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Gplus Adapter for Microsoft Dynamics 365 Administrator's Guide

The Workflow Debugger

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The Workflow Debugger allows you to test Workflows simulating the Gplus Adapter's functioning.

Important

This section and all information related to the **Workflow Designer** only apply to Microsoft Dynamics 365 with **Channel Integration Framework (CIF) version 1.0**.

Unlike the current model, which necessarily needs the whole Gplus Adapter and the Genesys Multicloud CX environment, you can test the Workflows you designed with a useful tool coming along with the Workflow Designer: the **Workflow Debugger**, a sort of Adapter simulator.

The Adapter triggers Events inside Microsoft Dynamics 365 with a specific message. The Workflow Debugger simulates the trigger of this message exactly like the Adapter would do.

Displaying the Workflow Debugger

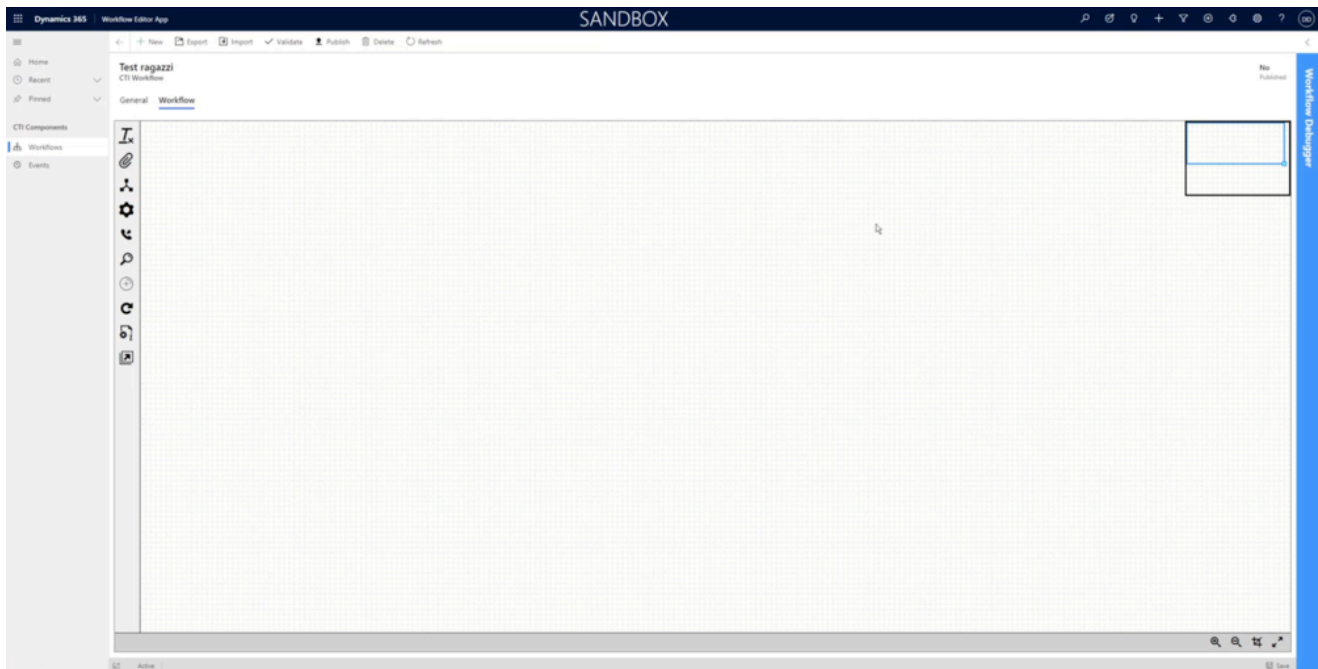
The Workflow Debugger is not displayed just after the Designer installation. To activate it, follow this procedure.

1. Open the CIF application by clicking the Microsoft Dynamics 365 **list menu** and selecting **Channel Integration Framework**.
2. Create a new channel provider by clicking **+ New**.
3. Provide the following parameters:
 - **Name:** any name
 - **Label:** Workflow Debugger
 - **Channel URL:** "https://webresources/softphon_WorkflowDebugger.html"
 - **Enable Outbound Communication:** No
 - **Channel Order:** 1
 - **API Version:** 1.0
 - **Trusted Domain:**
 - **Custom Parameters:**
4. Insert **Workflow Editor App** in the central selection (select Unified Interface Apps for the Channel).
5. Click **Save**.

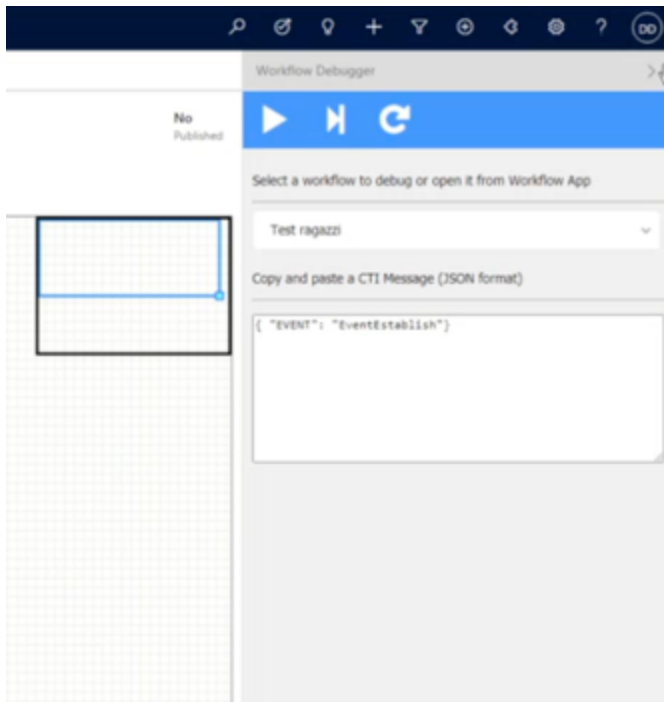
Important

After filling out the **Channel URL** field, you have to replace with your own Microsoft Dynamics 365 domain.

After this procedure, the Workflow Debugger will be displayed on the right side.






Click it and it will open.



Using the Workflow Debugger

The Workflow Debugger has three controls:

Icon	Description
	Entirely runs the Workflow.
	Runs the Workflow step by step.
	Refreshes the Workflow.

All created Workflows are visible in the list menu. You can switch from one to another just by selecting one.

Within the Execution Data section, you can check all parameters on which the Workflow can operate. When running Workflows step by step, the Workflow Debugger shows information dynamically evaluated for each step here.

All tested and working sections of the Workflow turn green.

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Refresh

Workflow Debugger

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```

graph TD
    A[mimmovar descrizione] --> B[condizione]
    B --> C[AssignVariable4]
    B --> D[AssignVariable5]
          
```

Select a workflow to debug or open it from Workflow App

Test ragazzi

Copy and paste a CTI Message (JSON format)

{
 "EVENT": "EventEstablished",
 "AccessNumber": "",
 "AddressInfoStatus": 0,
 "AddressInfoType": 0,
 "AddressType": 0,
 "AgentID": "1000",
 "AgentWorkNode": 0,
 "AND": "393202994037",
 "ApplicationName": "",
 "CallID": 1,
 "CallInfoType": 0,
 "CallState": 0,
 "CellType": 0,
 "Cause": 0,
 "ClientID": 0,
 "CollectedDigits": "",
 "ConnID": "B06C02A20017001",
 "CustomerID": "",
 "DNIS": "10000",
 "ErrorCode": 0,
 "ErrorMessage": "",
 "FileHandle": 0,
 "FirstTransferConnID": "",
 "ForwardNode": 0,
 "HomeLocation": "",
 "LastCollectedDigit": 0,
 "LastTransferConnID": "",
 "Location": "",
 "LocationInfoType": 0,
 "MakeCellType": 0,
 "MonitorTextCal
 }

Workflow execution data

Variables		Parameters	Global	Attachabata
Name		Value		
mimmovar_greta		alessandro suliano		

In the case of an error, the incorrect sections are highlighted in red, while an error description is displayed on the right.

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Workflow Debugger

Select a workflow to debug or open it from Workflow App

Test ragazzi

Copy and paste a CTI Message (JSON format)

```

{
  "event": "EventEstablished",
  "accessNumber": "",
  "addressInfo": {
    "addressInfoType": "0",
    "addressInfo": "0",
    "agentID": "1",
    "agentCode": "0",
    "agent": "993202994037",
    "applicationName": "",
    "callID": "1",
    "callInfoType": "0",
    "callState": "0",
    "callType": "2",
    "cause": "0",
    "clientID": "0",
    "collecterDigits": "",
    "connection": "0",
    "customerID": "0",
    "customer": "0",
    "firstTime": "0",
    "errorCode": "0",
    "errorMessage": "",
    "fileMedia": "0",
    "firstTransferConnID": "0",
    "forwardMode": "0",
    "homeLocation": "",
    "isCollectedDigit": "0",
    "lastTransferConnID": "0",
    "location": "",
    "locationInfoType": "0",
    "makeCallType": "0",
    "nonInteractive": "0"
  }
}
          
```

Workflow execution data

Variables	Parameters	Global	Attachment
<div style="background-color: white; color: red; padding: 5px; border: 1px solid black; margin: 5px auto; width: fit-content;"> ERROR [softphone] [workflowsengine] [AssignVariable] Context: error in variable assignment: [AssignVariable] activity not correctly defined. </div>			

When you run a screen-pop test, you can return to the Workflow Designer:

- Either clicking **Workflow Editor App** in the upper left corner,
- Or reselecting the **wanted Workflow** from the Workflow Debugger list menu.