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Genesys Mobile Services Deployment Guide

Testing the GMS Built-in Services

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Testing the GMS Built-in Services

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

Prerequisites

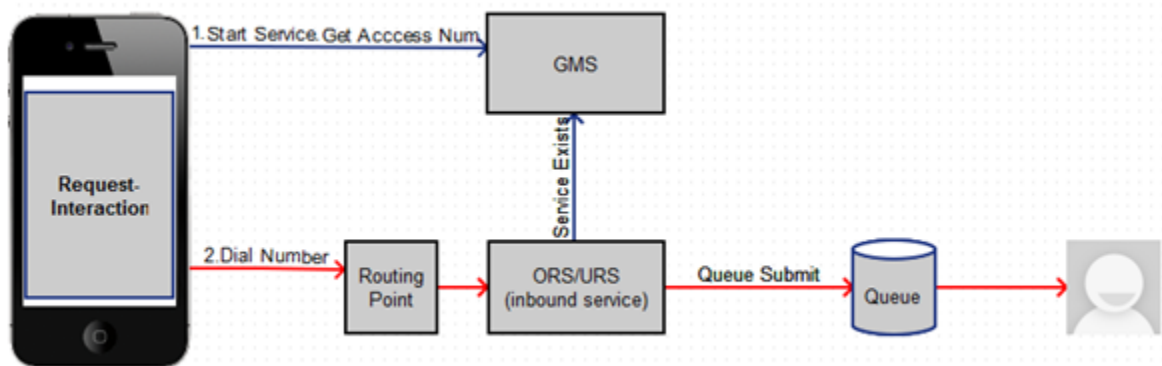
You must have completed the following:

1. **Configured the dependencies.**
2. **Configured the built-in services.**

Important

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

Scenario request-interaction Test Procedure



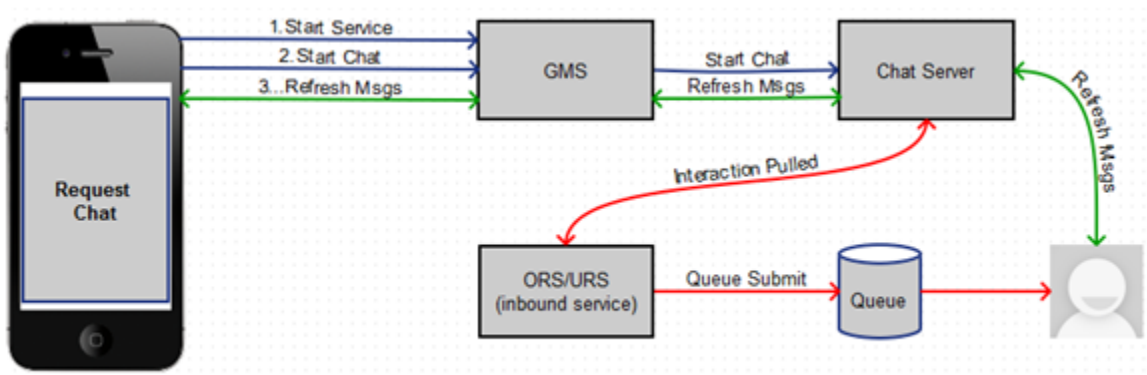
1. On the Agent Desktop:
 - Log in agent.
 - Make voice ready.
2. Using the Javascript sample: Service Management UI > Lab > Sample:
 - Log in agent and make voice ready.

- Set Contact# = <customer phone from which call will be dialed>
- Set Scenario = REQUEST-INTERACTION
- 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.
- For a successful GMS call, GMS_MatchResult = SUCCESS is displayed in the agent desktop as attached data.

REMOVE for GMS-9451? Scenario request-chat Test Procedure



1. Agent Desktop

- Log in agent.
- Make chat ready.

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

- Set Scenario = REQUEST-CHAT
- Click Connect.

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.

Next Steps

[Configure the ORS-based Services](#)