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Genesys Mobile Services Deployment Guide

Testing the ORS-based Services

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Testing the ORS-based Services

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

Prerequisites

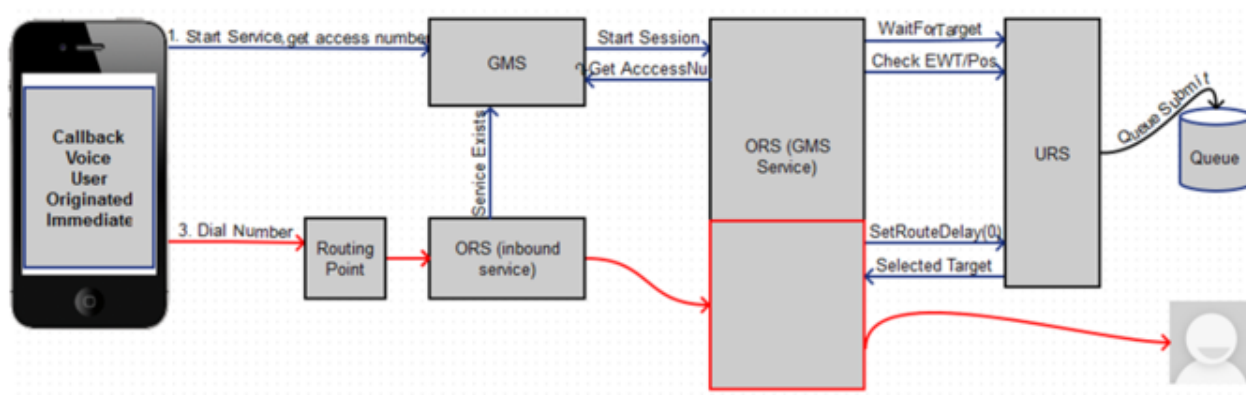
You must have completed the following:

1. Configured the dependencies.
2. Configured the built-in services.
3. Tested the built-in services.
4. Configured the ORS-based services.

Important

In the following scenarios, if the GMS Match fails, there will be no user data attached to the interaction.

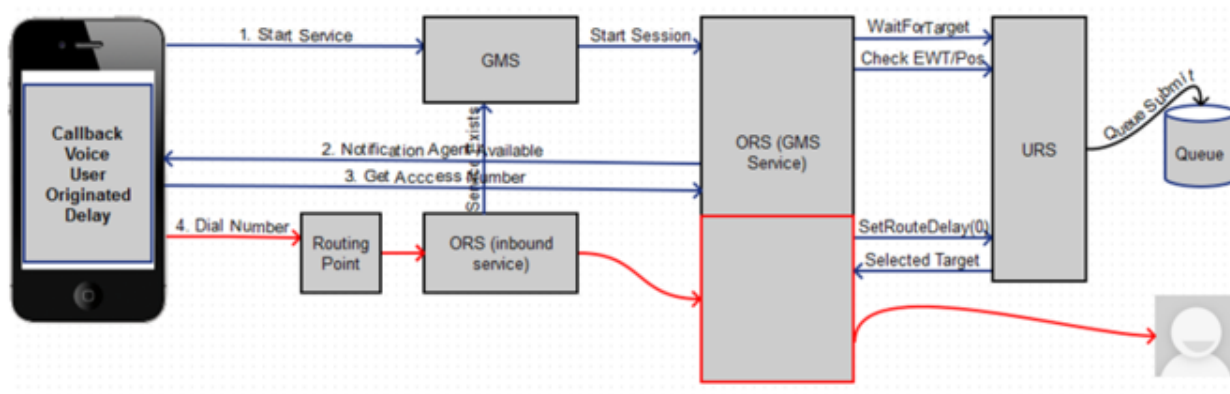
Scenario VOICE-NOW-USERORIG Test Procedure



1. Agent Desktop:
 - Log in Agent.

- Make voice ready.
2. Using JavaScript sample: `GMS Service Management UI > Lab > Sample`:
 - Set `Contact#` = <customer phone from which call will be dialed>.
 - Set `Scenario` = `VOICE-NOW-USERORIG`.
 - 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 .
 - On a successful `GMS` call `GMS_MatchResult` = `SUCCESS`.

Scenario VOICE-WAIT-USERORIG Test Procedure



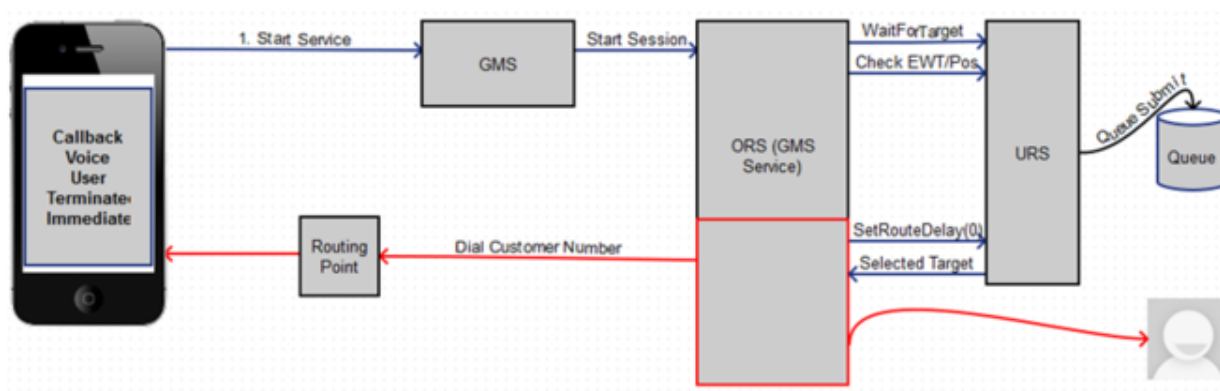
1. Agent Desktop:
 - Log in Agent.
 - Make voice ready.
2. Using JavaScript sample: `GMS Service Management UI > Lab > Sample`:
 - Set `Contact#` = <customer phone from which call will be dialed>.
 - Set `Scenario` = `VOICE-WAIT-USERORIG`.
 - Click `Connect`.
 - Click `OK` on the message.

- Wait for Agent Available message.
- Select Yes, I am ready to talk.
- 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.
- On a successful GMS call `GMS_MatchResult = SUCCESS`.

Scenario VOICE-NOW-USERTERM Test Procedure



1. Agent Desktop:

- Log in Agent.
- Make voice ready.

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

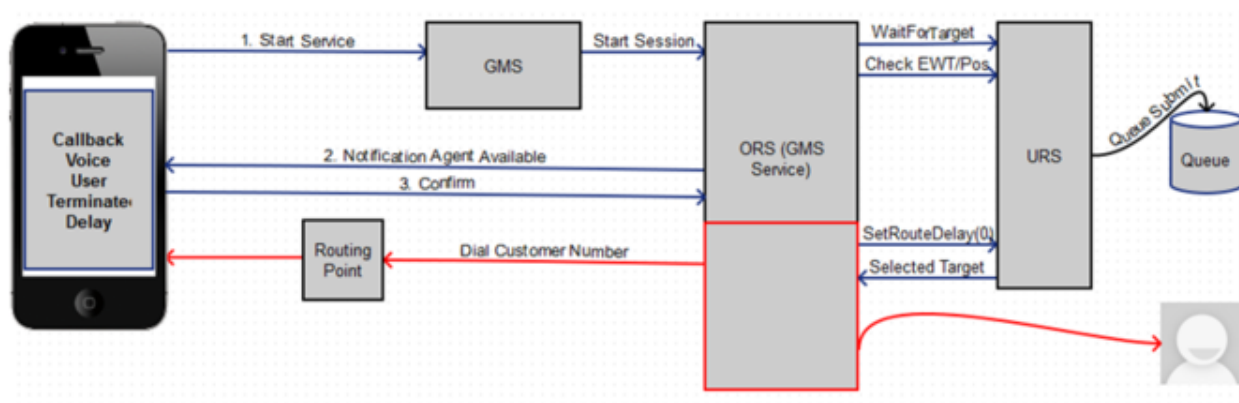
- Set Contact# = <customer phone to which call will be dialed>.
- Set Scenario = VOICE-NOW-USERTERM.
- Click Connect.
- Message displays: You will receive a call shortly.
- Click OK.

3. Expected result:

- Call is received.

- Treatment is played.
- Call is routed to Agent.
- Toast is displayed with attached data.
- Call is connected to Agent.
- On a successful GMS call `GMS_MatchResult = SUCCESS`.

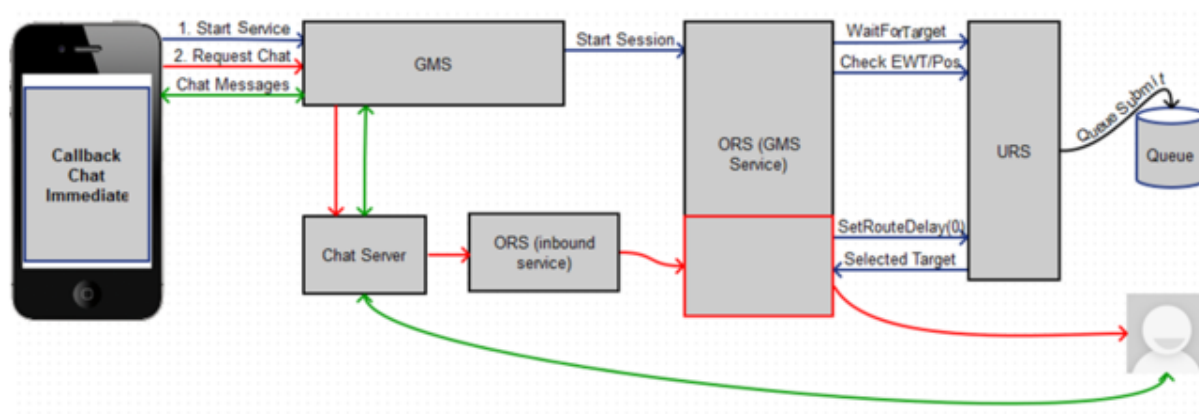
Scenario VOICE-WAIT-USERTERM Test Procedure



1. Agent Desktop:
 - Log in Agent.
 - Make voice ready.
2. Using Javascript sample: GMS Service Management UI > Lab > Sample:
 - Set Contact# = <customer phone to which call will be dialed>.
 - Set Scenario = VOICE-WAIT-USERTERM.
 - Click Connect.
 - Click OK on the message.
 - Wait for Agent available message.
 - Select Yes, I am ready to talk.
 - Message displays: You will receive a call shortly.
3. Expected result:
 - Call is received.
 - Treatment is played.
 - Call is routed to the Agent.

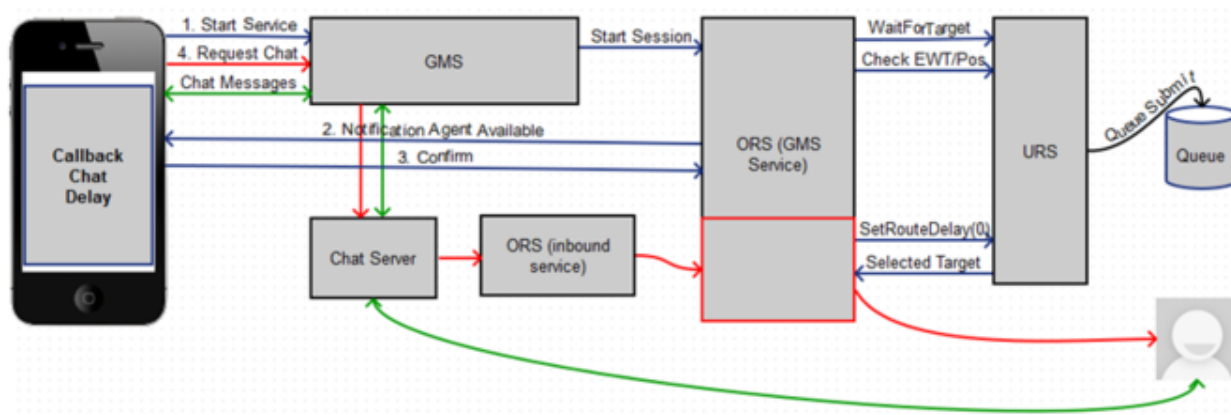
- Toast is displayed with attached data.
- Call is connected to the Agent.
- On a successful GMS call `GMS_MatchResult = SUCCESS`.

Scenario CHAT-NOW Test Procedure



1. Agent Desktop:
 - Log in Agent.
 - Make chat ready.
2. Using Javascript sample: GMS Service Management UI > Lab > Sample:
 - Set Scenario = CHAT-NOW.
 - Click Connect.
3. Expected result:
 - GMS app displays chat tab.
 - Chat interaction is routed to the Agent.
 - Toast is displayed with attached data.
 - Chat is connected to the 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.

Scenario CHAT-WAIT Test Procedure



1. Agent Desktop:
 - Log in Agent.
 - Make chat ready.
2. Using Javascript sample: GMS Service Management UI > Lab > Sample:
 - Set Scenario = CHAT-WAIT.
 - Click Connect.
 - Click OK on the message.
 - Wait for Agent Available message.
 - Select Yes, I am ready to chat.
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.

What's Next?

Congratulations - you have successfully tested your GMS deployment! You can now go ahead and configure additional Callback services as needed. Note that you can quickly configure a Callback service to one of the above scenarios by selecting the appropriate default configuration after you add a Callback service.