

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:

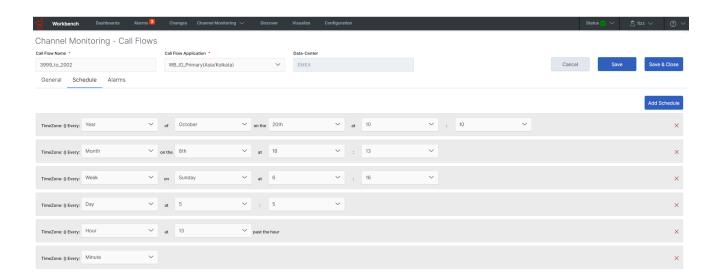
- 1. Select **Channel Monitoring > Call Flows** from the Workbench navigation bar.
 - 1. The existing Call Flows will be displayed in the Call Flow Summary table.
- 2. To edit a particular Call Flow, select the **Pencil** button on that specific Call Flow row.
 - 1. The Edit Call Flow page is displayed; 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:

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