Test Calls in Intercall Enterprise IVR

Once you make changes in the IVR. You need to test in all three possible paths for existing IVR: Branded greeting path, Generic Greeting path and Intercall greeting path.

To achieve this we need to set up APN’s accordingly to replicate the Scenarios in Production. You can get those scenarios from CE and can make you own APN’s following the below instructions.

**Phone Admin Web Tool (preprod)**

The Phone admin tool can be checked (or modified) in order for an APN to meet the setting required for testing. This is the first DB hit in the IVR before any menus are hit and the settings change various settings which control VDN, greeting type, and wholesale messaging in the IVR.

Note: The below given username and password are same for everyone. Don’t get locked out of the portal. If these doesn’t work, talk to CE to get new ones if they changed.

North America: Link: <https://portaltest.westapp.com/>

Username: aintecall

Password: WICDemo10@

EMEA:

Link: <https://portaltest.westapp.com/>

Username: aintecall

Password: WICDemo10@

Go to Enterprise IVR section

Username: Intercall

Password: wicdashboard

Then click on the add new record and customize the APN

How do you call/access this application?

* Production test procedure (enter APN into header application to be directed to correct region IVR)
* If you aren’t hitting the test header, have CE add you to the TEST ANI list through producer portal
* Dial 866-445-6361
* North America APN : 811-133-2456
* EMEA APN : 811-133-3072

Note: Check with CE for Production APN, for Preproduction and Dev get the APN from Phone Admin Tool. (as discussed above).

**Preproduction/Dev Test procedure**

* Dial 877-290-0425 (dev environment)
* Have your extension pointed to enterprise\_header (must dial the header application directly, then be routed to regional sub applications)
* We need to build header app on one extension and build the other app which we need to test on the other extension.
* Enter region specific APN (examples below)
* North America APN : 811-133-2456
* EMEA APN : 8111335689 - has branded greeting and language set to British language

8111335665 - has intercal greeting and language is set to English

8111335686 - Has generic greeting and language is set to English

8111335688 - Has Intercall greeting and multiple language

* Dial 844-385-4064(preproduction)
* Enter region specific APN (examples below)
* North America APN : 811-133-2456
* EMEA APN : 8111335689 - has branded greeting and language set to british language

8111335665 - has intercal greeting and language is set to English

8111335686 - has generic greeting and language is set to English

8111335688 - has Intercall greeting and multiple language

Preproduction phone Admin Tool : https://portaltest.westapp.com/PortalLogin/Login

Account specific testing data must be gathered from CE at time of testing