

How to Test Cisco Unified Applications in a Web Browser

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Introduction

This document explains how to test a Cisco Unified application in a web browser.

Prerequisites

Components Used

The information in this document is based on Cisco Unified Call Services, Universal Edition.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Background Information

This segment explains how to perform simple tests of deployed voice applications with a web browser on a local machine.

Symptoms: In order to test proper dialog design, you must use a web browser to call into an application. Other tests, such as those to determine if a custom element produces the correct VoiceXML, or to determine if a start of call class is executed correctly, can also be done without the use of a voice browser.

Any web browser can act as a voice browser if the user follows the same process that a voice browser performs when it interprets the VoiceXML produced by Cisco Unified. This segment describes what you need to "simulate" a voice browser with the use of a web browser.

1. The First VoiceXML Page: In order to obtain the first VoiceXML page of an application, enter the URL that a voice browser accesses in a web browser.
 - a. If the web browser appears on the same machine as Cisco Unified Call Services, the IP address can be replaced with "localhost."
 - b. For example, to call the HelloWorld application in a web browser if the application server listens on port 8080, enter this URL:

```
http://localhost:8080/Audium/Server?audium_application=HelloWorld
```

- c. The web browser then shows the first VoiceXML page.
2. Subsequent Pages: For subsequent pages, since Cisco Unified Call Services treats a phone call as a "session," a cookie is used to keep track of it. The web browser handled this cookie once the first VoiceXML page was returned. If you look at the cookies on the web browser, you see one for "localhost."
- a. In order to view the subsequent VoiceXML pages, enter the next URL in the same browser window or a window that was "derived" from this window.
 - b. For example, in Internet Explorer, if you choose **File > New > Window**, it creates another window derived from the first, but if you click on the IE icon in the taskbar, it does not create another window.
 - c. In order to view the subsequent VoiceXML pages, read the VoiceXML and find the `<SUBMIT>` that applies to the result you wish to follow. Every `<SUBMIT>` includes various arguments that must be included in the URL in order to properly simulate a phone call.
 - d. Place these arguments in the URL in between the '&' characters.
 - e. For example, if the VoiceXML contains this submit

```
<SUBMIT enctype="application/x-www-form-urlencoded"
        namelist="foundation_fld audium_vxmlLog confidence"
        method="post" next="/Audium/Server" />
```

The arguments are "foundation_fld," "audium_vxmlLog," and "confidence."

For example, if the data captured and stored in "foundation_fld" was "apple," and the confidence was 83%, the URL that you call looks like this:

```
http://localhost:8080/Audium/Server?foundation_fld
=apple&confidence=0.83&audium_vxmlLog=my_logging_content
```

- f. All submits have the "audium_vxmlLog" argument, which is used for interaction logging. You can omit this, but no interaction content is stored in the activity log. The other data is required.

```
http://localhost:8080/Audium/Server?foundation_fld=apple&confidence=0.83
```

3. Hang Up: As long as Cisco Unified Call Services believes that a phone call is connected to it, a Cisco Unified port is used. Only when the phone call hangs up does the port become available again. When the call is simulated in a web browser, the failure to simulate a hang-up continues to occupy the port until the internal time-out mechanism takes over (a default of 30 minutes). This can quickly fill up all the ports on Cisco Unified Call Services, which would necessitate a restart to quickly reset the ports, so simulate a hang up with a call to this URL:

```
http://localhost:8080/Audium/Server?audium_action=hangup
```

Once this URL is called, the Cisco Unified port is closed, and the window can be used to simulate another call.

Tips:

- ◆ Do not use the Back and Forward buttons; they yield inconsistent results and most likely cause errors.

- ◆ In order to simulate a brand new call, it is best to open up a brand new browser window (click on the browser icon in the taskbar or quit and start the browser again). You can use the same window, but the behavior can be inconsistent. Another tactic is to delete the localhost cookie.
- ◆ Only the first URL need include the application name; the server knows the application name from the cookie.
- ◆ In order to see the application root document, bring up the first VoiceXML page before the root document becomes available.
- ◆ In order to quickly go to a VoiceXML page deep in an application, open up a new browser window, and make many browser windows derive from it. Enter the first URL in the first window. Enter the second URL in the second window, and so on. This process allows you to go back through the same place for another phone call if you choose each window in turn and press the **Reload** button.

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Related Information

- **Technical Support & Documentation – Cisco Systems**

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