

SimboVara Workflow Customization: Test Your Workflow Changes - Admin Panel

Purpose

Verify that edits behave as expected before you make any changes on the workflows.

Quick test plan

1. Make one change and **Save**.
2. Place a live call to your main number during **office hours** and confirm:
 - Opening prompt and language choice if enabled
 - Identity questions including DOB read-back if enabled
 - Website answers for common FAQs
 - Transfer to Front Desk when requested
3. Place a call **after hours** and walk through the on-call menu if enabled.
4. Trigger each edited workflow with a simple statement and confirm the questions are asked in order.
5. Trigger each conditional transfer rule and confirm the call routes correctly.

Tips and Good practices

- Keep a shared checklist so the team runs the same tests.
- Re-test after any phone system or schedule change.
- Collect two or three real caller recordings each week to spot issues early.

Revision #3

Created 18 September 2025 04:44:38 by Admin

Updated 18 September 2025 05:46:19 by Admin