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Conversation Rules Templates Guide

Working with Test Scenarios

Contents

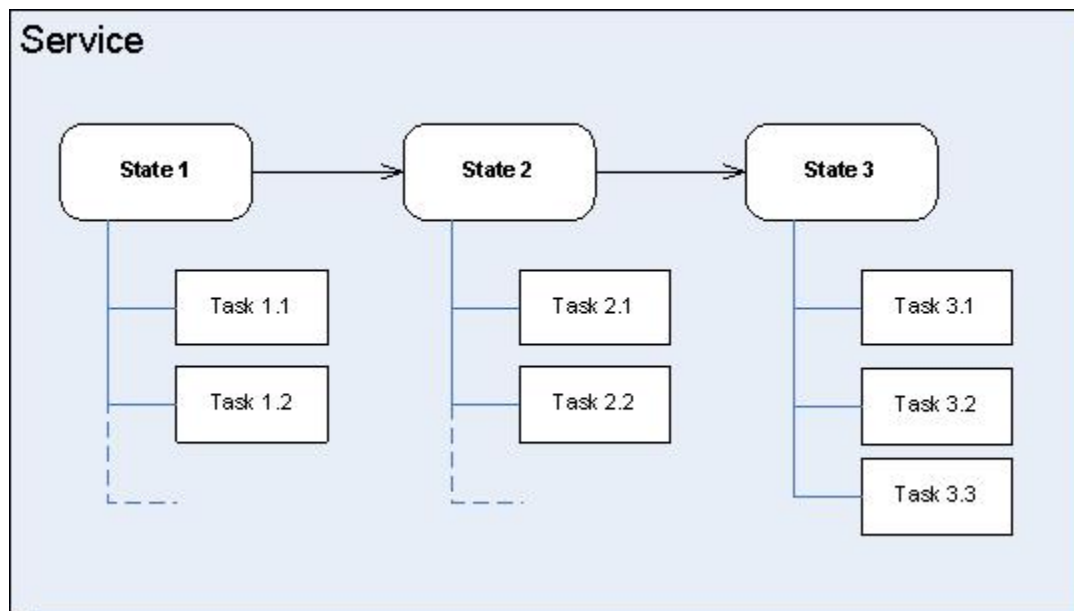
- 1 Working with Test Scenarios
 - 1.1 Data Structure in CM
 - 1.2 Additional CM Template Objects
 - 1.3 Edit Dialogs

Working with Test Scenarios

In the initial 8.5.001 release of GRS, the Test Scenario feature did not support rules that were created using the Conversation Manager (CM) template. This is because the Test Scenario feature in release 8.5.001 works by taking the input data (a set of one or more facts with different fields) that is configured by the user and building the appropriate Fact model, then running the rules under GRAT using that set of data. In release 8.5.1, the Test Scenario feature now supports rules based on the CM template.

Data Structure in CM

With Conversation Manager, the data is in a hierarchical JSON format of **Customer -> Service -> State -> Task**. Any given **Customer** may have one or more **Services**. Each **Service** may be in at most one **State** at a time. Each **State** may have one or more **Tasks**. **Tasks** may also be associated directly with **Services**.



So the Customer, Services, States and Tasks Facts have now been added the lists of Facts that can be defined as **Given** fields, and the RulesResults Fact has been added to the list of Facts that can be defined as an **Expectation**.

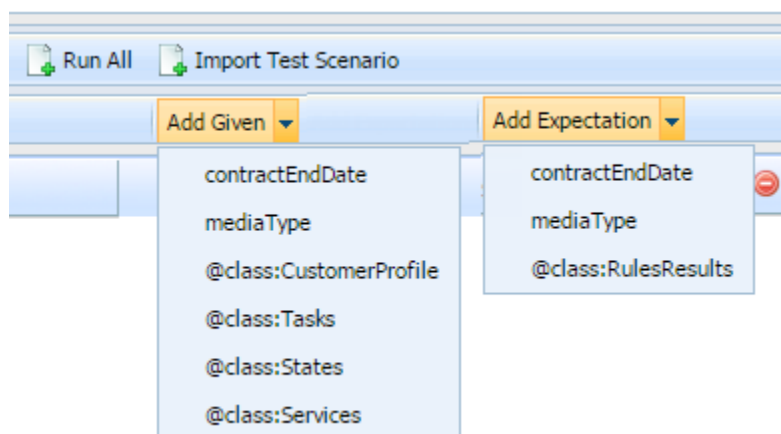
Important

The current CM Template is only interested in the Type, Start Time, and Completion

Time (if any) of Services, States, and Tasks.

Each of the new values is represented by a JSON string which will be the value for that field.

Now, when the type of rule for which you want to create a test scenario is a Conversation Manager rule (based on the Conversation Manager template), a series of different values for the **Given** and **Expectation** elements that reflect these more complex data structures are available. In the example below you can see the **Customer > Service > State > Task** structure is reflected by the four **@class** entries in the drop-down list of Givens and the **@class:RulesResults** entry in the drop-down list of Expectations.



When you select an **@class** entry, a new column is added. Click on a grid cell under the new column to bring up the edit dialog for that entry. The additional data listed below can be selected as either a **Given** or an **Expectation**.

Additional CM Template Objects

Givens

The list below shows the additional provided data.

- Available by selecting one of the **@class** entries:
 - Add Customer Attribute
 - Add Service
 - Add Service Type
 - Add Service Start Time
 - Add Service Completion Time

- Add State
- Add State Type
- Add State Start Time
- Add State Completion Time
- Add Task
- Add Task Type
- Add Task Start Time
- Add Task Completion Time
- Available for direct selection from **Givens**:
 - Add Interaction Media Type
 - Add Contract End Date

Expectations

The list below shows the additional expected results:

- Update Customer Attribute
- Request Specific Agent
- Request Agent Group
- Request Place Group
- Request Skill
- Send Communication to Customer
- Block Communication to Customer
- Offer Service Resumption
- Offer Survey to Customer

Edit Dialogs

To create entries for the **Givens** and Expectations of your Conversation Manager test scenario, select the relevant **@class** item and use the sample additional edit dialogs shown below.

Givens

Edit Customer Profile

Customer	Parameter	Value	
[-] Customer	+		
[-]	Title		-
[-]	Phone Number		-
[-]	Last Name		-

Edit Services

Service	Parameter	Value	
[-] {Enter service Id}	+		-
[-]	Type		-
[-]	Completion Time		-
[-]	Start Time		-
[-]	Custom - String	{Enter parameter name}	-
[-]	Custom - Integer	{Enter parameter name}	-

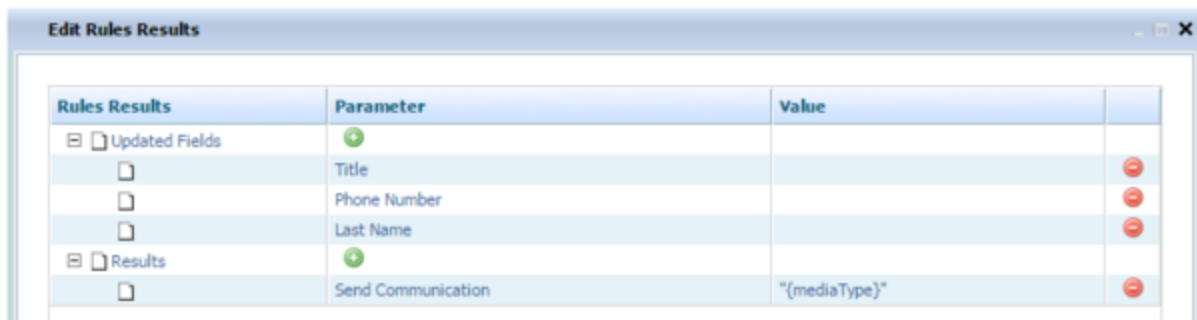
Edit States

State	Parameter	Value	
[-] {Enter state Id}	+		-
[-]	Type		-
[-]	Completion Time		-
[-]	Start Time		-
[-]	Custom - String	{Enter parameter name}	-
[-]	Custom - Integer	{Enter parameter name}	-

Edit Tasks

Task	Parameter	Value	
[-] {Enter task Id}	+		-
[-]	Type		-
[-]	Completion Time		-
[-]	Start Time		-
[-]	Custom - String	{Enter parameter name}	-
[-]	Custom - Integer	{Enter parameter name}	-

Expectations



The screenshot shows a window titled "Edit Rules Results" with a table of test results. The table has three columns: "Rules Results", "Parameter", and "Value". The "Rules Results" column contains expandable/collapsible icons and labels like "Updated Fields" and "Results". The "Parameter" column lists specific parameters such as "Title", "Phone Number", "Last Name", and "Send Communication". The "Value" column shows the corresponding values, including a placeholder "{mediaType}". A fourth column on the right contains status icons: green plus signs for successful updates and red minus signs for failed expectations.

Rules Results	Parameter	Value	
[-] Updated Fields	[+]		
[-]	Title		[-]
[-]	Phone Number		[-]
[-]	Last Name		[-]
[-] Results	[+]		
[-]	Send Communication	"{mediaType}"	[-]