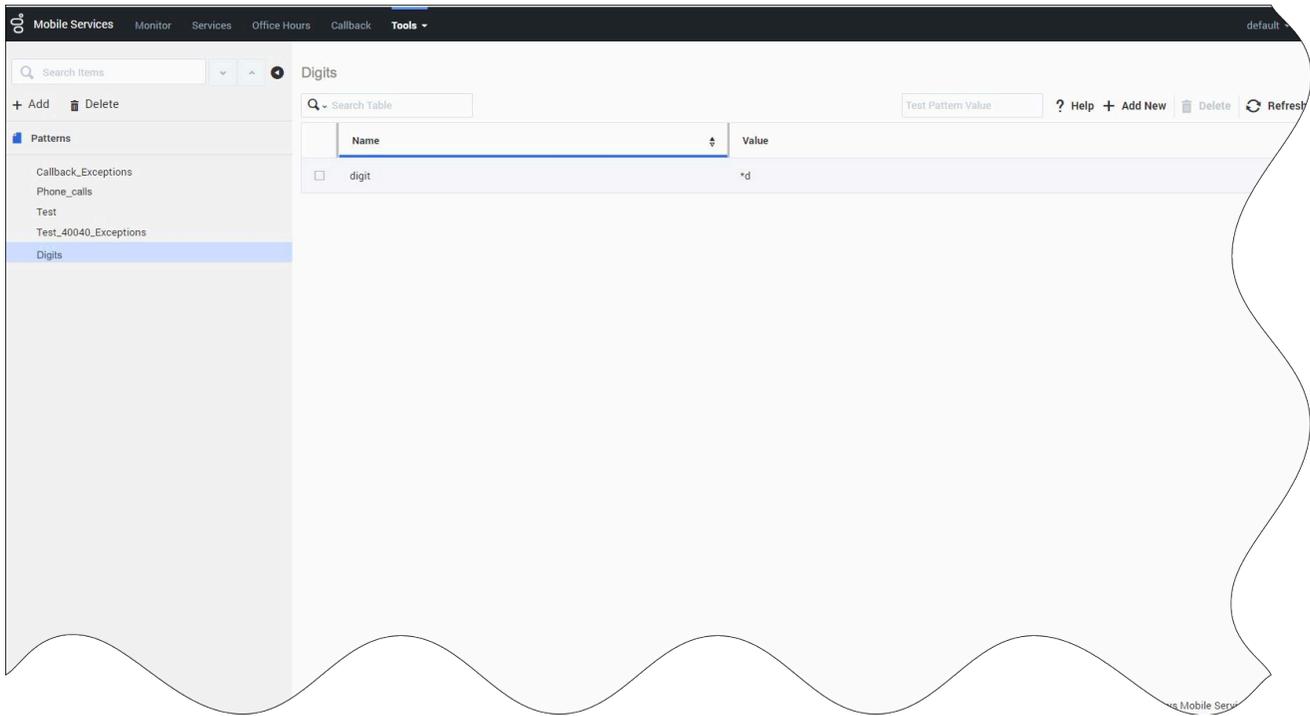
	Name	Value
<input type="checkbox"/>	_allocation_strategy	CLUSTER
<input type="checkbox"/>	_booking_expiration_timeout	30
<input type="checkbox"/>	_tenantId	1
<input type="checkbox"/>	dnis1	4504664131
<input type="checkbox"/>	dnis2	4504664132
<input type="checkbox"/>	dnis3	4504664133

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.

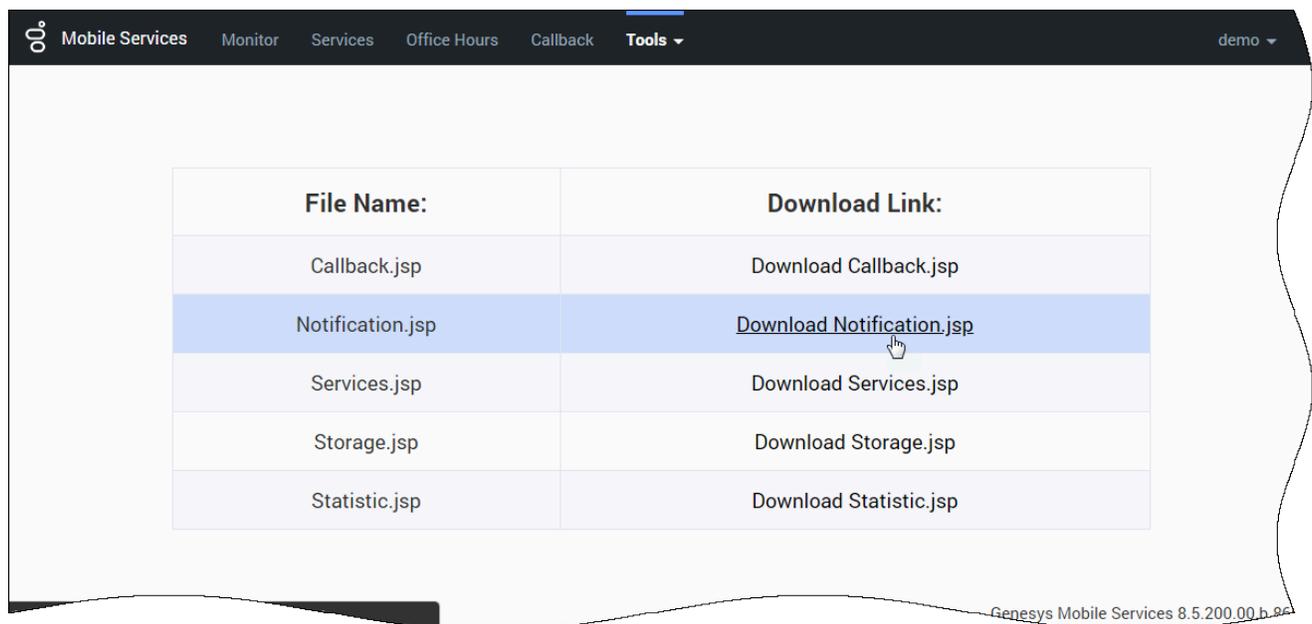
Tools tab



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.



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 Server-based 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.



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.

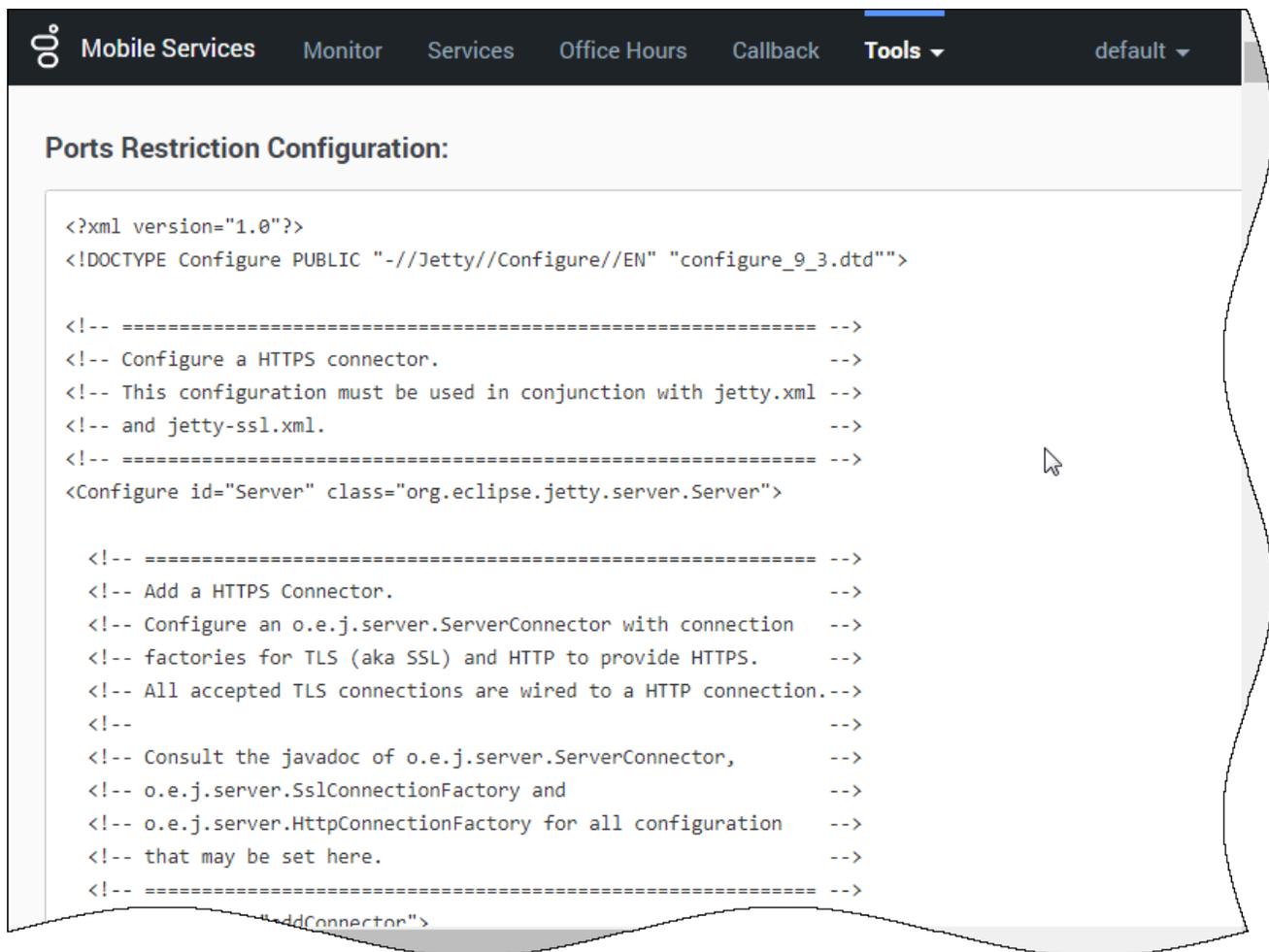
Four types of reports are available:

- 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, rollup-range, 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`



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 [Restricting Ports](#) for more information about using this feature.

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

[+] See default message

