Genesys Mobile Services Deployment Guide

Testing the GMS Builtin Services

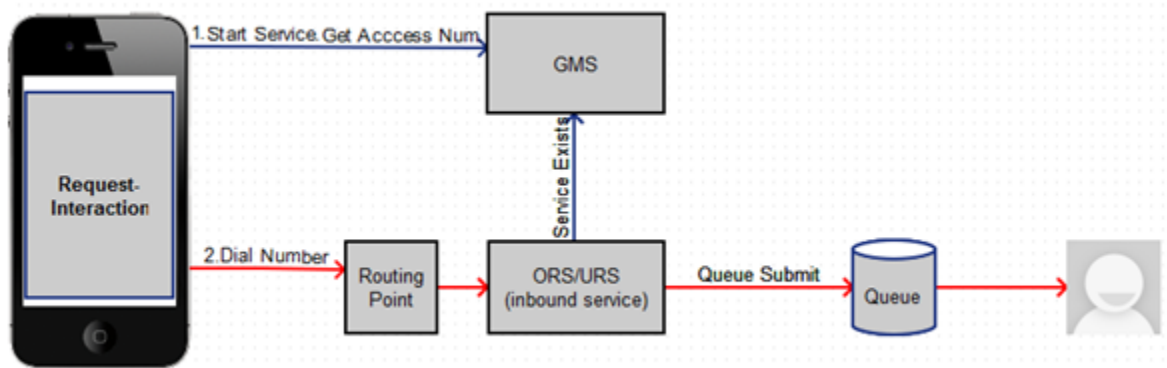5/7/2025

Contents

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.

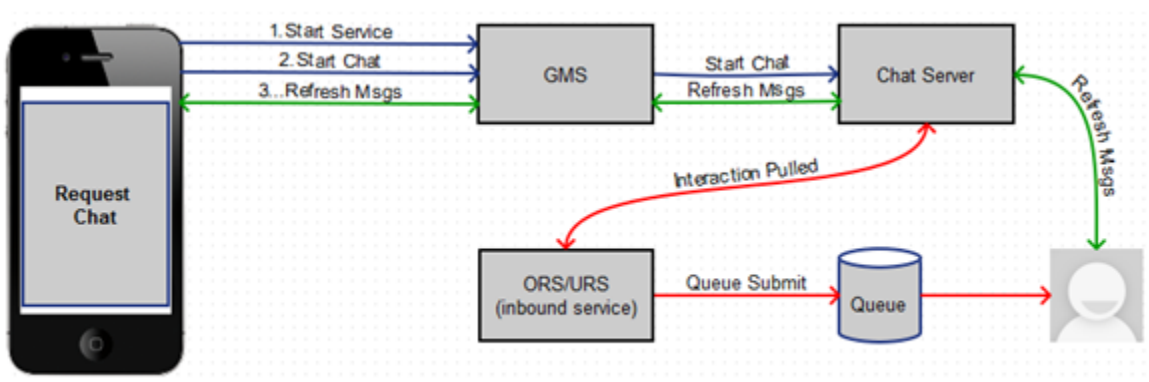## Scenario request-interaction Test Procedure

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