

IVR - Testing conditions

INFORMATION

When setting up, or modifying a condition in your IVR call flow, you may wish to test those conditions to ensure that they return the desired results. In all conditions, near the bottom of the screen is a Test option. Here you can input the value you wish to pass to the queue condition, and then it will return either a green Pass, or a red Fail to tell you how the condition would have evaluated that input.

It is recommended to test conditions using this utility, rather than attempting to 'trick' the system into passing erroneous data. Methods such as changing the system clock to test schedule conditions are likely to cause errors, and should be avoided at all costs.

APPLIES TO

IVR 6.0 and newer

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