

# Genesys Cloud SIP trunk test plan

## Test inbound/outbound calls from primary Edge

In this series, you will test the primary Edge by taking the secondary Edge out of service and then perform each of the test types listed in the table. As you do, check the appropriate box (Pass or Fail).

For information on how to take an Edge out of service and how to put an Edge in service, see the appropriate instructions on the following pages.

Test	Description	Pass	Fail
Outbound Local	Place an outbound call to a local number		
Outbound Long-Distance	Place an outbound call to a long-distance number		
Outbound International	Place an outbound call to an international number (if applicable)		
Outbound Toll-Free	Place an outbound call to a toll-free number		
Inbound	Place an inbound call to the range of numbers pointed to your system		
Hold	Place an outbound call to any number, place call on hold for 1 minute, take call off hold		
Transfer Call	Place a call, transfer the call, ensure both parties connect successfully		
Call Forward	Enable call forward on phone, place call to phone, confirm call forwards successfully		
Conference	Create a conference call with 3 or more people on the same call		
DTMF	Call 1-800-COMCAST, confirm DTMF is received		
911	Dial 911, identify this as a test call and ask operator to verify the location and number		
Outbound Duration	Place outbound call, keep it connected for 10+ minutes		
Inbound Duration	Place inbound call, keep it connected for 10+ minutes		

**Note:** A Pass is considered a call with ring-back, 2-way audio, and good call quality

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## Test inbound/outbound calls from secondary Edge

In this series, you will test the secondary Edge by taking the primary Edge out of service and then perform each of the test types listed in the table. As you do, check the appropriate box (Pass or Fail).

For information on how to take an Edge out of service and how to put an Edge in service, see the appropriate instructions on the following pages.

Test	Description	Pass	Fail
Outbound Local	Place an outbound call to a local number		
Outbound Long-Distance	Place an outbound call to a long-distance number		
Outbound International	Place an outbound call to an international number (if applicable)		
Outbound Toll-Free	Place an outbound call to a toll-free number		
Inbound	Place an inbound call to the range of numbers pointed to your system		
Hold	Place an outbound call to any number, place call on hold for 1 minute, take call off hold		
Transfer	Place a call, transfer the call, ensure both parties connect successfully		
Call Forward	Enable call forward on phone, place call to phone, confirm call forwards successfully		
Conference	Create a conference call with 3 or more people on the same call		
DTMF	Call 1-800-COMCAST, confirm DTMF is received		

**Note:** A Pass is considered a call with ring-back, 2-way audio, and good call quality

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## Take an Edge out of service

There are several things that you need to take into consideration when taking an Edge out of service, but for the purposes of this test, following the basic steps should be sufficient. You can follow the steps below, but you should investigate the Take an Edge out of service article in the Resource Center (<https://rcstaging.wpengine.com/?p=129415>) to learn more.

To take an Edge out of service:

1. Click **Admin**.
2. Under **Telephony**, click **Edges**.
3. Select the check box for the row that contains the Edge you want to take out of service.
4. Click **Take Out-of-Service** on the toolbar.
5. When the Take Out-of-Service dialog appears, determine how you want to handle call draining.
  - By default, the **Wait for the Edge to drain calls first** check box is selected.
  - If you clear the **Wait for the Edge to drain calls first** check box, you will see a warning that informs you that all calls will be dropped immediately.
6. Click **Yes**.

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## Put an Edge in service

When you complete the test series, you can put the Edge back in service.

To put an Edge in service:

1. Click **Admin**.
2. Under **Telephony**, click **Edges**.
3. Select the check box for the row that contains the Edge you want to take out of service.
4. Click **Put-In-Service** on the toolbar.
5. When the Put In-Service dialog appears, click **Yes**.