

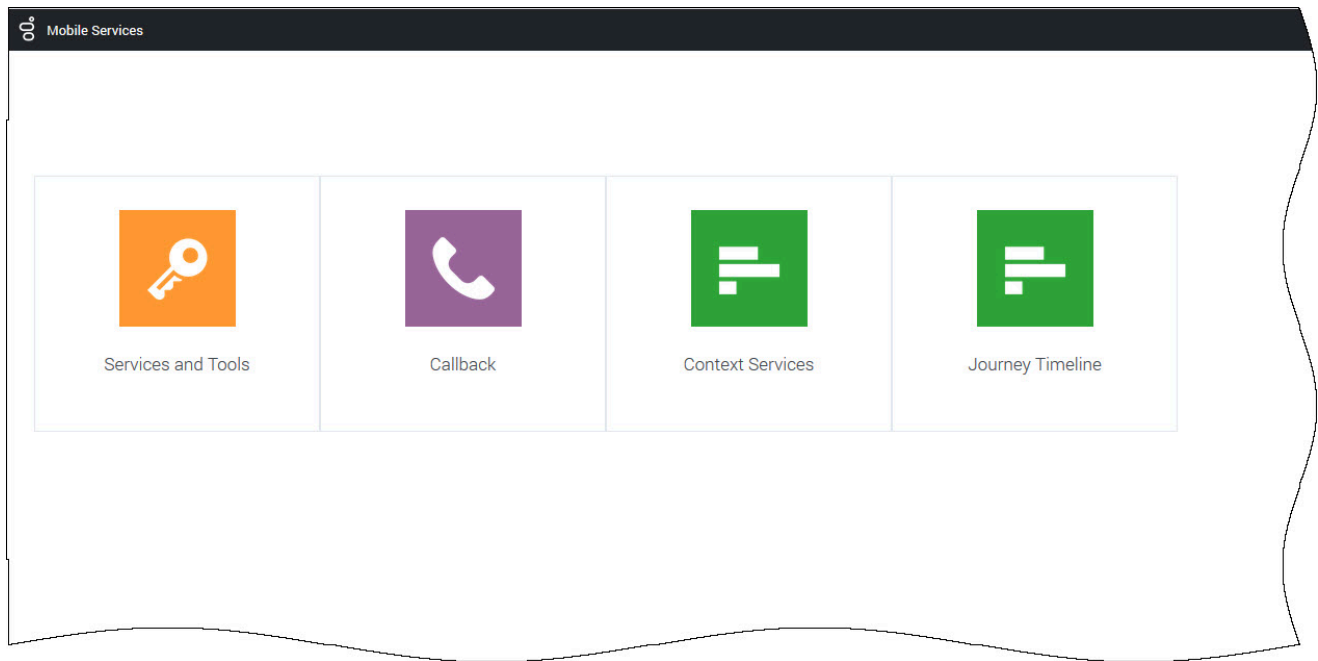


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Service Management UI Help

[Service Management Help](#)

Service Management Help



Genesys Mobile Services (GMS) includes a Service Management User Interface, where you can manage services and also access dedicated interfaces for Callback and Context Services.

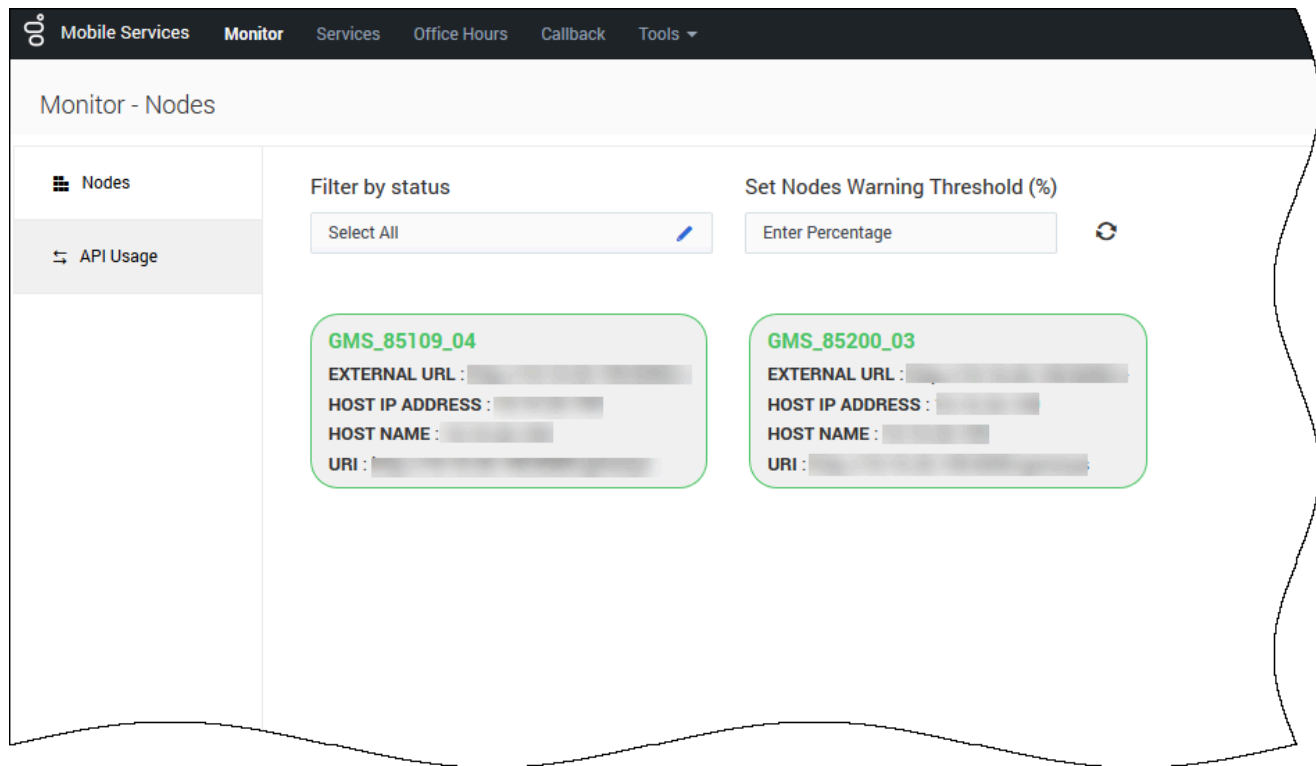
Before you can access this UI, first install GMS. See the deployment instructions [here](#) and configure the new panels in the [features](#) section of your GMS configuration.

Note that, to work properly, this UI requires access to the following URLs:

`http://<GMS Local Host>:8080/genesys/1/admin/*`

Make sure to enable this access through your firewall and security if needed.

Monitor



The **Monitor** tab (former Admin UI) and the **Tools** menu give you access to an administrator console, where you can:

- **Monitor** your GMS nodes
- **Load and manage** service templates
- **Create resource groups and patterns**
- **Run reports**
- **Access samples**
- **Download DFM files**
- **Retrieve snippets** for your jetty-http.xml file
- Manage the **exception list** for Callback services

Services

The screenshot displays the 'Services' tab in the Service Management UI. The left sidebar contains a list of services: 'Callback', 'Callback Delayed' (selected), 'Capacity', 'Get', 'Match Interaction', and 'Request Access'. The main area shows the configuration for 'Callback Delayed'. At the top, there is a search bar and a 'Select All' button. Below this is a table with columns 'Name', 'Value', and 'Description'. The table contains several rows, including '_customer_number', '_service' (with value 'callback'), and '_type' (with value 'ors'). There are also expandable sections for 'Chat (1)' and 'General (29)'. The bottom right corner of the interface shows the version 'Genesys Mobile Services 8.5.200.00.b.866'.

Name	Value	Description
_customer_number		Request Parameter - Customer's phone number to match the call with service data. Set to USERORIGINATED. Also used to establish connection with the customer when the call is USERTERMINATED. This is a required parameter in REST queries.
_service	callback	
_type	ors	

The **Services** tab is the user-friendly, web-based interface that is intended to be used by administrators and supervisors to:

- Add, delete, and modify a GMS service Agent Capacity

Office Hours

Mobile Services Monitor Services **Office Hours** Callback Tools demo

Search Items

+ Create Delete

Office Hours

bh_24x7

business-hours

bh_24x7

The calendar is in read-only mode because the office timezone is not equal to the displayed time zone.

☐ Regular Office Hours February 18, 2018 February 24, 2018 Today

☐ Day ☒ Week ☐ Month

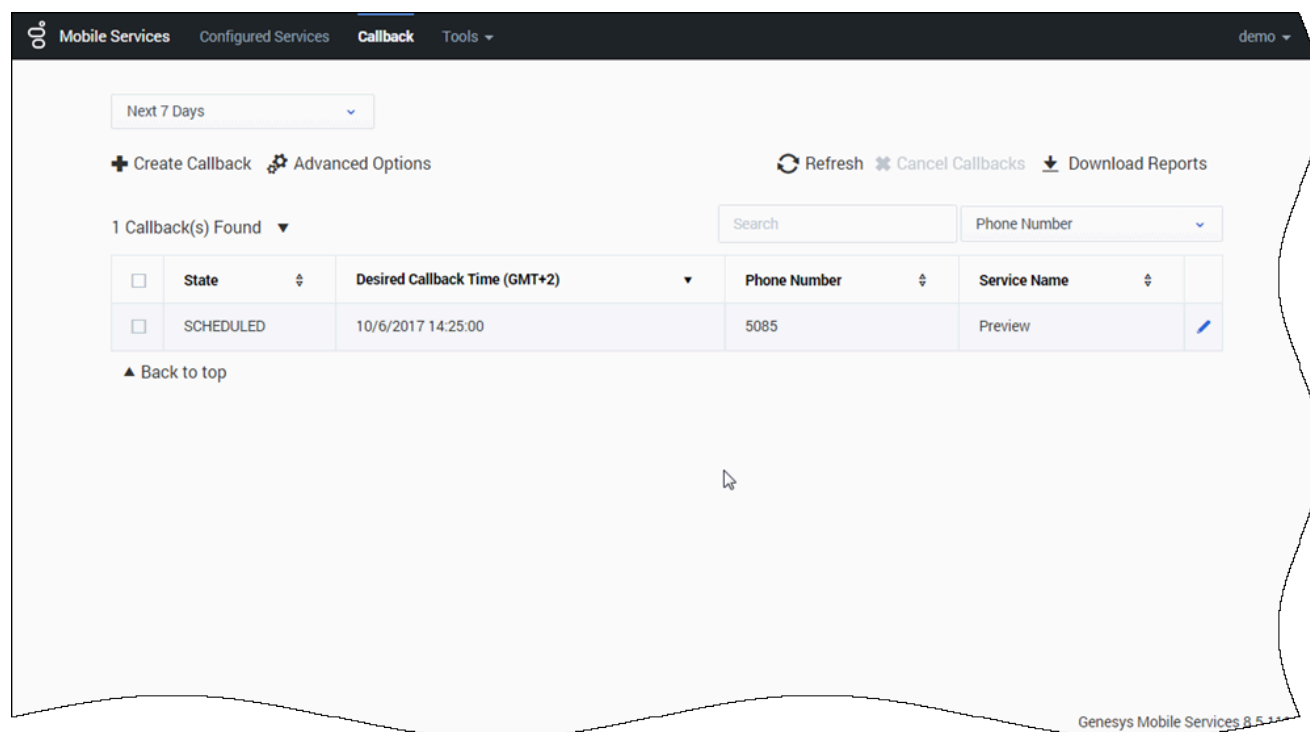
Time	Sun 02/18	Mon 02/19	Tue 02/20	Wed 02/21	Thu 02/22 *	Fri 02/23
All Day						
1 AM	Regular Office Hours 12:00 AM - 11:00 PM	Regular Office Hours 12:00 AM - 11:00 PM	Regular Office Hours 12:00 AM - 11:00 PM	Regular Office Hours 12:00 AM - 11:00 PM	Regular Office Hours 12:00 AM - 11:00 PM	Regular Office Hours 12:00 AM - 11:00 PM
2 AM						
3 AM						
4 AM						
5 AM						

Genesys Mobile Services 8.5.200.00.b.86

The **Office Hours** tab is the user-friendly, web-based interface that is intended to be used by administrators and supervisors to:

- Manage Call Center **Office Hours** and holiday schedules.

Callback



If you **installed and configured** Callback, this interface enables you to:

- **Create** a Callback record
- Manage your callbacks

Context Services

Mobile Services Context Services demo

Phone Number 5125 HTTP Request History

Search Filter Sort by: Time Started Latest First

Services	States	Tasks
BlueSky Flight Status	BlueSky Flight Times	BlueSky LocDates Depart

General Information

ID	543-c37ed991-04fe-4a03-ba00-4f65f5704d82
Task Type	BlueSky LocDates Depart (2457)
Time Started	2017-10-05T10:01:24.838Z
Completed	<input type="button" value="Complete"/>

Business Attributes

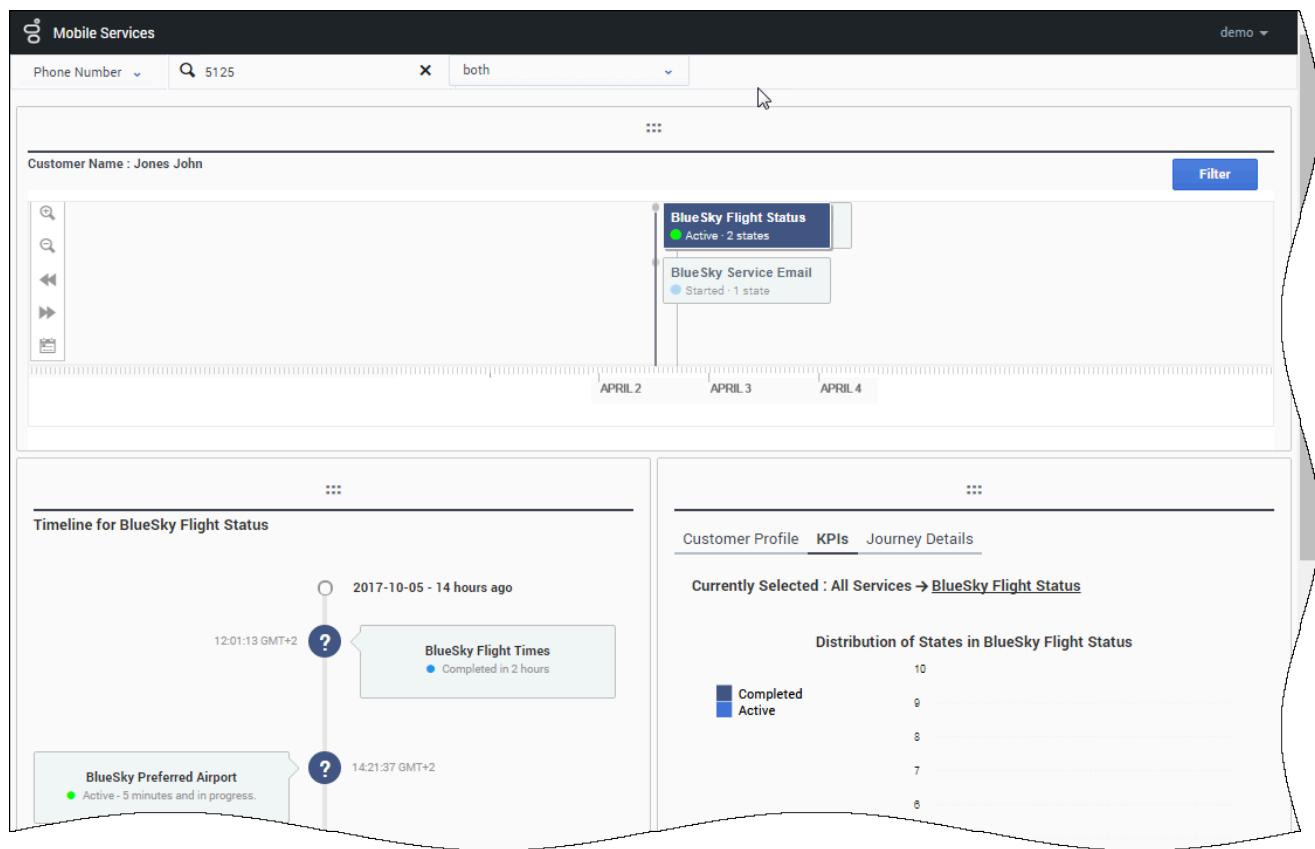
Media type (Started)	any
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Genesys Mobile Services 8.5.111.4

If you **installed and enabled** Context Services, the Context Services interface enables you to:

- **Search** for services
- **Manage** your services
- **Create** a service, state, or task
- **Complete** a service, state, or task
- Delete a service

Journey Timeline



If you **installed and enabled** Context Services, the Journey Timeline interface enables you to:

- **Search** and select a customer
- **Visualize** the customer's journey timeline
- Display **states and tasks**
- Display **details** related to service and state Selection

Learn About Scenarios

GMS provides service templates and their **scenarios** that you can load in the Mobile Engagement UI, and then access through REST queries. All callback related scenarios are detailed in the **Callback Solution Guide**.

Enable Logging in the UI

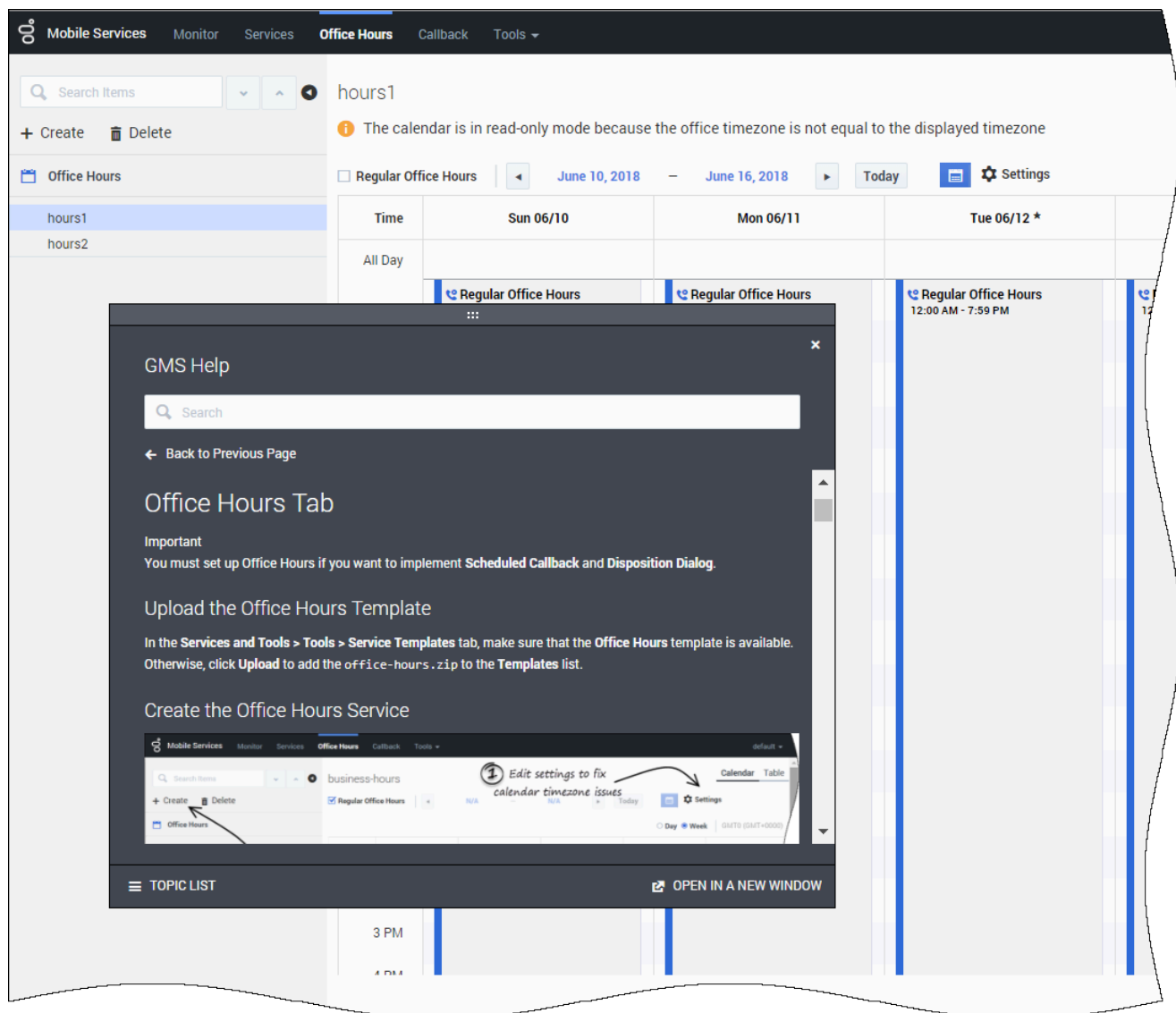
```
DEBUG: HTTP Request Fri Sep 29 2017 16:46:50 GMT-0400 (Eastern Daylight Time) log-service.js:119
Action: SUCCESS: Callbacks Cancelled Successfully
Data: {"data":{"action":"ConfirmationDialog","id":"118-487438c0-56cf-499f-819e-34ca4ee6ddc4"},"text":"Your service request is now cancelled.","ok_title":"OK","dialog_id":"0","desired_time":"2017-09-29T23:56:00.000Z"},"action":"ConfirmationDialog","id":"118-59ea99fa-5869-48ce-8429-408a5aa54899"},"text":"Your service request is now cancelled.","ok_title":"OK","dialog_id":"0","desired_time":"2017-09-29T23:56:00.000Z"},"action":"ConfirmationDialog","id":"118-6fa66886-e034-456b-ab16-ab7a6a4.... log-service.js:184
INFO: callback-controller->Refresh Callback Table log-service.js:184
INFO: callback-controller->Get End Of Day in Range for Fri Sep 29 2017 16:46:50 GMT-0400 (Eastern Daylight Time) log-service.js:184
INFO: callback-controller->Get Beginning Of Day in Range for Fri Sep 29 2017 16:46:50 GMT-0400 (Eastern Daylight Time) log-service.js:184
INFO: callback-controller->Set Custom Start Day: 2017-09-29T04:00:00.000Z log-service.js:184
INFO: callback-controller->Get Beginning Of Day in Range for Fri Sep 29 2017 00:00:00 GMT-0400 (Eastern Daylight Time) log-service.js:184
INFO: callback-controller->Set Custom End Day: 2017-09-30T03:59:59.999Z log-service.js:184
INFO: callback-controller->Get End Of Day in Range for Fri Sep 29 2017 23:59:59 GMT-0400 (Eastern Daylight Time) log-service.js:184
INFO: callback-controller->Query Callbacks log-service.js:184
INFO: callback-controller->Go To Callback Table Page 1 log-service.js:184
INFO: callback-controller->Reset Checkboxes in Callback Table log-service.js:184
INFO: callback-service->Get All Configured Services log-service.js:184
INFO: callback-service->Load URL Prefix log-service.js:184
INFO: callback-controller->Reset Checkboxes in Callback Table log-service.js:184
INFO: callback-controller->Refresh Visible Queue Info log-service.js:184
INFO: callback-controller->Set User Preferences: customDates log-service.js:184
INFO: preference-service->Set Preference log-service.js:110
DEBUG: HTTP Request Fri Sep 29 2017 16:46:50 GMT-0400 (Eastern Daylight Time) log-service.js:110
Action: SUCCESS: All Services Received Successfully
Data: {"services":{"temporary": {"_ttl":"60480","url_prioritization_strategy":"WaitForTarget","agent_first_via_rp":"false","agent_transfer_confirm_timeout":"0","attach_data":{"single_json"},"agent_preview_via_rp":"false","wait_for_agent":"false","_service":"callback","_lcn_createcall_timeout":"32","_plugin_on_dial_invoke_on_call_failed":"true","_agent_preview_allow_reject":"0","_treatment_waiting_for_agent":"","_media_type":"chat","_booking_expiration_timeout":"30","use_dmgw_push_certificate":... log-service.js:184
INFO: callback-controller->Initiate Getting Callbacks for Queues: temporary,temp,asc-producerts-web-callback,test,workspace-test,immediate-callback,test11,asc-web-callback,AutomatedLoadTestCService,newservice,temp2,svcask-pts-callback,test18,working-with- log-service.js:184
workspace,userOriginated,voice-scheduled-callback,callback_capacity,testnew,svcask-callback
```


The Service Management UI can provide detailed logs by configuring the following options in the GMS Configuration:

- enable-logger = `true` to activate DEBUG and INFO traces in the console.
- enable-logger-error = `true` to activate ERROR traces in the console.

Help

Introduced in 8.5.202



If you configure `enable-contextual-help= true`, the  icon of the Service Management UI opens a Contextual Help panel. This panel displays help pages, including videos and images, related to the active panel in the UI. It also includes search features and related topics.