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Workbench User's Guide

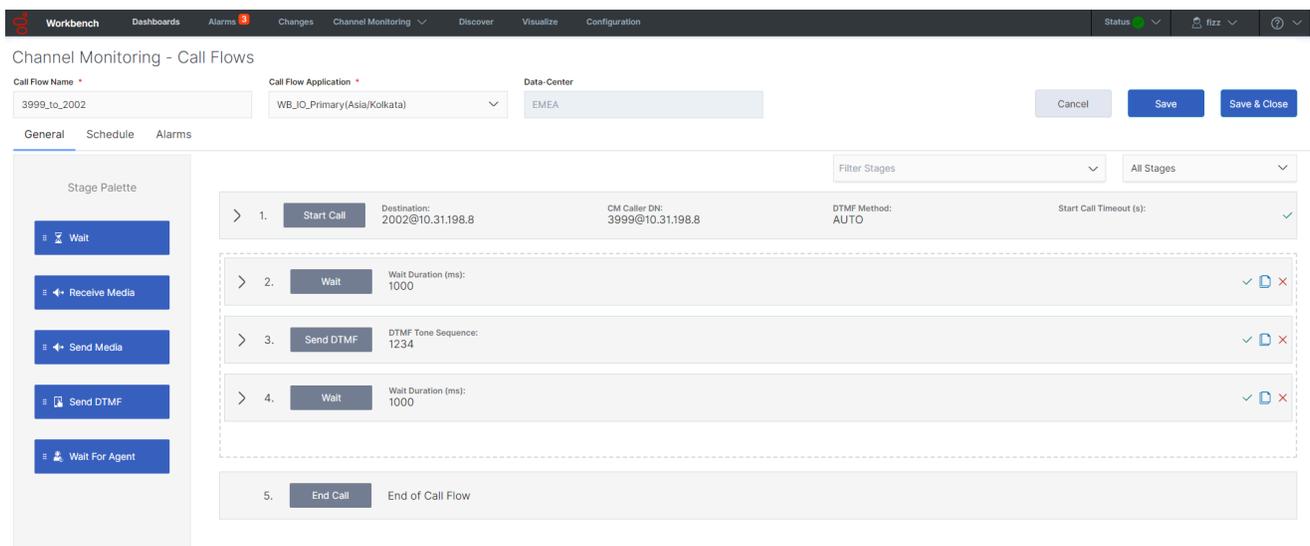
CM - Add a New Call Flow

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Channel Monitoring (CM) **Call Flows** are the primary templates for testing voice call routing, be that a simple call to a SIP DN or a call that navigates through an IVR with DFMT and speech recognition functionality and finaling connecting to a contact centre agent.

A Channel Monitoring Call Flow defines the different **Stages** in which a call will execute against the system that is being tested.

1. Select **Channel Monitoring > Call Flows** from the Workbench top navigation bar.
 1. The Call Flow Summary page is presented
2. Click the **Add Call Flow** button above the Call Flow data-table list to create a new Call Flow.
 1. The *Channel Monitoring - Call Flows* Edit page will be displayed; see example screen below
3. Enter a unique name in the **Call Flow Name** field - i.e. "TEST_2999_to_RP_8001" - to optimize sorting use either upper or lower case but avoid using both
4. Select the **Call Flow Application** from the dropdown list - i.e. "WB_IO_Primary"
 1. This is the Workbench IO application that will initiate the CM test calls
 2. The Data-Center field will be auto populated based on the Data-Center of the WB IO application
5. The mandatory **Start Call** and **End Call** Stages are pre-populated in the Call Flow Stages list



Building the Call Flow

- To build a Call Flow that will test your specific routing requirement, simply drag and drop a **Stage** from the **Stage Palette** on the left into the Call Flow Stages list window.
- From within the Call Flow Stages list, click on a specific Stage to expand, display and edit it's properties; see the **Send DTMF** Stage example above.
- Call Stages can be reordered within the list by dragging them up/down to the desired location.
- Please see **CM - Call Flow Stages** section for the description and usage of each call stage.
- Perform the necessary Call Flow modifications to match the desired test of your call routing.
- Click the **Save** or **Save & Close** button.

Call Flow Edit Functionality

- The **Cancel** button cancels Call Flow Edit mode and redirects back to the Channel Monitoring Call Flow Summary page
- The **Save** button saves the current configuration and the user remains in edit mode
- The **Save & Close** button saves the current configuration and redirects the user back to the Channel Monitoring Call Flow Summary page
- The Green **Tick** icon on the Stage row indicates this Stage has been fully configured
- The **Note with Pencil** icon on the Stage row indicates this Stage has NOT been fully configured
 - As such this Call Flow will have a **Draft** State as opposed to a **Ready** State
- The **Copy** icon on the Stage row copies (below) this Stage
- The Red **Delete** icon on the Stage row deletes this Stage

Important

- Every Call Flow requires it's own dedicated SIP Server DN.
- For example if you plan to test 5 x Genesys SIP/GVP call flows then you will need 5 x SIP Server DN's for the Channel Monitoring **Start Call** Stage and it's associated **Caller User** property.