



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Mobile Services

Basic GMS Service Options

12/17/2025

Basic GMS Service Options

You can use Basic GMS services by adding a `service.servicename` section to your GMS configuration or by adding a new service in the [Service Management UI](#), and then setting the appropriate options within. This page lists the options to use to fine-tune your basic services.

Important

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).

Options for this component are contained in the following configuration sections:

- [capacity](#)
- [get](#)
- [match-interaction](#)
- [no category](#)
- [office-hours](#)
- [request-access](#)
- [request-chat](#)
- [request-interaction](#)
- [urs-stat](#)

Tip

In the summary table(s) below, type in the Search box to quickly find options, configuration sections, or other values, and/or click a column name to sort the table. Click an option name to link to a full description of the option. Be aware that the default and valid values are the values in effect with the latest release of the software and may have changed since the release you have; refer to the full description of the option to see information for earlier releases.

Power users: [Download a CSV file](#) containing default and valid values and descriptions.

The following options are configured at the application level (in other words, on the application object).

Section	Option	Default	Changes Take Effect
capacity	<code>_capacity</code>	Click to edit	Immediately
capacity	<code>_capacity_add</code>	Click to edit	Immediately
capacity	<code>_max_capacity</code>	1000	Immediately
capacity	<code>_timezone</code>	UTC	Immediately
get	<code>_offline_code</code>	503	Immediately
get	<code>_online_code</code>	200	Immediately
match-interaction	<code>_access_code</code>	No default value	Immediately
match-interaction	<code>_access_number</code>	No default value	Immediately
match-interaction	<code>_phone_number</code>	No default value	Immediately
no category	<code>_agent_timeout_notification_message</code>		Immediately
no category	<code>_booking_expiration_timeout</code>		Immediately
no category	<code>_chat_400_response_on_disconnect</code>	false	Immediately
no category	<code>_client_timeout_notification</code>	90	Immediately
no category	<code>_client_timeout_notification_message</code>		Immediately
no category	<code>_filtering_chat_events</code>	No default value	Immediately
no category	<code>_mandatory_customer_lookup</code>	customer_number	Immediately
no category	<code>_return_pool_health</code>		Immediately
no category	<code>_service</code>		Immediately
no category	<code>_service_type</code>		Immediately
no category	<code>_type</code>		Immediately
office-hours	<code>_bh_add<n></code>	No default value	Immediately
office-hours	<code>_bh_regular<n></code>		Immediately
office-hours	<code>_effective_dates<n></code>		
office-hours	<code>_holiday<n></code>		Immediately
office-hours	<code>_include_rule<n></code>		Immediately
office-hours	<code>_include_schedule<n></code>		Immediately
office-hours	<code>_timezone</code>	UTC	Immediately
office-hours	<code>_use_alternative<n></code>		Immediately
request-access	<code>_access_code_length</code>	6	Immediately
request-access	<code>_id</code>	No default value	Immediately
request-access	<code>_phone_number</code>	DNIS	Immediately
request-access	<code>_provide_code</code>	false	Immediately
request-access	<code>_resource_group</code>	DNIS	Immediately
request-chat	<code>_chat_endpoint</code>	gms_builtin	Immediately
request-chat	<code>_ttl</code>	3600	Immediately
request-chat	<code>_type</code>	builtin	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
request-interaction	<code>_phone_number</code>	No default value	Immediately
request-interaction	<code>_provide_code</code>	false	Immediately
request-interaction	<code>_resource_group</code>	DNIS	Immediately
request-interaction	<code>_ttl</code>	30	Immediately
urs-stat	<code>_caching_policy</code>	5	Immediately
urs-stat	<code>_urs_stat_url_parameters</code>	No default value	Immediately
urs-stat	<code>_urs_url</code>	No default value	Immediately
Section	Option	Default	Changes Take Effect