Test Document on KookooIVR Prototype App.

# Overview

A sample prototype IVR Applicationhas been developed by HCL and deployed on HCL public cloud server for testing. The prototype application is an independent/separate Application and uses the KooKoo IVR framework.

This Prototype application follows the same approach of playing multi-language IVR messages as given in our Developer ref doc (Developer Reference - KookooIVR.docx).The Prototype application logic could be integrated with MOTECH IVR framework – and can be run along with the rules as get defined in MOTECH.For integrating with MOTECH – A separate IVR Module is written, which is being provided in form of a JAR file.

So this sample prototype application depicts the run time execution of how a multi-language IVR will be played using a set of Audio WAV Files. The sample audio files placed in the application are the same that has been used in TAMA for appointment reminders, pill reminders, symptoms reporting and health tips.

**A high level architecture overview of this App is given in below diagram –**

Call KooKoo No. from any phone

**Public Cloud Server**

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Audio Wav Files

Audio Wav files been accessed by KookooIVR Web Application

HTTP Request

**KooKoo**

**IVR Server**

Call details like caller no. etc.

KooKoo responds accordingly

KooKooIVR

Web Application

A java servlet responds to the KooKoo’s Http Request

HTTP Response

**KooKoo Tunes** (XML) Commands(like <playtext>,<playaudio> etc.)

## TestingPrerequisite

1. An account with KooKoo should be created which will remain mapped to the KookooIVR application. Upon creating the successful account one will get a **4 Digit KooKoo IVR PIN No.**

In our test app, we already have registered to the KooKoo as developer account and PIN no provided to us is 3281.

1. KookooIVR application is a web based backend app, and must be deployed on a public server and then only it can be tested by calling the KooKoo phone numbers.

# Test Steps to test the application

1. Call the KooKoo phone number (011-39411020). The STD code can be 022/033/044/020/040/080. So from Chennai one should call 044-39411020
2. A voice will be heard asking to enter the PIN (received when an account is created with KooKoo) for the application. We have created our own account for testing purpose, the pin for the same is 3281.
3. After successfully entering the PIN, next message will say “**Welcome. Please Press 1 for English, Press 2 for Hindi, Press 3 for Tamil**”. This message will be played in English.
4. After entering the correct input say 3 for Tamil, next message will say “**Thank You. Please Press 1 for Appointments, Press 2 for Pill Reminder, Press 3 for Symptoms Reporting, Press 4 for Health Tips**”.This message will be played in English.

***Imp note: Above messages (3) and (4) are being played via ‘Text to Speech’ feature of KooKoo (hence not giving a very clear voice), since we do not have a wav file for this msg. If we get a wav file for this, same can be played – for better clarity.***

**Valid Test case**

Press (1): Then the Tamil Audio Wav file for appointments will be heard.

Press (2): Then the Tamil Audio Wav file for pill reminder will be heard.

Press (3): Then the Tamil Audio Wav file for symptoms reporting will be heard.

Press (4): Then the Tamil Audio Wav file for health tips will be heard.

**Invalid Test case:**

If an incorrect number say 8 is pressed after Step 3, then another speech will be heard saying “**Sorry, You have entered an incorrect Number**”.

If an incorrect number say 8 is pressed after Step 4, then another speech will be heard saying “**Sorry, You have entered an incorrect Number**.

1. After successfully playing the selected audio file, the call will get disconnected automatically.

**IMP NOTE!!** *Above are the steps, following which the sample IVR application can be tested. But for any business requirement, in which some other audio file needs to be played on some business logic during the inbound call, we can modify the application so as provided audio wav file will get played at defined points.*

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