

GENESYS[®]

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Genesys Rules System Deployment Guide

Supporting Building Test Scenarios

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Supporting Building Test Scenarios

To support building test scenarios in release 8.1.2, the rule developer should provide a mapping between the parameters (which the rule author is familiar with) and the underlying fact model. In this way, when the rule author provides a sample value for say, orderValue, GRAT will know how to build the appropriate Fact object to run the test.

In this case, it would create a Customer fact and set the order field to the specified value. For this example, we will map the parameters to the Fact model in the following way:

- customerSegment -> Customer.segment
- orderValue -> Customer.order
- specialOffer -> Customer.offer

In GRDT, right-click on each parameter and choose Associate Property. Then choose the appropriate Fact and field from the pop-up window.



Mapping Parameters Popup Window

Mapping Parameters Window

Navigate to the Test Scenarios tab and create a test scenario to test our decision table rule at the Finance Department node. Select test values customerSegment and orderValue from the Add Given drop-down. Then select specialOffer from the Add Expectation drop-down.

Now, insert rows of data. In these rows you can put some test values and also choose what your predicted or expected result should be.

When you click on the Run Test Scenario button, these test values will be passed into the rule package and the result will be compared to your expectations. If they match, you will see a green check mark in the Results column.

Note that we purposely passed in data that we predicted would return a positive result (for example, the customer gets the special offer) as well as a negative result (for example, the customer does not qualify). These test scenarios are then saved and can be executed in the future when rules are added or modified.

Test Scenarios									
ID	Name	Description	Phase	Business Hierarchy	Simulated Date	Simulated Time	Time Zone	Result	
TS-10B	Finance	Finance Rules	e segmentation	Finance Department			Greenwich Mean Time	0	
New Test Scenario									
Add Given 💌 Add Expectation 💌									
ID	Name	Results	{customerSegment}	lorder Valu	e} 🤤	{specialOffer}		0	
TSR-114		0	Platinum	4125	4125				
TSR-109		0	Gold	5555				090	
TSR-110		0	Silver	5655					
TSR-115		0	Bronze	9000				099	

Test Scenario Tab 1

Note, the 4th row of the table, shows our Bronze customer with an order value of 9000 NOT receiving a special offer. This is because the test was run against the Finance Department node of the hierarchy. In our example, we added a linear rule to the Accounts Payable department which addresses the Bronze customer.

We can now create a new test scenario which targets the Accounts Payable department and validates that, in this case, the Bronze customer gets an offer. In our new test scenario (TS-116), we set the Business Hierarchy to the Finance Department > Accounts Payable department. We copy the same test data and when we run it, notice that the Bronze customer shows an unsuccessful result when our expectation is that they do NOT receive an offer (Figure 24).

	Test Scenari	05					
ID	Name	Description	Phase	Business Hierarchy	Simulated Date	Time Zone	
TS-10B	Finance	Finance Rules	s segmentation	Finance Department	G		Greenwich Mean
🗟 TS-116	Finance	Finance Rules	s acgmentation	Finance Department > Accounts Payable	: Greenwich f		
lew Te	est Scenario	🔓 Run Test Sce	anario 📑 Run All 📑	Import Add Expectation V			
ID	Name	Results	{customerSegment}	(orderValue)	(special))ffer}©	0
TSR-117		0	Platinum	4125	V		099
TSR-118		0	Gold	5555			099
TSR-119		0	Silver	5555			099
TSR-12D		8	Bronze	9000			099

Test Scenario Tab 2

We simply adjust the test scenario so that we now expect an offer for this customer by checking the specialOffer box. We now get a successful result when running the test.

	Test Scenari	OS					
10	Name	Description	Phase	Business Hierarchy	Simulated Simulated Date Time		Time Zone
TS-108	Finance	Finance Rules	s segmentation	Finance Department			Greenwich Mean
TS-116 Finance Finance Rules segmentation Fina				Finance Department > Accounts Payable	Finance Department > Accounts Payable		
New Te	st Scenario	🔓 Run Test Sce	enario 🔥 Run All 🔓 Add Give	an Add Expectation			
D	Name	Results	{customerSegment}	(orderValue)	{special(Offer} 🤤	0
TSR-117		0	Platinum	4125			090
TSR-118		0	Gold	5555	V		099
TSR-119		٢	Silver	5555			099
TSR-120		0	Bronze	9000			099

Test Scenario Tab 3