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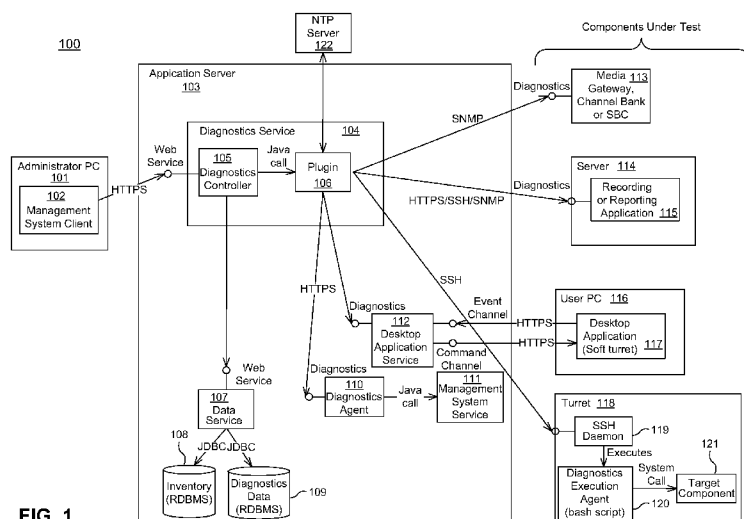


FIG. 1

(57) Abstract: Systems, methods, and computer program products are provided for testing a voice communication system. A job instruction is transmitted from an application server to a turret via a communications network. The application server causes the turret to execute at least one diagnostic test based on the job instruction. The application server receives, from the turret via the communications network, a message including a result of the at least one diagnostic test.