



Genesys Application Note

BroadWorks R19 With Genesys VPS 8.1.7

Version 1.0

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Table of Contents

1	INTRODUCTION	5
2	GENESYS SOFTWARE VERSIONS	5
3	THIRD PARTY COMPONENTS.....	6
4	REFERENCE	6
5	TEST SETUP	6
5.1	Set Up	6
5.2	BroadWorks Configuration.....	8
5.2.1	BroadWorks Enterprise/Business Trunk Configuration	8
5.3	Heirarchical Multi Tenancy.....	19
5.4	VPS Components Deployment and Configuration	20
5.5	Creating Switch	20
5.6	Creating Resource Group.....	20
5.7	Configuration of DN in SIP Switch, Specific To BroadWorks Interop	21
5.7.1	Properties of Trunk DN to point at BroadWorks gateway	21
6	TEST CASES EXECUTED	23
6.1	Test Project.....	23
6.2	Transfer Scenarios	23
6.3	IVR Centric Scenarios.....	23
6.4	Routing Strategy Used For Testing.....	24
6.4.1	Routing to Agent Group on SIP Server	24
6.4.2	Play Announcement and Collect Digits.....	25
6.4.3	Play Application and Routing to Agent depending on the Input Value.....	26
6.4.4	Play Application and Route to Agent	27
6.5	VXML Application Used For Testing	28
6.5.1	Blind Transfer Application designed using Composer	28
6.5.2	Bridge Transfer Application with RouteRequest block designed using Composer	29
6.5.3	DTMF Application with Input block designed using Composer	30



7	TROUBLESHOOTING	31
7.1	Capturing Switch Logs on BroadWorks	31
7.2	Using Verify Translation and Routing Tool in BroadWorks.....	31
8	GLOSSARY AND ACRONYMS	32

1 INTRODUCTION

This **Integration testing of Voice Platform Solution 817 with BroadWorks** document presents the integration test results for testing 8.1.7 Voice Platform Solution (VPS) with BroadWorks R19 performed by the QA Team as a part of 8.1.7 VPS project. The main objective of testing is to confirm the ability of VPS 8.1.7 work with BroadWorks according to requirements.

2 GENESYS SOFTWARE VERSIONS

Table 1: Genesys software versions used

Component	Version
SIP Server	8.1.101.10
Stat Server	8.1.000.08
URS	8.1.200.16
VP Media Control Platform (MCP)	8.1.700.59
VP Resource Manager (RM)	8.1.700.71
Switch (GW)	BroadWorks: R19
VP Supplementary Gateway	8.1.700.02
VP Call Control Platform (CCP)	8.1.700.60
CTI-Connector	8.1.700.54
IVR-TServer	8.1.001.01
DB Server	8.1.000.01
Configuration Server	8.1.000.16
IRD	8.1.200.14
Message Server	8.1.000.01
Composer	8.1.003.73

3 THIRD PARTY COMPONENTS

BroadWorks: R19

Endpoints: Epi(SIP)Phone, Xlite

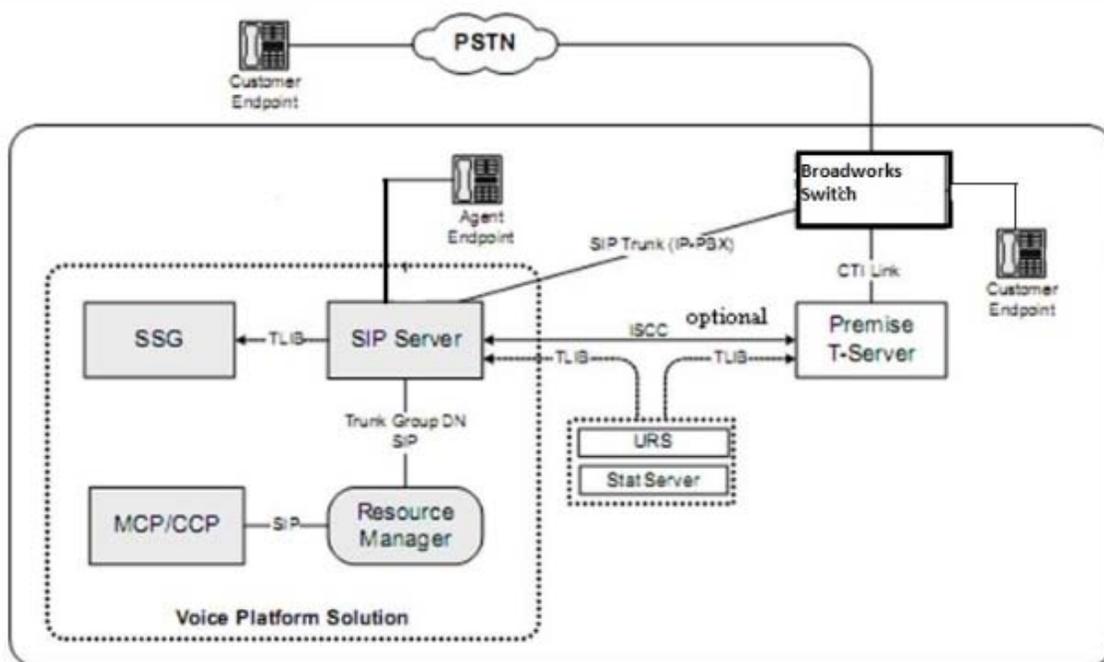
4 REFERENCE

The following BroadSoft Reference documents were used to configure the switch:

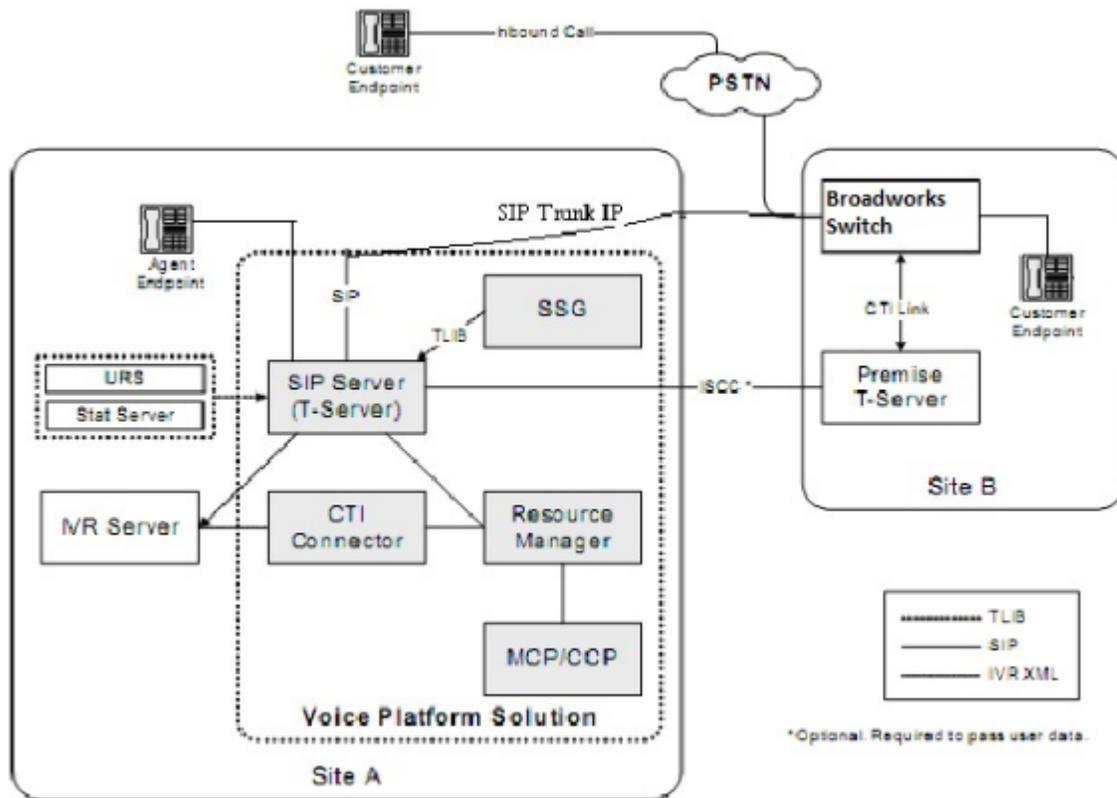
- BroadWorks Business Trunking Configuration Guide Rel 18.0
- BroadWorks SIP Trunking Solution Guide Rel 19.0

5 TEST SETUP

5.1 Set Up



Deployment without IVR Server

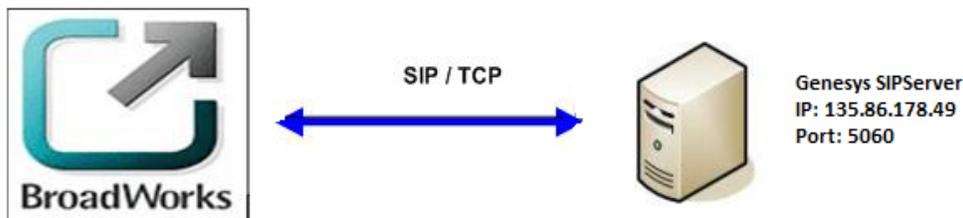


Deployment with IVR Server

5.2 BroadWorks Configuration

The SIP interface between Genesys GVP/SIP Server and BroadWorks is Enterprise Trunk. Enterprise Trunk is able to use REFER method to Blindtransfer the call back to the BroadWorks switch.

The diagram in the figure below provides a simplified example of Genesys SIP Server deployment with BroadWorks.



The following are the hosts IP Addresses in Genesys Lab:

BroadWorks Application Server: 135.86.182.195

Genesys SIP Server: 135.86.178.49

Objective:

- Create EnterpriseTrunk between BroadWorks and Genesys SIP Server
- Configure Extensions on BroadWorks (when calling these numbers from BroadWorks, BroadWorks uses SIP Enterprise Trunk to the Genesys SIP Server to reach these numbers)

5.2.1 BroadWorks Enterprise/Business Trunk Configuration

- Log in to the system Profile Web page

Options:

- ▶ Profile
- Resources
- Services
- System Services
- Call Center
- Communication Barring
- Meet-Me Conferencing
- Utilities

Profile

Basic

Service Providers

Add, modify, or remove service providers.

Enterprises

Add, modify, or remove enterprises.

Groups

Display all groups in the system.

Users

Display all users in the system.

Service Instances

Display all service instances in the system.

Administrators

Add, modify, or remove system administrators or provisioning administrators.

Schedules

Add, modify, or remove schedules.

Advanced

Dialable Caller ID

Automatically prepend digits to the incoming caller ID of public calls so the caller ID is presented in dialable format.

- Business Trunking License Allocation

For Enterprise Trunk configuration, business trunking license should be allocated to the Enterprise. This configuration depends on the value purchased or planned by customer.

Example: The settings at the Genesys lab:

- Identity/Device Profile Type Policies

BroadWorks supports a number of device policies, which shape the SIP interface that BroadWorks presents to that device.

A new BroadWorks device profile type needs to be created for trunking with Genesys SIP Server.

Log in as a system administrator, browse to Resources -> Identity/Device Profile Types, and create a new Trunking device profile type.

Example: This is the Identity/Device Profile type policy in the Genesys lab:

The screenshot shows the 'Identity/Device Profile Type Modify' configuration page. The page title is 'Identity/Device Profile Type Modify' and the subtitle is 'Modify an existing identity/device profile type.' The page has a navigation bar with buttons for 'OK', 'Apply', 'Delete', 'Export', and 'Cancel'. The main content area is divided into two sections: 'Standard Options' and 'Advanced Options'.

Standard Options:

- Identity/Device Profile Type: GenesysSIPDeviceProfile
- Signaling Address Type: Intelligent Device Addressing
- Obsolete
- Number of Ports: Unlimited Limited To
- Ringback Tone/Early Media Support: RTP - Session
 - RTP - Early Session
 - Local Ringback - No Early Media
- Authentication: Disabled
 - Enabled
 - Enabled With Web Portal Credentials
- Hold Normalization: Unspecified Address
 - Inactive
 - RFC3264
- Registration Capable Authenticate REFER
- Static Registration Capable Video Capable
- E164 Capable Use History Info Header
- Trusted

Advanced Options:

- Route Advance
- Wireless Integration
- PBX Integration
- Add P-Called-Party-ID
- Auto Configuration Soft Client
- Requires BroadWorks Call Waiting Tone
- Advice of Charge Capable
- Support Emergency Disconnect Control
- Enable Monitoring
- Static Line/Port Ordering
- Forwarding Override
- Conference Device
- Mobility Manager Device
- Music On Hold Device
- Requires BroadWorks Digit Collection
- Requires MWI Subscription
- Support Call Center MIME Type
- Support Identity In UPDATE and Re-INVITE
- Support RFC 3398
- Reset Event: reSync checkSync Not Supported
- Trunk Mode: User Pilot Proxy
- Hold Announcement Method: Inactive Bandwidth Attributes
- Unscreened Presentation Identity Policy: Profile Presentation Identity
 - Unscreened Presentation Identity
 - Unscreened Presentation Identity With Profile Domain
- Web Based Configuration URL Extension:

Device Configuration Options: Not Supported Device Management Legacy

- Trunking device profile instance with the above profile type

Create a Trunking device profile instance as shown in the following figure. The device profile instance in GenesysLab is created at the System level.



- Enterprise Trunk Configuration

We will create a placeholder Enterprise Trunk. This information is used in Device Configuration in the future.

From Profile Web page for the enterprise, click Services link.

From Services Web page, click Enterprise Trunk, then add the site's preferred attribute.

For example, in the Genesys lab:

- Options:
- [Profile](#)
- [Resources](#)
- ▶ [Services](#)
- [Call Center](#)
- [Communication Barring](#)
- [Meet-Me Conferencing](#)
- [Utilities](#)

Add Enterprise Trunk using Weighted Routing

Create a new enterprise trunk.

OK
Cancel

Assign Trunk Groups

Assign Priorities

Add Users

Assigned Users

* Enterprise Trunk Name: x

Maximum number of reroute attempts:

Maximum number of reroute attempts within a priority:

Route Exhaustion Action: None

Forward to Phone Number / SIP-URI:

Enter search criteria below

Available Trunk Groups

Assigned Trunk Groups

OK
Cancel

- Trunk Group Configuration

After the Identity/Device Profile is created, the trunk group configuration can be started. Go to the Group page where the trunk group is to be added:

- Click Add.
- Enter the unique Trunk Group name.

In Device Category, select Identity/Device Profile, and then select the Identity/Device Profile created earlier.

Note: At this point, do not add a Pilot user (we will visit this step again).

In the example below, we are adding a prefix 815 when the trunk is seized to call TrunkUsers. When calling these users the trunk replaces prefix 012905 with 815. In SIP Server we can register eight-digit DN's with prefix 815 for example 81551220. Or, in the SIP Server switch, we have an Inbound Trunk device with prefix 815 replaced by nothing and have five-digit SIP endpoints.

- Options:
- [Profile](#)
- [Resources](#)
- ▶ [Services](#)
- [Service Scripts](#)
- [Acct/Auth Codes](#)
- [Call Center](#)
- [Calling Plan](#)
- [Communication Barring](#)
- [Meet-Me Conferencing](#)
- [Utilities](#)

Trunk Group Add

Create a new trunk group.

OK
Cancel

* Name:

Department:

* Maximum Active Calls Allowed:

Maximum Active Incoming Calls Allowed:

Maximum Active Outgoing Calls Allowed:

Enable Authentication

Authentication User Name:

Type new authentication password:

Re-type new authentication password:

Trunk Group Identity: @

OTG/DTG Identity:

Enable Trunk Group Prefix

Allow calls directly to trunk group with Trunk Identity

Allow calls directly to trunk group with DTG Identity

Include Trunk Identity for Calls to Trunk Group

Include DTG Identity for Calls to Trunk Group

Include Trunk Identity for Calls from Trunk Group

Include OTG Identity for Calls from Trunk Group

Enable Network Address Identity

Allow Unscreened Calls

Allow Unscreened Emergency Calls

Route To Peering Domain

Peering Domain:

Pilot User Call Optimization Policy: Optimize for User Services
 Optimize for High Call Volume

Pilot User Calling Line Asserted Identity Usage Policy: Use default System Policy
 Use this Trunk Group Policy:

Pilot User Calling Line Identity Usage Policy:

Pilot User Charge Number Usage Policy:

Device Category: Identity/Device Profile None

Identity/Device Profile Name:

Add Pilot User

- Trunk Group User Creation: create users for the trunk group GenesysEnterpriseTrkGrp. In the Profile Web page of the trunk group created, select Trunk Group User Creation.

Options:

- Profile
- Utilities

Profile

Basic

Profile

Display and configure information such as name, department, device and pilot user for this trunk group.

Call Forwarding Always

Configure the call forwarding always parameters for this trunk group.

Capacity Management

Configure the maximum, bursting capacity and capacity exceeded parameters for this trunk group.

Stateful Trunk Group Rerouting

Configure the stateful trunk group rerouting parameters for this trunk group.

Unreachable Destination

Configure the unreachable destination parameters for this trunk group.

Advanced

Trunk Group User Creation

Create users in bulk for a trunk group.

To create a few TrunkGroupUsers, use the "Add Using DNs" tab for testing from the available range of numbers and assign to the TrunkGroup.

Options:

- Profile
- Utilities

Create Trunk Group Users using DNs

Allows the selection of one to many DIDs which will be created as trunk group lines. This task runs in batch mode. Reports will be generated after completion the display the status of the user creation.

OK Cancel

* Task Name: GenesysTrunkGroupUser x

User Id Format: Extension @ 135.86.182.195
 Populate Extension

Line/Port Format: Extension @ 135.86.182.195
 Populate Contact

Contact Format: Extension @

Available Range(s)	Available Phone Number(s)	Assign to Trunk Group
1290553204 - 1290553220 1290554211 - 1290554220		
Add >		Add > Remove < Add All >> Remove All

Available Service Packs	Assigned Service Packs
	Add > Remove < Add All >> Remove All

Available User Services	Assigned User Services
Advice Of Charge Alternate Numbers Anonymous Call Rejection Attendant Console Authentication Automatic Callback Automatic Hold/Retrieve Barge-in Exempt Basic Call Logs BroadTouch Business Communicator Desktop BroadTouch Business Communicator Desktop - Audio	
	Add > Remove < Add All >> Remove All

Example in the Genesys Lab:

System > ent1 > ent1grp2 > Trunk Group > GenesysEnterpriseTrkGrp

Help - Home
Welcome Default Administrator [Logout]

Options:
 ▶ Profile
 Utilities

Trunk Group User Creation

Create and view bulk user creation tasks for a trunk group

Name	Status	Total Users To Create	Users Created	Error Count	Edit
GenesysTrunkGroupUser51216	Completed	1	1	0	Edit
GenesysTrunkGroupUser51217	Completed	1	1	0	Edit
GenesysTrunkGroupUser51218	Completed	1	1	0	Edit
GenesysTrunkGroupUser51219	Completed	1	1	0	Edit

[Page 1 of 1]

OK Add Using DNs Add Using Extensions Cancel

Example of Trunk Group User:

System > ent1 > ent1grp2 > Trunk Group > GenesysEnterpriseTrkGrp

Help - Home
Welcome Default Administrator [Logout]

Options:
 ▶ Profile
 Utilities

Trunk Group User Creation Status

The status page can be viewed anytime during the Pending, Executing, Completed or Failed status of the task. User creation reports can be viewed after completion of the task. User creation reports may or may not be available for failed tasks.

OK Delete

Description: GenesysTrunkGroupUser51219
 Status: Completed
 : 1 Users to be Created
 : 1 Users Created
 : 0 Errors Occured
[Success Log Report](#)
[Error Log Report](#)
 Create From: DN
 User Id Format: Extension DN@135.86.182.195
 Populate Extension: false
 Line/Port Format: Extension DN@135.86.182.195
 Populate Contact: false
 Contact Format: Extension DN@
 DNs Used: +44-1290551219
 Service Packs Assigned:
 User Features Assigned: Basic Call Logs

OK Delete

- Business Trunking User Configuration

From the Profile Web page for the user, click the Addresses link.

On the Addresses Web page:

- Select the "Trunking" button
- Enter the Trunk Group Name created

Options:

- ▶ Profile
- Outgoing Calls
- Call Control
- Calling Plans
- Messaging
- Utilities

Addresses

Addresses allows you to view and maintain your phone number and other identities that are used to make and receive calls.

OK Apply Cancel

Phone Number: Activated

Extension:

Identity/Device Profile
 Trunking
 None

Trunking

Trunk Group: GenesysEnterpriseTrkGrp

* Line/Port:

Contact: sip:

 sip:

 sip:

 sip:

 sip:

Alternate Trunk Identity:

Enterprise Trunk:

Aliases: sip: 51220@135.86.182.195

 sip: @

 sip: @

 sip: @

OK Apply Cancel

Note: One of the main criteria Trunk Group must meet for it to be added in Enterprise Trunk is for the trunk group to have an Identity/Device Profile and a pilot user assigned.

- Edit Trunk Group Configuration to add PilotUser
- Add the trunking user created above as PilotUser

Trunk Group modify
Modify the selected trunk group.

OK Apply Delete Cancel

* Name: GenesysEnterpriseTrkGrp x
 Department: None v
 * Maximum Active Calls Allowed: 10
 Maximum Active Incoming Calls Allowed: 5
 Maximum Active Outgoing Calls Allowed: 5
 Enable Authentication
 Authentication User Name:
 Type new authentication password:
 Re-type new authentication password:
 Trunk Group Identity: GenesysEnterpriseTrkGrp @ 135.86.182.195 v
 OTG/DTG Identity: genentrunkgroup
 Enable Trunk Group Prefix 815
 Allow calls directly to trunk group with Trunk Identity
 Allow calls directly to trunk group with DTG Identity
 Include Trunk Identity for Calls to Trunk Group
 Include DTG Identity for Calls to Trunk Group
 Include Trunk Identity for Calls from Trunk Group
 Include OTG Identity for Calls from Trunk Group
 Enable Network Address Identity
 Allow Unscreened Calls
 Allow Unscreened Emergency Calls
 Route To Peering Domain
 Peering Domain: None v
 Pilot User Call Optimization Policy: Optimize for User Services
 Optimize for High Call Volume
 Pilot User Calling Line Asserted Identity Usage Policy: Use default System Policy
 Use this Trunk Group Policy: Unscreened Originating Calls v
 Pilot User Calling Line Identity Usage Policy: No Calls v
 Pilot User Charge Number Usage Policy: No Calls v
 Device Category: Identity/Device Profile None
 Identity/Device Profile Name: GenesysSIPDevice (System) [Configure Identity/Device Profile](#)
 Pilot User: 51220@135.86.182.195

Enter search criteria below

User ID v Starts With v + Search

Pilot User	User ID	Last Name	First Name	Phone Number	Extension	Department	Edit
<input type="checkbox"/>	51216@135.86.182.195	51216	51216	+44-1290551216			Edit
<input type="checkbox"/>	51217@135.86.182.195	51217	51217	+44-1290551217			Edit
<input type="checkbox"/>	51218@135.86.182.195	51218	51218	+44-1290551218			Edit
<input type="checkbox"/>	51219@135.86.182.195	51219	51219	+44-1290551219			Edit
<input checked="" type="checkbox"/>	51220@135.86.182.195	51220	51220	+44-1290551220			Edit

- Edit Enterprise Trunk Configuration to add the Trunk Group and users.

- Options:
- [Profile](#)
 - [Resources](#)
 - ▶ [Services](#)
 - [Call Center](#)
 - [Communication Barring](#)
 - [Meet-Me Conferencing](#)
 - [Utilities](#)

Modify Enterprise Trunk using Weighted Routing

Modify an existing enterprise trunk.

OK Apply Delete Cancel

Assign Trunk Groups Assign Priorities Add Users Assigned Users

* Enterprise Trunk Name:

Maximum number of reroute attempts:

Maximum number of reroute attempts within a priority:

Route Exhaustion Action: None
 Forward to Phone Number / SIP-URI:

Enter search criteria below

Trunk Group Name Starts With

Available Trunk Groups	Assigned Trunk Groups
	GenesysEnterpriseTrkGrp. (ent1grp2)

OK Apply Delete Cancel

- Options:
- [Profile](#)
 - [Resources](#)
 - ▶ [Services](#)
 - [Call Center](#)
 - [Communication Barring](#)
 - [Meet-Me Conferencing](#)
 - [Utilities](#)

Assign Users

Assign users to an enterprise trunk.

OK Apply Delete Cancel

Assign Trunk Groups Assign Priorities **Add Users** Assigned Users

Enter search criteria below

User ID Starts With

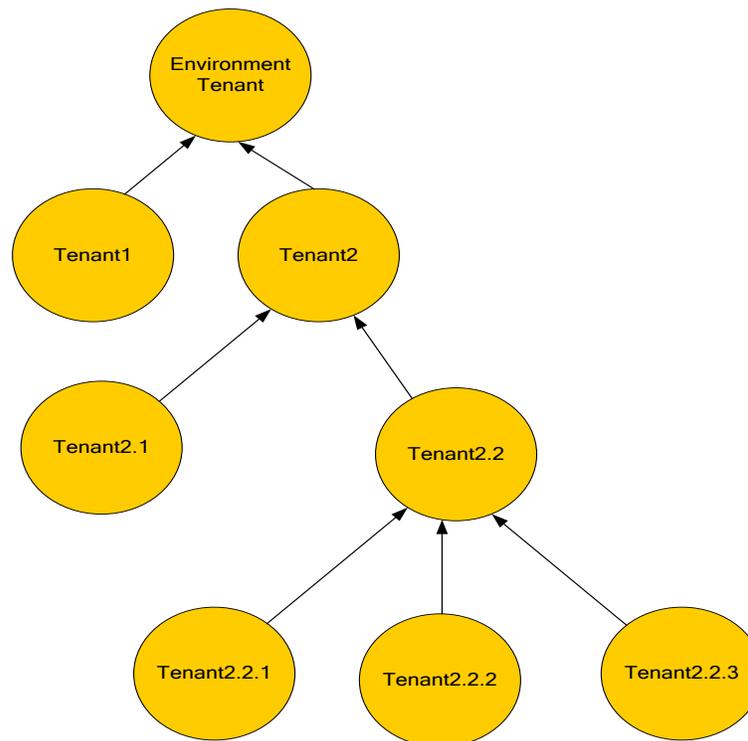
Available Users	Users to be Assigned
51216.51216 (51216@135.86.182.195) 51217.51217 (51217@135.86.182.195) 51218.51218 (51218@135.86.182.195) 51219.51219 (51219@135.86.182.195)	

OK Apply Delete Cancel

5.3 Hierarchical Multi-Tenancy

The key concept of the tree structure in Management Framework is the introduction of a parent pointer. Each tenant object, other than the root tenant (called Environment), uses the parent TenantDBID to reference its parent tenant object.

Before the introduction of hierarchy multi-tenancy, tenancy is structured as flat tenants and the tenants exist as peers to each other. HMT and flat tenants can co-exist with each other, and multiple hierarchies can be built out of the flat tenants as multiple root-level tenants



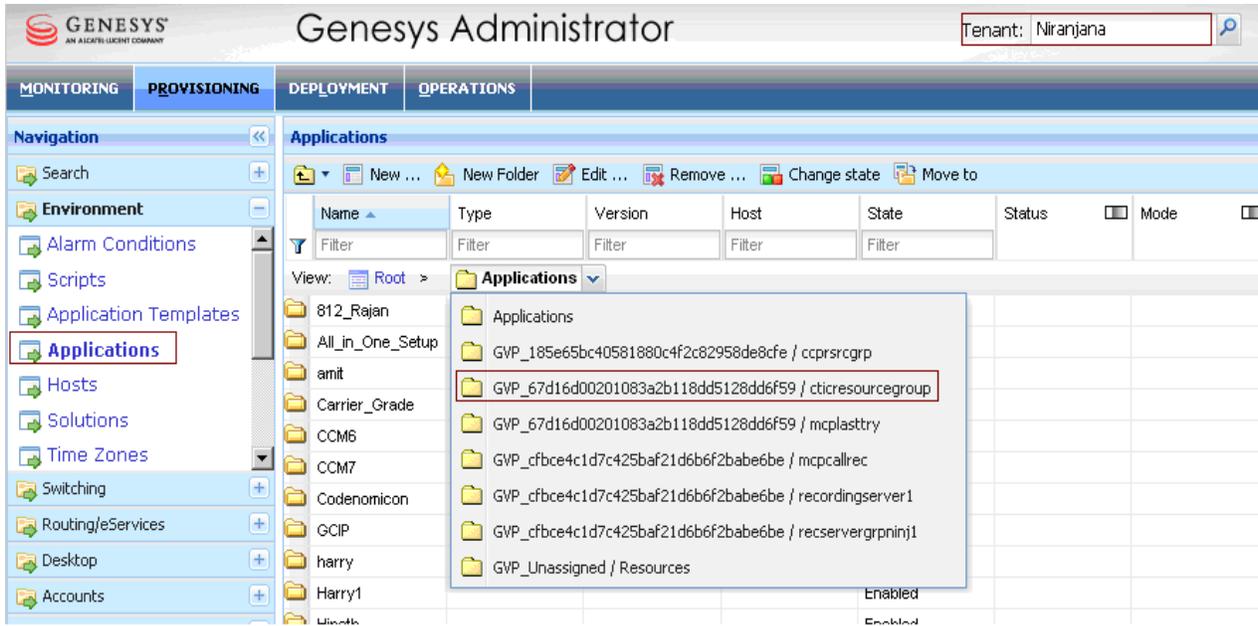
Some of the main characteristics of using a hierarchal model for GVP are as follows:

1. Inheritance of preferences and properties from the parent tenant
2. Allocation of physical resources from parent tenant to child tenants
3. Allocation of DNs from parent tenant to child tenants

While creating the Resource Group, the appropriate tenant under the Resource needs to be allocated and selected in the Tenant selector.

Finally, when the Resource Group is configured, the Resource is moved under the Tenant, which can be viewed by selecting the appropriate Resource Group name in the Application window's Drop Down list (highlighted in the figure below.)

Apart from this, Resource can be “exclusively” assigned to either the parent tenant or any of the child tenants by the inclusion of “exclusive” check box during the creation of the resource groups.



5.4 VPS Components Deployment and Configuration

Refer to the GVP Deployment Guide at <http://docs.genesys.com/Documentation/GVP>.

5.5 Creating Switch

Refer to the GVP Deployment guide at: <http://docs.genesys.com/Documentation/GVP>.

5.6 Creating Resource Group

Create the Resource Groups for the following (refer to the GVP deployment guide if required):

- Media Control Platform
- Call Control Platform
- CTI Connector
- Gateway

5.7 Configuration of DN in SIP Switch, Specific To BroadWorks Interop

5.7.1 Properties of Trunk DN to point at BroadWorks gateway

a) Provisioning -->Switching --> Switches --> Choose the Switch --> DN's --> New Configuration:

Number: Choose any number

Type: Choose Trunk from the drop down menu

Tenant: Choose the desired Tenant

Switch: The particular SIP Switch is chosen

The screenshot shows the configuration window for a Trunk DN in BroadWorks. The window title is "Broadworks-Gateway - Switches\Hema_GVP_SIPS_Broadworks\Hema_SIPSwitch_with_Broadworks\DNs\". The interface includes a menu bar with "Cancel", "Save & Close", "Save", "Save & New", and "Reload". Below the menu bar are tabs for "Configuration", "Options", "Permissions", and "Dependencies". The "Configuration" tab is active, and the "General" sub-tab is selected. The "General" section contains the following fields:

- * Number: Broadworks-Gateway
- * Type: Trunk (dropdown menu)
- Tenant: SIP-Server (with search and delete icons)
- * Switch: Hema SIPSwitch with Broadworks (with search and delete icons)
- Association: (empty text field)
- * Register: True (dropdown menu)
- State: Enabled

The "Advanced" section is collapsed.

b) Options --> New

Section: TServer
contact: Provide the IP address and SIP port of switch gateway
oosp-transfer-enabled: Provide the values True/False
prefix: 012905
refer-enabled: Provide the values True/False
replace-prefix: 012905

The prefix is set to 012905 since the users on BROADWORKS have prefix 012905.

Name	Section	Option	Value
Filter	Filter	Filter	Filter
TServer (7 Items)			
TServer/#make-call-rfc3725-flow	TServer	#make-call-rf...	1
TServer/contact	TServer	contact	sip:135.86.182.195:5060
TServer/oosp-transfer-enabled	TServer	oosp-transfer...	true
TServer/prefix	TServer	prefix	012905
TServer/refer-enabled	TServer	refer-enabled	true
TServer/replace-prefix	TServer	replace-prefix	012905
TServer/transfer-complete-by-refer	TServer	transfer-com...	true

For all other GVP related DNS required for testing, please refer to the GVP deployment guide.

6 TEST CASES EXECUTED

Test cases written for the solution-level testing comprise primarily of positive test cases that are based on use cases and a few related negative test cases. Each test case added to the solution testing verifies some aspect of the functionality.

We have tried our best to keep each test case unique so that we can achieve maximum completeness in the testing, per the schedule of VPS 817.

Load and performance test cases are not covered, per the VPS testing.

Jira is the test management system.

6.1 Test Project

Jira Test Project was used to schedule the resources. The actual test cases are covered in the test specification document: ODS-BroadWorks-GVP8-SIPServer-TestCases.docm.

6.2 Transfer Scenarios

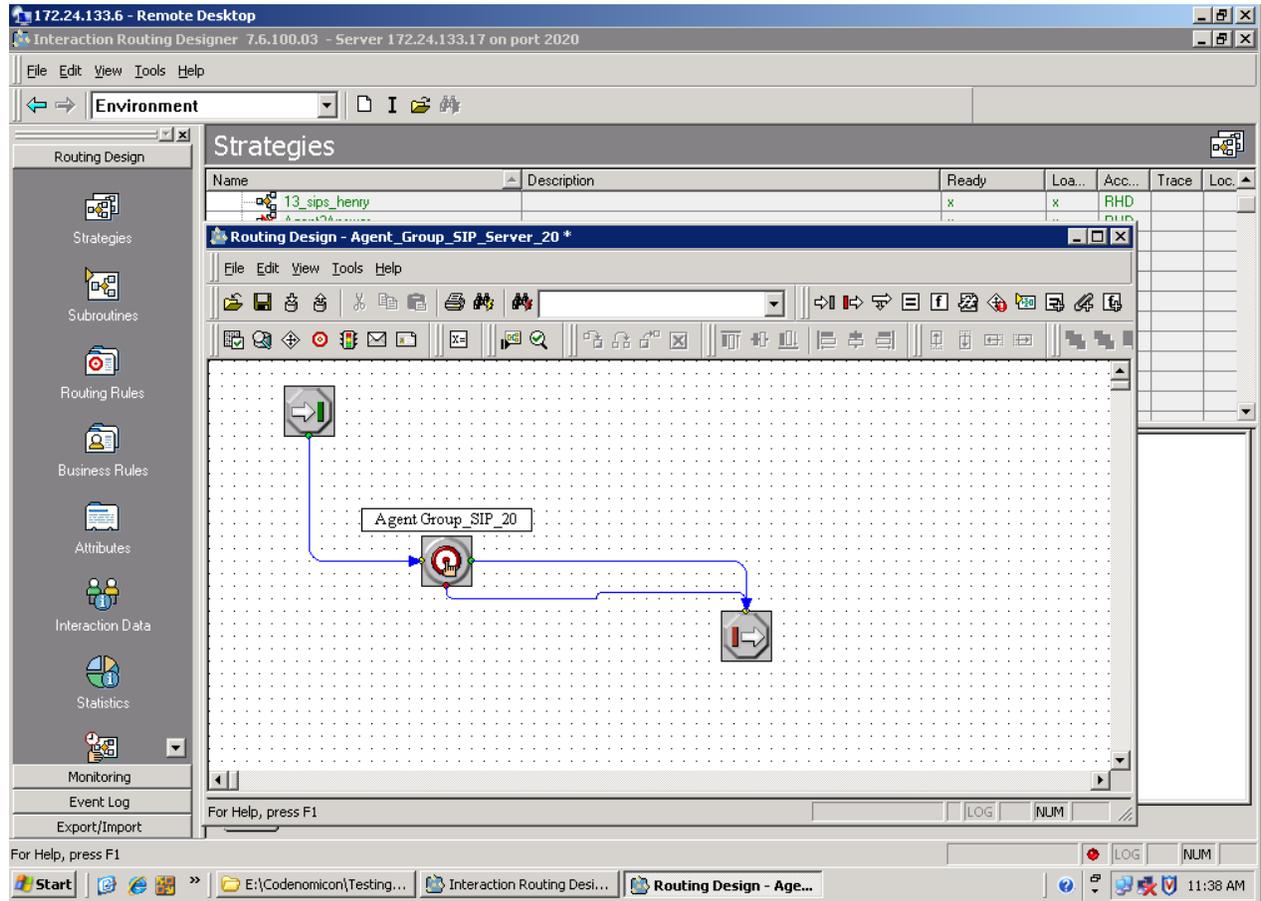
VXML Bridge, Blind, and Consultation transfers were tested. Transfers were tested to both RP, a direct extension on SIP-Server and to an extension on BROADWORKS switch.

6.3 IVR Centric Scenarios

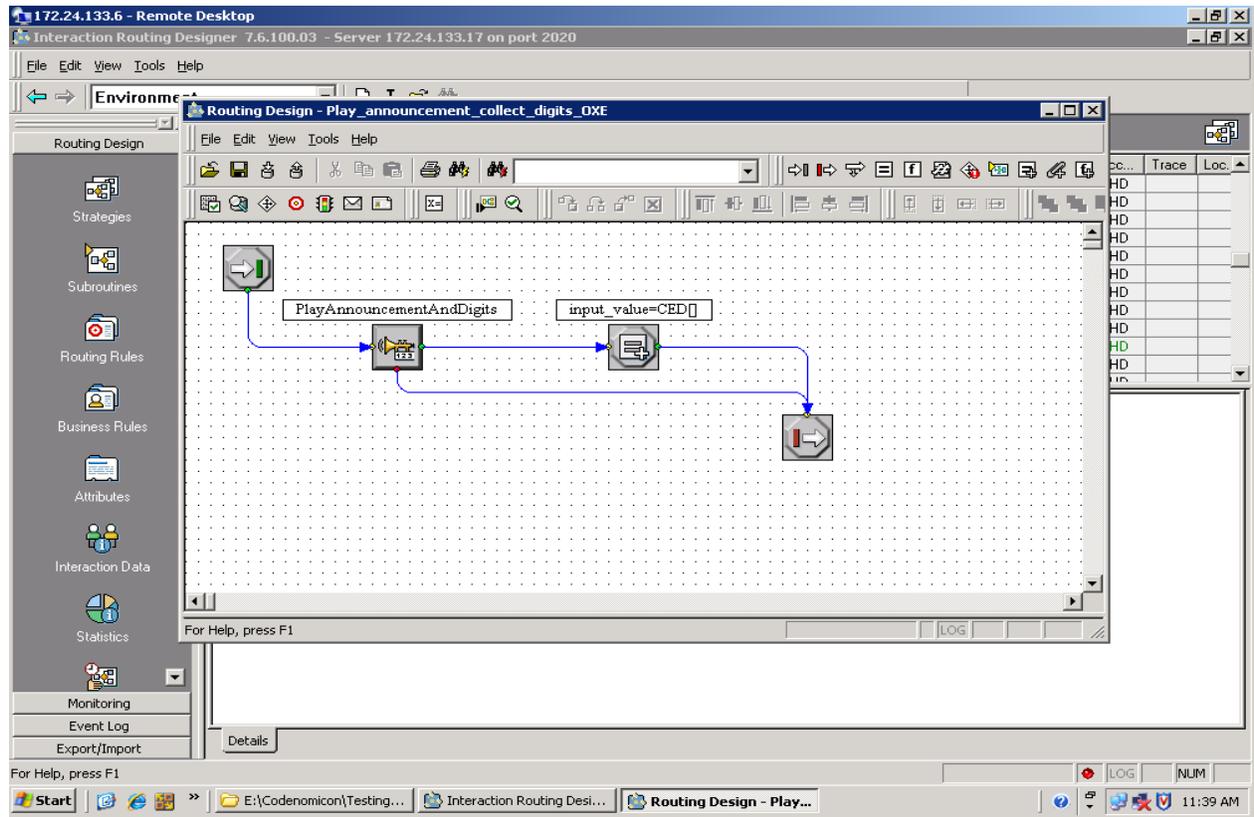
In this configuration, the IVR Server is involved in Behind-Mode with respect to SIP Server; simple inbound calls and playing of supported treatments were tested. SIP Server is added to the connections of I-Server for IVR centric scenarios.

6.4 Routing Strategy Used For Testing

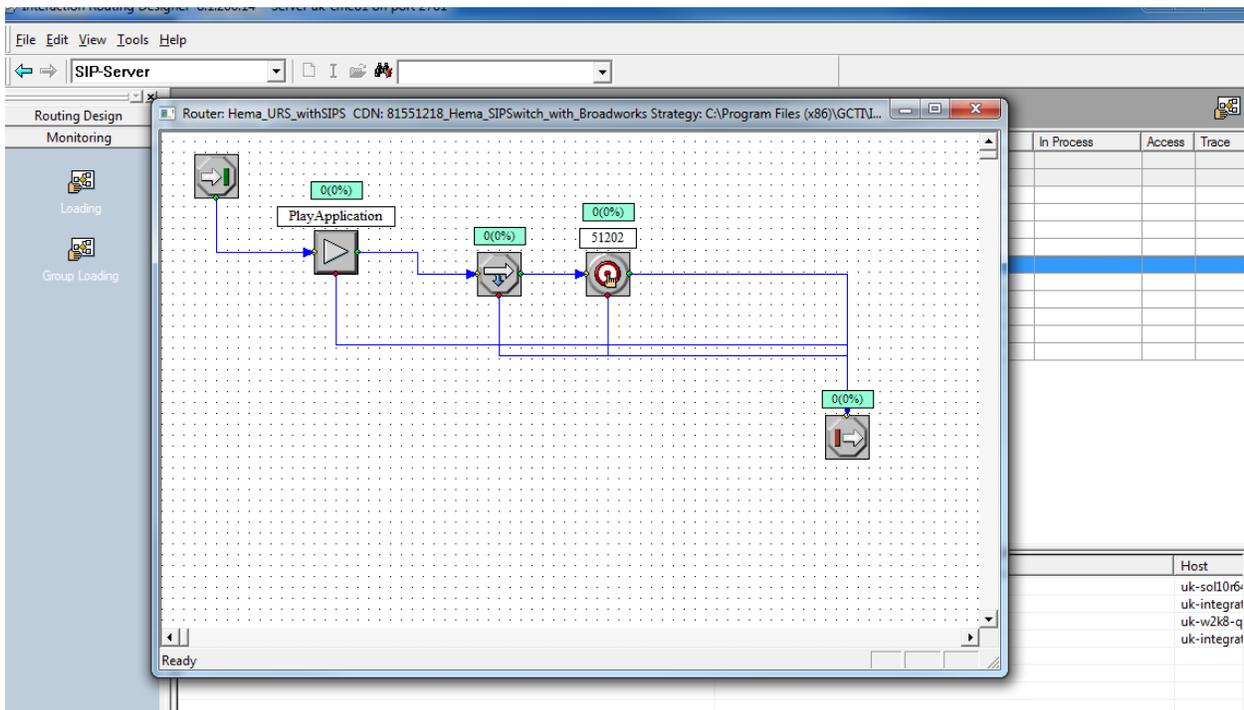
6.4.1 Routing to Agent Group on SIP Server



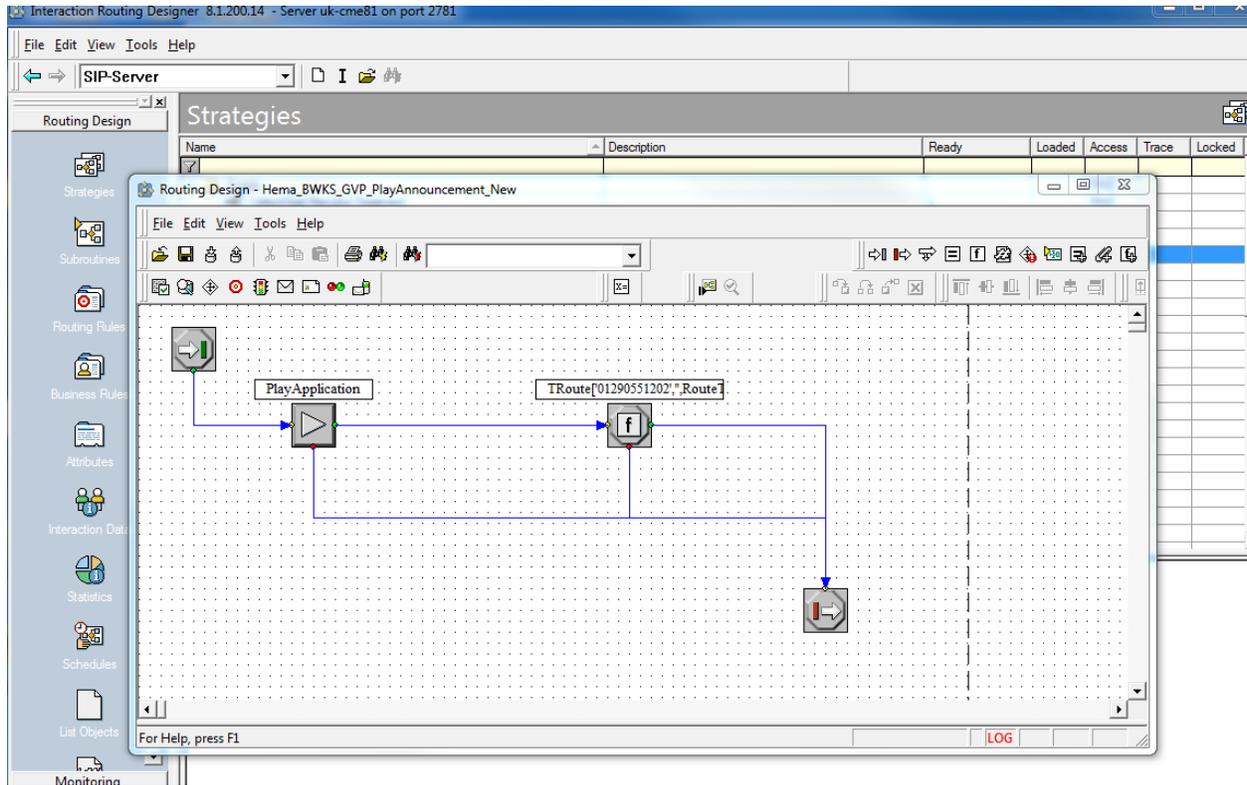
6.4.2 Play Announcement and Collect Digits



6.4.3 Play Application and Routing to Agent depending on the Input Value

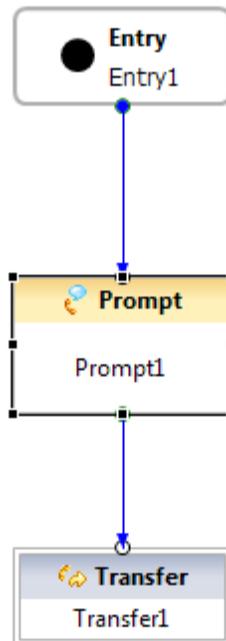


6.4.4 Play Application and Route to Agent



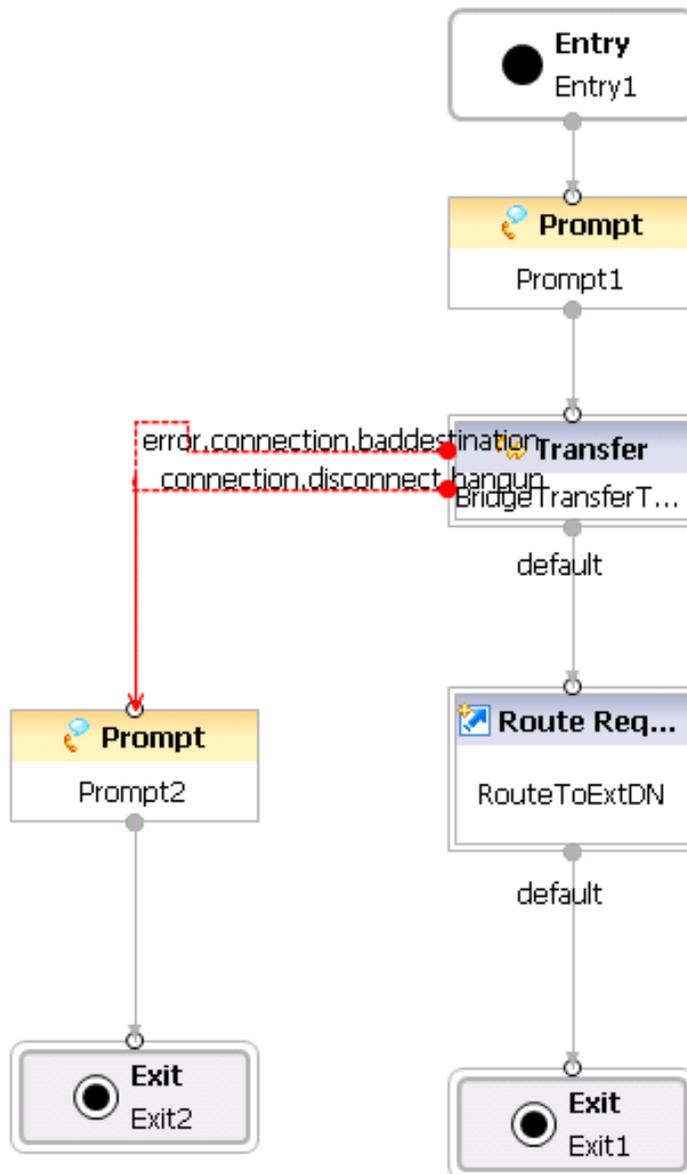
6.5 VXML Application Used For Testing

6.5.1 Blind Transfer Application designed using Composer



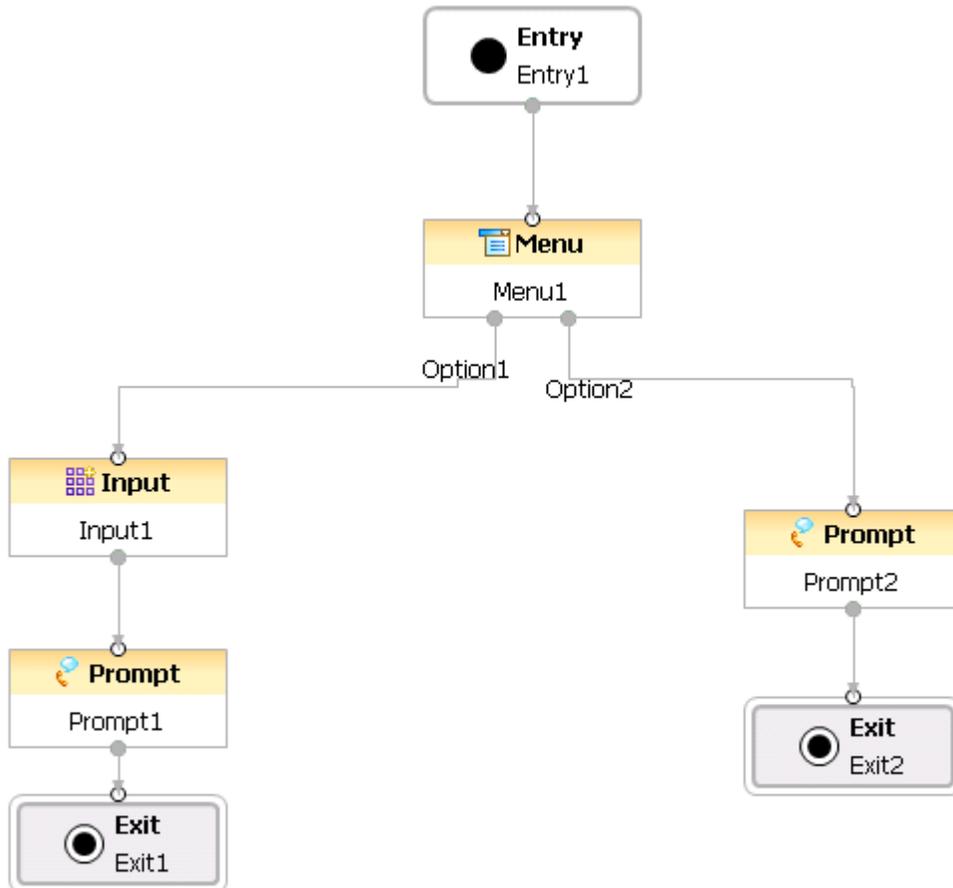
Description: The VXML application consists of Entry1 block, Prompt1 block with a text message and Transfer block with a destination provisioned as Extension on the BroadWorks switch, Transfer Type=Blind, and Method=Refer.

6.5.2 Bridge Transfer Application with RouteRequest block designed using Composer



Description: The VXML application consists of Entry1 block, Prompt1 block with a text message, and Route Request1 block with the destination provisioned as Route Point at SIP Server, Transfer Type=Bridge, Method=Bridge, Prompt2 block with a text message and Exit block.

6.5.3 DTMF Application with Input block designed using Composer



Description: The VXML application consists of Entry1 block; Prompt1 block with a text message, Input1 block prompts the user to enter the DTMF Input, Prompt2 block with a text message and Exit1 block.

7 TROUBLESHOOTING

7.1 Capturing Switch Logs on BroadWorks

- Log in to BroadWorks Application Server
- Go to directory: /bw/broadworks/logs/appserver
- File XLog<date/time>.txt has the call logs
- File PSLog<date/time>.txt has the configuration logs
- Get the files if required using sftp/winscp

7.2 Using Verify Translation and Routing Tool in BroadWorks

This tool can be used to Run test calls. By selecting SIP Message you can verify how the BroadWorks responds to your SIP messages.

- Log in onto BroadWorks Profile Web page
- In Utilities select “Verify Translation and Routing”
- Select SIP Message
- Enter the SIP message to be used
- Select Execute VTR request
- Check the response

The screenshot shows the BroadWorks web interface. At the top left is the BroadSoft logo with the tagline "Innovation calling.". At the top right, it says "Welcome Default Administrator". On the left side, there is a navigation menu with "Options:" and a list of links: Profile, Resources, Services, System Services, Call Center, Communication Barring, Meet-Me Conferencing, and Utilities (which is expanded). The main content area is titled "Verify Translation and Routing" and has a subtitle "Run test calls and gather information about the translations, routing, and services for a given call." Below this, there is a form with a "Select VTR Type:" section containing two radio buttons: "Parameters" and "SIP Message" (which is selected). Below the radio buttons is a large text input field labeled "Enter a SIP message to be used:". Below the input field is a link "Execute VTR request.". Below the link is another large text area labeled "VTR Result:". There are "OK" buttons at the top and bottom of the form area.

8 GLOSSARY AND ACRONYMS

Term	Definition
CCP	Genesys GVP Call Control Platform Application
CTI	Computer Telephony Integration
DNIS	Dialed Number Identification Service
DTMF	Dual Tone Multie Frequency
GVP	Genesys Voice Portal Suite
GW	Gateway
HTTP	Hypertext Transfer Protocol
IP	Internet Protocol
IRD	Genesys Interaction Routing Designer Application
MCP	Genesys GVP Media Control Platform
PSTN	Public System Telephone Network
RM	Genesys GVP Resource Manager
RP	Genesys Routing Point Device
RTP	Real-Time Transport Protocol
SDP	Session Description Protocol
SIP	Session Initiation Protocol
SIP-S	Genesys SIP Server Application
SS	Genesys Stat Server Application
SSG	Genesys GVP Supplementary Services Gateway Application
URS	Genesys Universal Routing Server Application