Genesys Mobile Services Deployment Guide

Service Options

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Service Options

You can create customized GMS services by adding a `service.<service_name>` section to your GMS configuration or by adding a new service in the Service Management UI, and then setting the appropriate options within. Additional options vary depending on the type of service being created. For more information, refer to the documentation of the corresponding service in the Genesys Mobile Services API Reference.

The following service options are available in the Genesys Mobile Services Options Reference Guide:

- All GMS Basic services, including Office Hours.
- Callback Services

Overwriting Configuration in Queries

Overwriting service configuration in queries is not possible for Basic GMS Services. If you pass one of the service parameters in a Create API query for a customized version of the service, the configuration option value will supersede the value passed in the query (that is, the passed value will be ignored).

For details about overwriting configuration in Callback queries, refer to the Callback Services API Reference page.