Workbench User's Guide

CM - Call Stages

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Contents

CM - Call Stages

Call Flows are built with various Stages.

The Call Flow **Stages** within Channel Monitoring being:

- Start Call
- Receive Media
- Send DTMF Tone
- Send Media
- Wait for Agent
- Wait
- End Call

Important

Every Call Flow will/must begin with a Start Call stage and end with an End Call stage. All other Stages are optional, and can be added to the Call Flow in any order to build the Call Flow required for testing a specific call routing journey. The Call Stages and their properties are detailed in the sections below.

Start Call Stage

Registers the Workbench **Caller User** SIP account and initializes the call; this is the first stage of every Call Flow.

Properties:

- Destination (required):
    - The destination DN and IP address (i.e. a Genesys SIP Server RP)
    - Required Format: "DN@IPaddress"
- Caller User (required).
    - The DN that will be used to place the call from Channel Monitoring (as configured in the Genesys SIP server)
    - Required Format: "DN@IPaddress"
- Caller Password (required)
    - The password for the calling DN (as configured in the Genesys SIP server; enter the DN if no

password assigned)

- DTMF Method (required)

    - The method that will be used for sending DTMF tones with this Call Flow

    - Possible Options:

        - RTP:As defined in RFC 4733

        - SIP INFO:Sends the tones using out-of-band SIP INFO messages

        - INBOUND: Audio tones are sent in the RTP stream

        - AUTO: Uses RTP DTMF, and if not available, uses INBAND DTMF

- Start Call Timeout

    - The timeout in seconds for the initialization of the call.

        - This value can be any positive integer; if no value is entered, or the specified value is not in the correct format, the default value of 30 seconds is used.

Receive Media Stage

Listens for media to be sent from the Call Flow under test; the media that will be selected for this stage must be uploaded through the Channel Monitoring **Media Files** upload page.
See the *CM - Upload Media Files* section for additional details.

> ### Important
> Note: the comparison is duration [length of media file] based, not content.

Properties:

- Media Category (required)

    - The user-defined category to filter the media; this is created when a Media file is uploaded to Workbench Channel Monitoring and is used for organizing (i.e. "Support", "Sales") the media files.

- Media To Receive (required)

    - The media that is expected to be sent by the Call Flow under test

- Receive Timeout (required)

    - The timeout is in milliseconds; if media is not received from the Call Flow under test before this time elapses, then the test call fails and, if configured, an alarm is raised.

- Receiving Duration (optional)

    - The duration in milliseconds of the length of the media to be received; if no value is specified, then

the length of the selected media file is used.

> ### Important
>
> Please read the *Stages and Media Files* section below for important information about ongoing maintenance.

Send DTMF Tone Stage

Sends a DTMF tone to the call routing system/flow under test.

Properties:

- DTMF Tone Sequence (required)
  - The sequence of digits/tones that will be sent to the System Under Test.
  - Required Format: at least one digit but a sequence of digits can be specified. For example: 112233

Send Media Stage

Sends media to the call routing system/flow under test; the media that will be selected for this stage must be uploaded through the media upload page. See the "Upload Media" section for additional details.

Properties:

- Media Category (required)
  - The user-defined category to filter the media; this is created when a Media file is uploaded to Workbench Channel Monitoring and is used for organizing (i.e. "Support", "Sales") the media files

- Media To Send (required)
  - The media that is to be sent by the test call

- Sending Duration (optional)
  - The duration in seconds of the media that will be sent to the call. If no value is specified, then the file is played in its entirety.

> ### Important
>
> Please read the *Stages and Media Files* section for important information about ongoing maintenance.

Wait for an Agent Stage

Waits for a response from an Agent and records the length of time before connecting with an Agent; the Stage can be configured to accept a connection from any Agent or from a *white-list* of appropriate contacts.

- Wait for Agent Timeout:

    - Maximum time in minutes to wait for connecting to an Agent; if this maximum time is exceeded, the call fails and, if configured, an alarm is raised.

    - This value must be an integer; if no value is entered, or the specified value is not in the correct format, the default value of 5 minutes is used.

- Expected Agents: (optional)

    - The list of Agent DN's that will determine the success of a transfer if a connection is made to any Agent in the list.

    - If the list is left blank, the success of the transfer is determined by a connection to *any* Agent in the environment.

    - Required Format:

        - If transfers from your routing strategy to the Agent are using a "Refer" message, the agents should be listed as:

            - **DN@agentIpAddress**

        - If transfers from your routing strategy to the Agent are completed via a "Re-Invite," the agents should be listed as:

            - **agentIpAddress**

    - If you are not sure which transfer method is used, you can include entries for both "Refer" and "Re-Invite" transfer formats, and Channel Monitoring will accept both formats.

Wait Stage

Waits for a specified period of time (milliseconds) before proceeding to the next stage of the Call Flow.

Properties:

- Wait Duration: (required)
    - The time in **milliseconds** for the Stage to wait

End Call Stage

Terminates/ends the call when the Call Flow reaches this stage; this Stage is required/fixed as the final stage for all Call Flows.

Properties: None

Stages and Media Files

Before executing a call, Channel Monitoring extracts the required audio files from the database and stores them on a directory located in the <Workbench Installation directory>/cm_cache path; these audio files are the items configured on the Send Media and Receive Media stages.

Important

In time, this directory can grow if there are a high number of different media files and Call Flows. Genesys recommends that users periodically check this directory and delete all of its contents if space is needed. This is a safe operation as long as no Call Flow that needs one of these audio files is executing at the same time as the deletion.