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Genesys Mobile Services Deployment Guide

Testing the GMS Builtin Services

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Testing the GMS Builtin Services

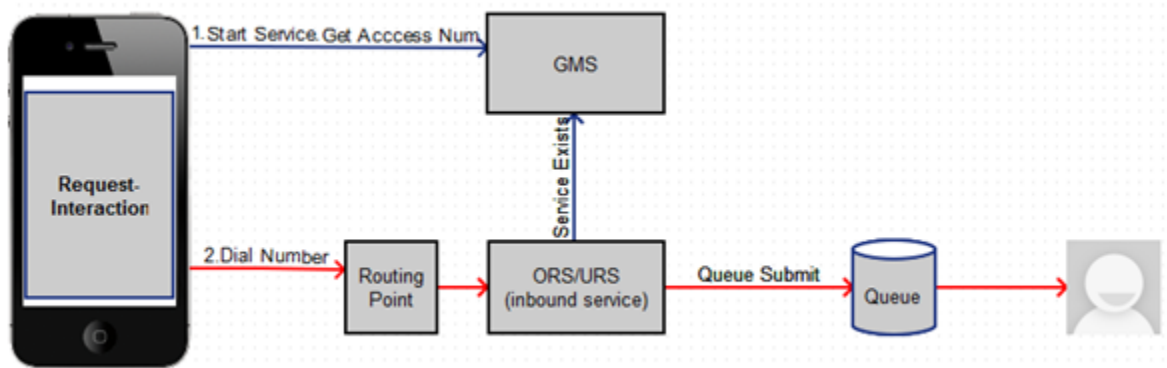
Now that you have configured the Builtin services, it's time to test them.

Prerequisites:

You must have completed the following:

1. [Configured the dependencies.](#)
2. [Configured the Builtin services.](#)

Scenario request-interaction Test Procedure

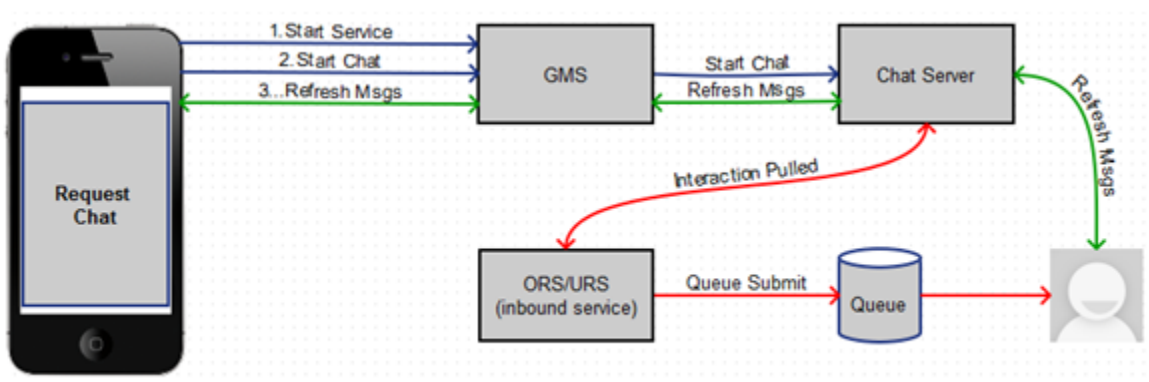


1. On the Agent Desktop:
 - Log in agent.
 - Make voice ready.
2. Using the Javascript sample: Service Management UI > Lab > Sample:
 - Log in agent and make voice ready.
 - Set Contact# = <customer phone from which call will be dialed>
 - Set Scenario = REQUEST-INTERACTION
 - Click Connect.
 - Dial displayed Number to Call.

3. Expected result:

- Treatment is played.
- Call is routed to agent.
- Toast is displayed with attached data.
- Call is connected to agent.
- For a successful GMS call, `GMS_MatchResult = SUCCESS` is displayed in the agent desktop as attached data.

Scenario request-chat Test Procedure



1. Agent Desktop

- Log in agent.
- Make chat ready.

2. Using the Javascript sample: Service Management UI > Lab > Sample:

- Set Scenario = REQUEST-CHAT
- Click Connect.

3. Expected result:

- GMS app displays chat tab.
- Chat interaction is routed to agent.
- Toast is displayed with attached data.
- Chat is connected to agent.
- GMS app shows agent has joined chat.
- Agent desktop shows customer has joined chat.
- On a successful GMS call `GMS_MatchResult = SUCCESS`
- Customer and agent can now exchange messages.

Next Steps

[Configure the ORS-based Services](#)