

GENESYS

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Workbench User's Guide

CM - Call Flow Schedules

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Schedules can be assigned to Call Flows to enable recurring automated tests.

The following are the steps to be followed to assign a Call Flow Schedule:

- 1. Select **Channel Monitoring > Call Flows** from the Workbench navigation bar.
 - 1. The existing Call Flows will be displayed in the Call Flow Summary table.
- 2. To edit a particular Call Flow, select the **Pencil** button on that specific Call Flow row.
 - 1. The Edit Call Flow page is displayed; the properties of the selected Call Flow will be populated accordingly.
- 3. Select the Schedule tab
 - 1. A "Currently there are no Schedules associated with the Call Flow" message is presented. i.e.: no Schedules are yet configured
- 4. Click Add Schedule to add a Schedule to the Call Flow
- 5. From the drop-down list select the Schedule frequency; Every Minute, Hour, Day, Week, Month, Year
 - 1. For the Every Hour, Day, Week, Month, Year frequencies further details are required such as Month, Day, Hour, Minute parameters
- 6. Configure your Schedule as per your requirements
- 7. Add more Schedules if needed
- 8. Once complete, click the Save or Save & Close button.

Call Flow Schedule Example

The example image below details the Schedule options for Call Flows:

CM - Call Flow Schedules

	Dashboards Ala	rms	Change	es Channel Monitoring	~	Disc	cover	Visualize	Configura	tion							ę	Status 🥑	~	🚊 fizz	~ @ `	/
Channel Mo	nitoring - Call Fl	lows																				Ī
Call Flow Name *			Call Flow /	Application *				Data-Center												_		
3999_to_2002			WB_IO_	Primary(Asia/Kolkata)			\sim	EMEA								C	ancel		Save		Save & Close	
General Sch	edule Alarms																					
																					Add Schedule	
TimeZone: () Every:	Year	\sim	of Oc	ctober	~	on the	20th		~	at	10	~	:	10	~						×	
TimeZone: () Every:	Month	~ o	n the 8t	h	~	at	18		~	:	13	~									×	
TimeZone: () Every:	Week	~	on Su	unday	~	at	6		~	:	16	~									×	
TimeZone: () Every:	Day	~	at 5		~	:	5		~												×	
TimeZone: () Every:	Hour	~	at 13		~	past the	hour														×	
TimeZone: () Every:	Minute	~																			×	