

# PALM CTI Tester

Testing telephony applications to determine performance characteristics and to uncover logic problems is often an expensive undertaking. There are some expensive tools available on the market today that make isolated testing possible. PALM's CTI Tester is a low cost tool for performing such tests without utilizing a commercial T-1. This tool avoids the costs of running performance tests over the PSTN. A scripting language that is efficient and intuitive is used to control call flow. Support for a variety of T-1 CTI cards is available. Different scripts may be launched for each call, thus varying the load and features exercised.

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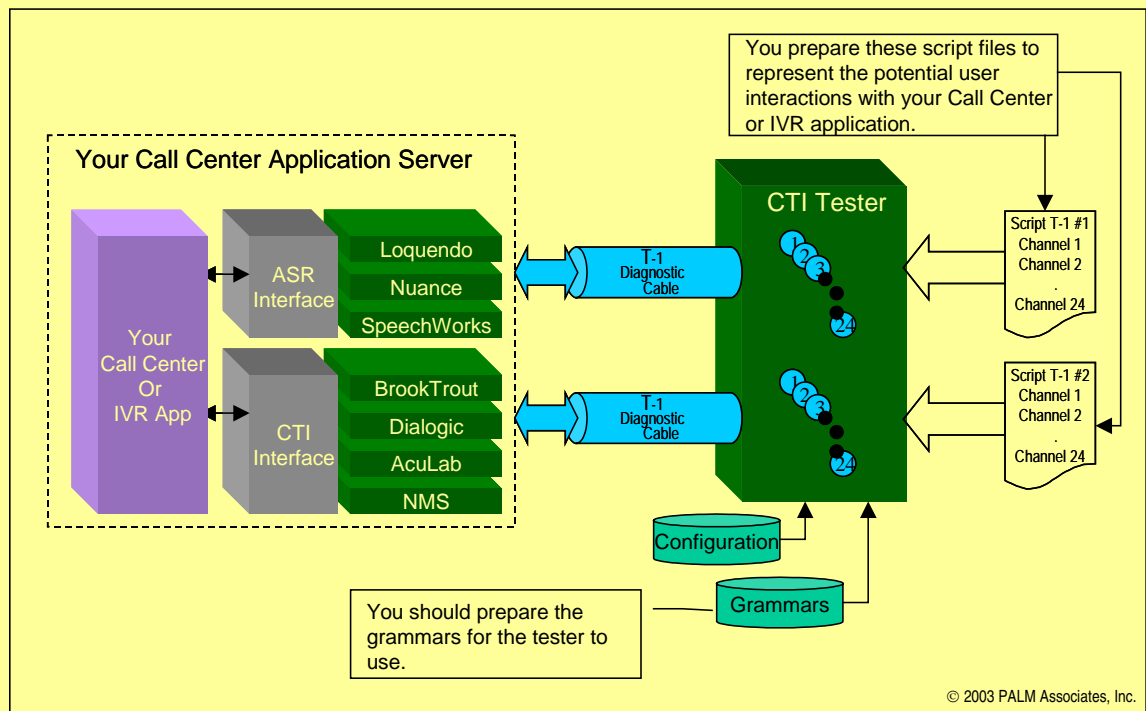
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## Purpose

The purpose of this tester is to provide a convenient mechanism for stress testing a CTI application that uses a digital T-1 interface. Since ASR (Automatic Speech Recognition) is included in the scripting language, the system prompts can be interpreted and the testing scripts reaction changed. The goal is to be able to heavily load multiple T-1 sessions each with a different script if necessary. Channels are serviced by a thread poll, so requests are made at a message level and a dispatch manager assigns resources. A Call Center Application can be in any language and may use any of the standard CTI boards. Typical application structures are illustrated in the next paragraphs.

## Call Center Application

A call center supporting in-calling subscribers as well as Out-dial applications is illustrated in the figure to the right.



## Typical Implementations

After installing the CTI Tester on an appropriate machine, your engineers would prepare scripts to represent all of the different kinds of interactions you expect subscribers to carry out when using your system. The number of each kind of scripts can represent the proportion of a specific interaction. Multiple T-1s can be loaded in this way to stress the system to its designed limit.

The scripts utilize ASR to interpret the systems reaction and the scenario may be modified on the basis of the system's state or prompt. Your engineers should also prepare any grammars that the testing tool would use in executing the scripts. PALM engineering is prepared to develop these testing grammars on a time and material basis if requested.

No connection to an external PSTN provided T-1 is necessary to carry out these tests.

### The product includes the following

- Executable version of the CTI Tester for Windows 2000
- Instructions on setting up the scripts
- Configuration file to determine the number of threads, scripts, etc.
- (1) Special T-1 tester cable, more can be purchased. Additional cables may be purchased.
- Instructions for setting up the telephony board

### What you must provide

- PC running Windows 2K
- Dialogic digital interface board properly installed
- An ASR engine installed and licensed if you intend to use the ASR feature.