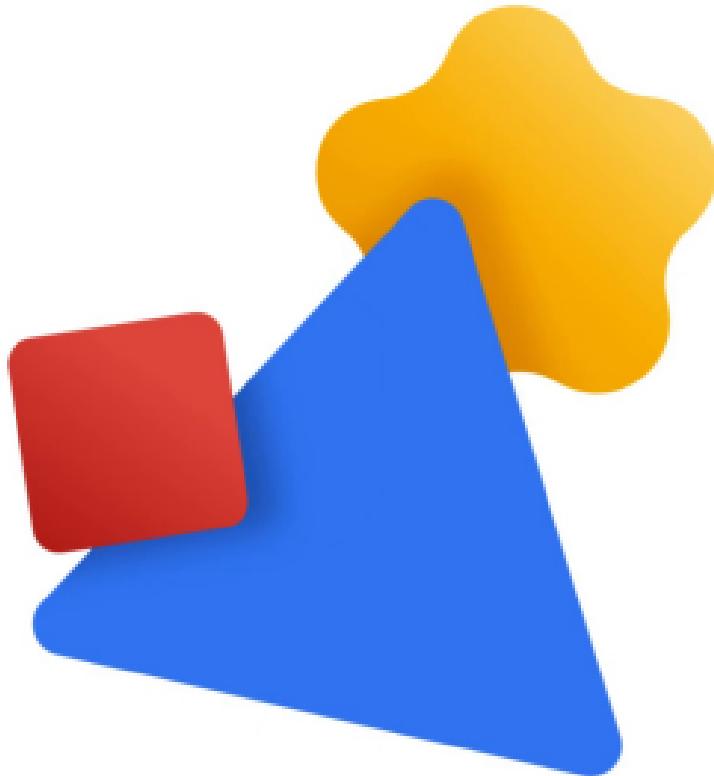


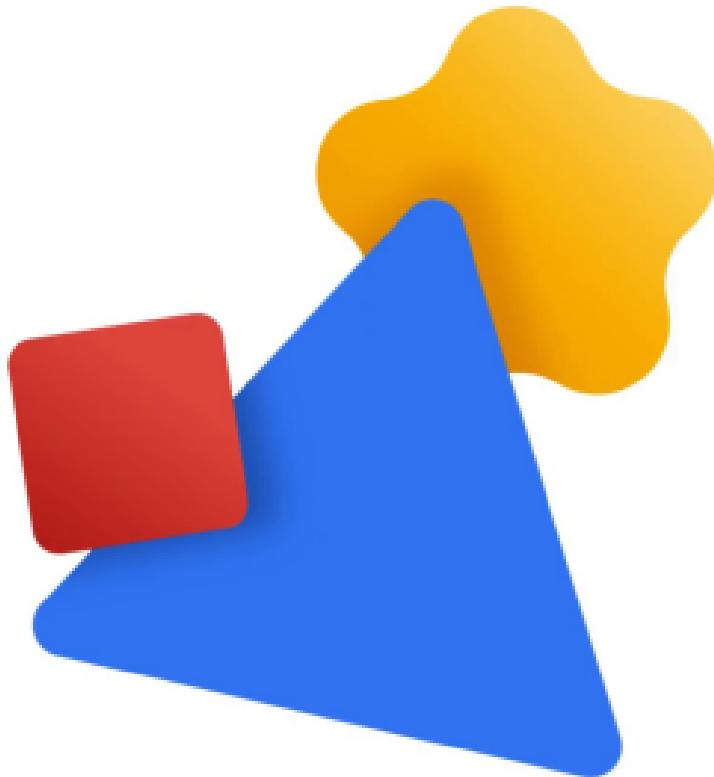
Integration system testing



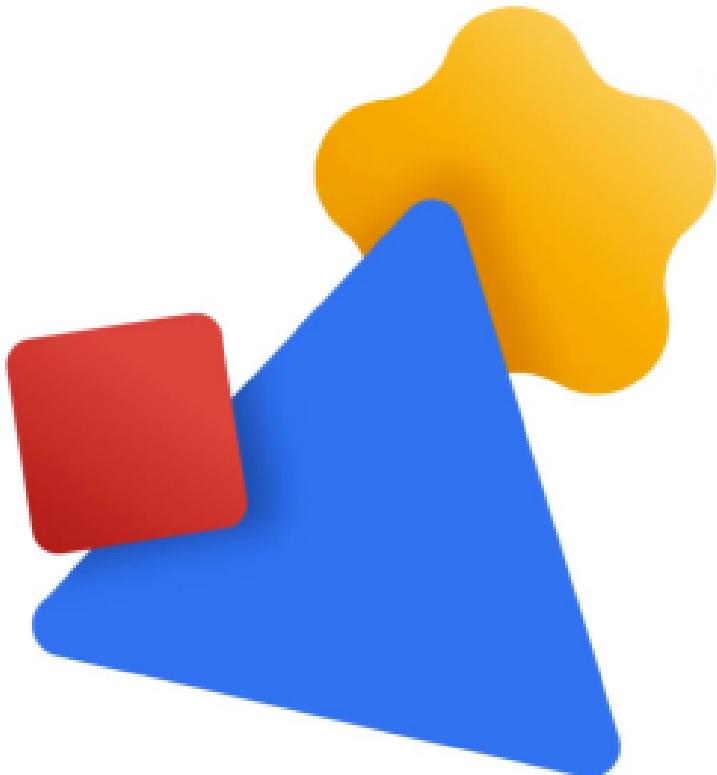
Integration system testing



Integration system testing



ction system



Conversa

INTEGRATIONS

 Integrations

 Conversation profiles

Conversational Agents native integrations

INTEGRATIONS

- [Integrations](#)
- [Conversation profiles](#)

Integrations

One-click Telephony

 Avaya	 Nextiva	 AudioCodes	 Twilio
Connect	Connect	Connect	Connect

User Based

 Dialogflow Messenger	 Messenger	 Workplace	 LINE
Connect	Connect	Connect	Connect
 Google Chat	 Slack	 MMS Smart	 Twilio (Text Messaging)
Connect	Connect	Connect	Connect

Conversational Agents native integrations

INTEGRATIONS

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- [Conversation profiles](#)

Integrations

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Conversational Agents native integrations

INTEGRATIONS

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Conversational Agents native integrations

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Conversational Agents native integrations

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Connect	Connect	Connect	Connect

Testing DTMF

Salesforce interface showing the creation of a new Entity Type named "dtmf_digits_01".

The Entity type defines the type of information gathered. There are system entities for common information types like time and date, but you can create your own as well. [Learn more](#).

Name: dtmf_digits_01

Entities only (no synonyms) ?

Regexp entities ?

Automatically add entities ?

Fuzzy matching ?

Entities

To add an entity, enter a value and optional synonyms. For example, if vegetables is the entity type, you might have asparagus as an entity value and green onion as a synonym.

Search entities	
Entity	Synonyms
1	dtmf_digits_1 <small>x</small> Add synonym
2	dtmf_digits_2 <small>x</small> Add synonym
3	dtmf_digits_3 <small>x</small> operator <small>x</small> representative <small>x</small> Add synonym

Add entity value Add synonyms

Testing DTMF

The screenshot shows the 'Manage' tab selected in the top navigation bar. On the left, a sidebar lists 'RESOURCES' (Agents, Entity Types, Workflows, Route Groups), 'TEST & FEEDBACK' (Test cases, Validation, Analytics), 'INTEGRATIONS' (Telephony Integrations), and 'RESOURCES' (Prebuilt agents). The 'Entity Types' item in the 'RESOURCES' section is highlighted with a red box.

The main area is titled '+ Entity type' with 'Save' and 'Cancel' buttons. A descriptive text states: 'The entity type defines the type of information gathered. There are system entities for common information types like time and date, but you can create your own as well.' It includes a 'Learn more' link. Below this, a 'Name' field contains 'dtmf_digits_0'. A note below the name field says: 'For contact center numbers, phone books and phones. Most often with digits.'

Below the name field are several checkboxes:

- Entities only (no synonyms) ②
- Regexp entities ③
- Automatically add entities ④
- Fuzzy matching ⑤

A section titled 'Entities' follows, with the instruction: 'To add an entity, enter a value and optional synonyms. For example, if vegetables is the entity type, you might have asparagus as an entity value and green onion as a synonym.'

A search bar at the top of the entities table says 'Search entities'.

Entity	Synonyms
1	dtmf_digits_1 <small>x</small> Add synonym
2	dtmf_digits_2 <small>x</small> Add synonym
3	dtmf_digits_3 <small>x</small> operator <small>x</small> representative <small>x</small> Add synonym

At the bottom of the entities table, there are buttons for 'Add entity value' and 'Add synonyms'.

Testing DTMF

Salesforce interface showing the creation of a new Entity Type named "dtmf_digits_01". The "Entity" column lists values 1, 2, and 3, each associated with a synonym: "dtmf_digits_1", "dtmf_digits_2", and "dtmf_digits_3" respectively. A search bar at the top right is also highlighted.

Entity	Synonyms
1	dtmf_digits_1 <input type="button" value="Add synonym"/>
2	dtmf_digits_2 <input type="button" value="Add synonym"/>
3	dtmf_digits_3 <input type="button" value="operator"/> <input type="button" value="representative"/> <input type="button" value="Add synonym"/>

Testing DTMF

Salesforce interface showing the creation of a new Entity Type named "dtmf_digits_01". The "Entity" column lists three entries: "1", "2", and "3". The "Synonyms" column shows the mapping of these digits to specific terms: "1" is mapped to "client_digits_1", "2" is mapped to "client_digits_2", and "3" is mapped to "client_digits_3", "operator", and "representative".

Entity	Synonyms
1	client_digits_1 <input type="button" value="Add synonym"/>
2	client_digits_2 <input type="button" value="Add synonym"/>
3	client_digits_3 <input type="button" value="Add synonym"/> operator <input type="button" value="Add synonym"/> representative <input type="button" value="Add synonym"/>

Testing DTMF

Build Manage

+ Entity type

The entity type defines the type of information gathered. There are system entities for common information types like time and date, but you can create your own as well. [Learn more](#)

Name:

Entities only (no synonyms) ?

Regexp entities ?

Automatically add entities ?

Fuzzy matching ?

Entities

To add an entity, enter a value and optional synonyms. For example, if vegetables is the entity type, you might have asparagus as an entity value and green onion as a synonym.

Search entities	
Entity	Synonyms
I	<input type="text" value="dtmf_digits_1"/> <input type="button" value="Add synonym"/>
I	<input type="text" value="dtmf_digits_2"/> <input type="button" value="Add synonym"/>
I	<input type="text" value="dtmf_digits_3"/> <input type="button" value="operator"/> <input type="button" value="representative"/> <input type="button" value="Add synonym"/>
Add entity value	<input type="button" value="Add synonyms"/>

Testing DTMF

The screenshot shows the 'Manage' tab selected in the top navigation bar. On the left, a sidebar lists various resources: Entities (selected), Workflows, Route Groups, Test cases, Validation, Analytics, Integrations, and Prebuilt agents. The main area is titled '+ Entity type' with 'Save' and 'Cancel' buttons. A note states: 'The entity type defines the type of information gathered. There are system entities for common information types like time and date, but you can create your own as well.' Below this is a 'Name' field containing 'dtmf_digits_0'. Underneath are several checkboxes: '(Entities only) (no synonyms)', '(Region entities)', '(Automatically add entities)', and '(Fuzzy matching)'. A section titled 'Entities' contains a search bar 'Search entities' and a table. The table has columns 'Entity' and 'Synonyms'. It lists three entries: '0' with synonym 'dtmf_digits_1', '1' with synonym 'dtmf_digits_2', and '2' with synonyms 'operator' and 'representative'. At the bottom are buttons 'Add entity value' and 'Add synonyms'.

Entity	Synonyms
0	dtmf_digits_1 X Add synonym
1	dtmf_digits_2 X Add synonym
2	operator X representative X Add synonym

Testing DTMF

The screenshot shows the 'Manage' tab selected in the top navigation bar. On the left, a sidebar lists various resources: Entities (selected), Workflows, Route Groups, Test cases, Validation, Analytics, Integrations, and Prebuilt agents. The main area is titled '+ Entity type' with 'Save' and 'Cancel' buttons. A red box highlights the 'Name' field, which contains 'dtmf_digits_0'. Below it are several checkboxes: 'Entities only (no synonyms)' (unchecked), 'Region entities' (unchecked), 'Automatically add entities' (unchecked), and 'Fuzzy matching' (unchecked). A section titled 'Entities' follows, with a note: 'To add an entity, enter a value and optional synonyms. For example, if vegetables is the entity type, you might have asparagus as an entity value and green onion as a synonym.' A red box highlights the search bar 'Search entities' and the table below. The table has columns 'Entity' and 'Synonyms'. It contains three rows: Row 1: Entity '1' with synonym 'dtmf_digits_1' (with 'Add synonym' button); Row 2: Entity '2' with synonym 'dtmf_digits_2' (with 'Add synonym' button); Row 3: Entity '3' with synonyms 'operator' and 'representative' (with 'Add synonym' button). At the bottom of the table are buttons 'Add entity value' and 'Add synonyms'.

Entity	Synonyms
1	dtmf_digits_1 × Add synonym
2	dtmf_digits_2 × Add synonym
3	operator × representative × Add synonym

Testing DTMF

Best practices

No numbers as synonyms

Use the name of the character
Example: dtmf_digits_pound

The screenshot shows the 'Entity types' management interface. The left sidebar lists categories: General, Test cases, Test fixtures, Test harnesses, and Tools. Under 'General', 'Entity Types' is selected and highlighted with a red box. The main area has tabs for 'Build' and 'Manage'. The 'Manage' tab is active, showing a form for creating a new entity type. The 'Name' field contains 'dtmf_digits_pound'. Below the form are several checkboxes: 'Delete only (no synonyms)' (unchecked), 'Regexp entities' (unchecked), 'Automatically add entities' (unchecked), and 'Fuzzy matching' (unchecked). A note below the checkboxes says: 'No add an entity, enter a value and optional synonyms. For example, if vegetables is the entity type, you might have associations like entity-value and group entities to synonyms.' At the bottom, there's a search bar 'Search entities' and a table showing three entries: '1' with synonym 'dtmf_digits_1', '2' with synonym 'dtmf_digits_2', and '3' with synonym 'dtmf_digits_3'. Each entry has a 'Delete' button and a 'Add synonyms' link. A note at the bottom right says 'Add entity-values' and 'Add synonyms'.

Testing DTMF

Best practices

No numbers as synonyms

Use the name of the character
Example: dtmf_digits_pound

The screenshot shows the 'Entity Type' management screen. The left sidebar lists various project components: Assets (Icons: Home, Webhooks, Router Groups), Test Cases, Test Harness, Analytics, Integrations (Icons: Telephony Integrations), and Resources (Icon: Product specs). The main area has tabs for 'Build' and 'Manage'. The 'Manage' tab is selected, showing a form for creating an entity type. The 'Name' field contains 'dtmf_digits_pound'. Below it are several checkboxes: 'Delete only (no synonyms)' (unchecked), 'Regexp entities' (unchecked), 'Automatically add entities' (unchecked), and 'Fuzzy matching' (unchecked). A note below says 'No add an entity, enter a value and optional synonyms. For example, if vegetables is the entity type, you might have associations an entity value and given entities as synonyms.' At the bottom, there's a search bar 'Q Search entities' and a table for managing synonyms. The table has columns 'Entity' and 'Synonyms'. It lists three entries: '1' with synonym 'dtmf_digits_1', '2' with synonym 'dtmf_digits_2', and '3' with synonym 'dtmf_digits_3'. Each entry has a 'Delete' button next to it. Below the table are buttons for 'Add entity-value' and 'Add synonym'.

Testing DTMF

Best practices

No numbers as synonyms

Use the name of the character
Example: dtmf_digits_pound

The screenshot shows the 'Entity Types' management interface in Microsoft Power Automate. The left sidebar lists categories: Resources, Test cases, Validation, Analytics, Integrations, and Product specs. The main area has tabs for 'Build' and 'Manage'. Under 'Manage', there are buttons for '+ Entity type', 'Save', and 'Cancel'. A note says: 'The entity type defines the type of information gathered. There are system entities for common information types like time and date, but you can create your own as well. Learn more.' Below this is a form with a red border. It has a 'Name' field containing 'dtmf_digits_pound' and a note below it: 'For conversations, numbers, addresses and bodies that start with digits.' There are four checkboxes: 'Delete only (no synonyms)' (unchecked), 'Regexp entities' (unchecked), 'Automatically add entities' (unchecked), and 'Fuzzy matching' (unchecked). At the bottom, there's a section for 'Synonyms' with a search bar 'Q Search entities' and a table:

Entity	Synonyms
1	dtmf_digits_1 <input type="button" value="Add synonym"/>
2	dtmf_digits_2 <input type="button" value="Add synonym"/>
3	dtmf_digits_3 <input type="button" value="operator"/> <input type="button" value="representation"/> <input type="button" value="Add synonym"/>

Buttons at the bottom are 'Add entity-value' and 'Add synonym'.

Testing DTMF

Best practices

No numbers as synonyms

Use the name of the character
Example: dtmf_digits_pound

The screenshot shows the 'Entity Types' page in the Microsoft Power Automate interface. The left sidebar lists categories: Resources, Test cases, Validation, Analytics, Integrations, and Product specs. The 'Entity Types' section is highlighted with a red box. The main area shows a form for creating a new entity type:

- Name:** dtmf_digits_pound
- Description:** For conversations, numbers, preferences and bodies that start with digits.
- Options:**
 - Denote only (no synonyms)
 - Regexp entities
 - Automatically add entities
 - Fuzzy matching
- Synonyms:** A table titled 'Search entities' with three rows:

Entity	Synonyms
1	dtmf_digits_1 <input type="button" value="Add synonym"/>
2	dtmf_digits_2 <input type="button" value="Add synonym"/>
3	dtmf_digits_3 <input type="button" value="operator"/> <input type="button" value="representation"/> <input type="button" value="Add synonym"/>

Testing DTMF

Best practices

No numbers as synonyms

Use the name of the character
Example: dtmf_digits_pound

The screenshot shows the 'Entity Types' management interface. The left sidebar lists various resources: Assets (Icons), Test cases, Test harnesses, and Resources (Telephony integrations, Product spaces). The main area has tabs for 'Build' and 'Manage'. The 'Manage' tab is selected, showing a form for creating an entity type. The 'Name' field contains 'dtmf_digits_pound'. Below the name, there's a note about adding common information types like time and date. A red box highlights the 'Entity Type' section. The 'Synonyms' section is also highlighted with a red box. It contains three entries: '1' with synonym 'dtmf_digits_1', '2' with synonym 'dtmf_digits_2', and '3' with synonym 'dtmf_digits_3'. Each entry includes an 'Add synonym' button.

Testing Barge-in

Fulfillment

Enter agent dialogue

Agent says

Some discounts and credits take up to a month to show. Take a look. Okay?

Enter agent dialogue

Add dialogue option

Use webhook ⓘ

Advanced Settings ⓘ

Barge-in

Use flow level setting Customize

Enable barge-in

← Choose "Customize" to override the flow setting

← Do not enable this if you want to disable barge-in on this page

Parameter presets

Parameter	Value
-----------	-------

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Testing webhook failure

- The webhook should be prepared for intentional failures.
 - Simulated failures can be triggered using session parameters.

HTTP Webhook errors:

HTTP Webhook error responses	
Error	Event Triggered
400 Bad request	Webhook invalid
401 Unauthorized	Webhook rejected
403 Forbidden	Webhook rejected
404 Not found	Webhook not found
500 Server fault	Webhook error
503 Service unavailable	Webhook unavailable

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HTTP Webhook errors:

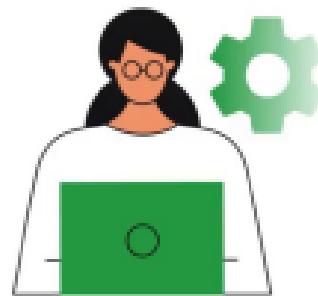
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Testing webhook failure scenarios

Setting up test cases to simulate webhook failures

```
Python
error_code = req.get('sessionInfo', {}).get('parameters', {}).get('error_code')

...
if error_code == '400':
    response_message("text")["text"] = ["Bad Request"]
    return make_response(jsonify({'fulfillment_response': {'messages': [response_message]})), 400)
elif error_code == '401':
    response_message("text")["text"] = ["Unauthorized"]
    return make_response(jsonify({'fulfillment_response': {'messages': [response_message]})), 401)
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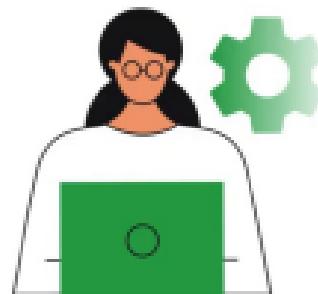


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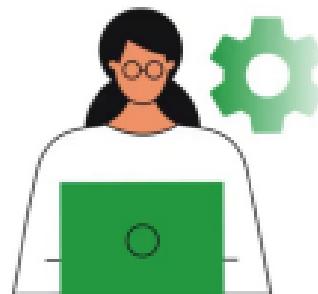


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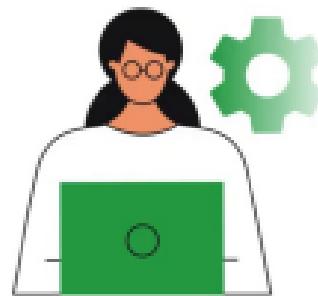


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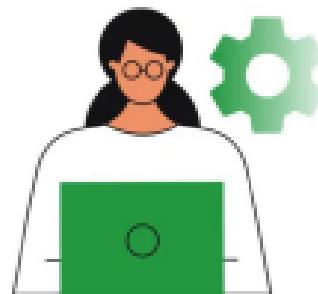


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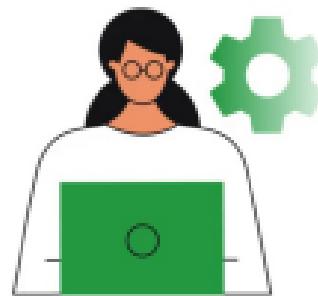


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Google Cloud