

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851CF.AGR.001	Agent Greeting	Agent Greeting of an Inbound CVP Post-Routed SIP Call Flow with CTI OS and Consult Transfer	Verify a pre-recorded announcement is played to the agents immediately following a successful media connection between agent's consult conference.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC851CF.AGR.002	Agent Greeting	Agent Greeting Works in Conjunction with Whisper Announcement in CVP Post-Routed in Single Step Transfer	Verify a pre-recorded announcement is played to the transferring agent immediately following a successful media connection and appropriate Whisper announcement is played to the agent.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC851CF.AGR.003	Agent Greeting	Agent Greeting Works in Conjunction with Whisper Announcement in CVP Post-Routed for Consult Transfer	Verify a pre-recorded announcement is played to the transferring agent immediately following a successful media connection and appropriate Whisper announcement is played to the agent.	Stage 2: Unified ICME->Gate Keeper->Unified CM->Agent	Passed	
UC851CF.AGR.004	Agent Greeting	Agent Greeting Works in Conjunction with Whisper Announcement in CVP Post-Routed for Consult Conference	Verify a pre-recorded announcement is played to the conferencing agent immediately following a successful media connection and appropriate Whisper announcement is played to the agent.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC851CF.AGR.005	Agent Greeting	CTI OS Server Failover During Agent Greeting on Unified CVP Post-Routed Call Via SIP Gateway by CTI OS SIP Agent	Verifies call recovers asfter CTI OS server failover during Agent Greeting on Unified CVP Post-Routed call via SIP Gateway by CTI OS SIP Agent.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	

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UC851CF.AGR.006	Agent Greeting	CTI Server Failover During Agent Greeting on Unified CVP Post-Routed Call Via SIP Gateway by CTI OS SIP Agent	Verifies call recovers after CTI server failover during Agent Greeting of a Unified CVP Post-Routed calls via SIP Gateway to SIP Agent.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC851CF.AGR.007	Agent Greeting	Peripheral Gateway Failover During Agent Greeting on Unified CVP Post-Routed Call Via SIP Gateway by CTI OS SIP Agent	Verifies call recovers after Peripheral Gateway/OPC failover during Agent Greeting of a Unified CVP Post-Routed calls via SIP Gateway to SIP Agent.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC851CF.AGR.008	Agent Greeting	JTAPI Gateway Failover During Agent Greeting on Unified CVP Post-Routed Call Via SIP Gateway by CTI OS SIP Agent	Verifies call recovers after JTAPI Gateway failover during Agent Greeting of a Unified CVP Post-Routed calls via SIP Gateway to SIP Agent.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC851CF.AGR.016	Agent Greeting	Agent Greeting of an Inbound CVP Post-Routed SIP Call Flow to SIP Endpoint	Verify a pre-recorded announcement is played to the Customer immediately following a successful media connection to a SIP IP Phone Agent.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC851CF.AGR.017	Agent Greeting	Agent Greeting of an Inbound CVP Post-Routed SIP Call Flow to SCCP Endpoint	Verify a pre-recorded announcement is played to the Customer immediately following a successful media connection to an SCCP IP Phone Agent.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC851CF.AGR.018	Agent Greeting	Agent Greeting Works in Conjunction with Whisper Announcement Using CTI Application Call Flow	Verify a pre-recorded announcement is played to the Customer immediately following a successful media connection and appropriate Whisper announcement is played to Agent.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	

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UC851CF.AGR.019	Agent Greeting	Agent Greeting of an Inbound CVP Post-Routed SIP Call Flow to SIP Endpoint in Peripheral Gateway (PG) Network Failover	Verify a pre-recorded greeting is played to the Customer immediately following a successful media connection between Agent in CVP Post-Routed SIP call flow to SIP endpoint in PG network failover.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	

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UC851CF.MDS.001	Media Capture	Unified Communications Manager Post-Routed Call Recording of CTI OS Agent's Invoked IP Phone	Verify call recording of Unified Communications Manager post route call on a CTI OS agent using an IP Phone.	PSTN->H.323 Gateway->Unified CM->Unified CCE->Unified CM->Agent	Passed	
UC851CF.MDS.002	Media Capture	Ad hoc Conference of a Unified Communications Manager Post-Routed SIP call by CTI OS Agent with a CTI OS Agent in Same Unified Communications Manager Cluster During Call Recording Session	Verifies call recording of an ad hoc Conference of a Unified Communications Manager Post-Routed SIP call by CTI OS Agent with SCCP Phone to another Agent using SIP IP phone in same Unified Communications Manager cluster.	PSTN->SIP Gateway->Unified CM->Unified CCE->Unified CM->Agent->Unified CM Adhoc Conference(AgentB)	Passed	
UC851CF.MDS.003	Media Capture	Ad hoc Conference of a Unified Communications Manager Post-Routed H.323 call by CTI OS Agent with Agent using SIP IP phone in Same Unified Communications Manager Cluster During Call Recording Session	Verifies call recording of an ad hoc Conference Unified Communications Manager Post-Routed H.323 call by CTI OS Agent with SCCP Phone to another Agent using SIP IP phone in the same Unified Communications Manager cluster.	PSTN->H.323 Gateway->H.323 Gatekeeper(Unified CM->Unified CCE->Unified CM->Agent->Unified CM Adhoc Conference(AgentB)	Passed	

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UC851CF.MDS.004	Media Capture	Ad hoc Conference of a Unified Communications Manager Post-Routed MGCP call by CTI OS Agent with Agent in Same Unified Communications Manager Cluster During Call Recording Session	Verifies call recording of an ad hoc conference Unified Communications Manager Post-Routed MGCP call by CTI OS Agent with SCCP Phone to another Agent using SIP IP phone in the same Unified Communications Manager cluster during.	PSTN->MGCP Gateway->Unified CM->Unified CCE->Unified CM->Agent->Unified CM Adhoc Conference(AgentB)	Passed	
UC851CF.MDS.005	Media Capture	Ad hoc Conference of a CVP Post-Routed SIP call by CAD Agent with CAD Agent in different Unified Communications Manager cluster during Call Recording Session	Verifies call recording of an ad hoc conference CVP Post-Routed SIP call by CAD Agent with SIP Phone to another Agent using SIP IP phone in different Unified Communications Manager cluster.	PSTN->SIP Ingress Gateway->SIP Proxy->Unified CVP->Unified CCE->Unified CM->Agent->Unified CM Adhoc Conference(AgentB)	Passed	
UC851CF.MDS.006	Media Capture	Ad hoc Conference of a CVP Post-Routed H.323 call by CAD Agent with CAD Agent in Different Unified Communications Manager Cluster During Call Recording Session	Verifies call recording of an ad hoc conference CVP Post-Routed H.323 call by CAD Agent with SIP Phone to another CAD Agent using SCCP IP phone in different Unified Communications Manager cluster.	PSTN->H.323 Ingress Gateway->Gatekeeper->Unified CVP->Unified CCE->Unified CM->Agent->Unified CM Adhoc Conference(AgentB)	Passed	

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UC851CF.MDS.007	Media Capture	Call Recording of Multiple Consult Transfers of Unified Communications Manager Post-Routed Via MGCP Gateway by CTI OS Agent to Another CTI OS Agent and Conference with a CTI OS Agent	Verifies call recording of session of a Unified Communications Manager Post-Routed consult transferred calls via MGCP gateway to CTI OS agent with SIP IP phone followed by another CTI OS agent with SCCP IP Phone and a then conference with a CTI OS Agent.	PSTN->MGCP Ingress Gateway->Unified CM->Unified IP IVR->Unified CCE->Unified CM->Agent A (consult transfer to Agent B)->Consult transfer to Agent C->Conference with Agent D	Passed	
UC851CF.MDS.008	Media Capture	Call Recording of a Consult Transfer Unified CVP Post-Routed Call Via H.323 Gateway by CAD Agent to another CAD Agent Call Queued at Unified CVP	Verifies call recording of Unified CVP Post-Routed call routed via a H.323 Gateway to a CAD agent using SIP IP Phone can be queued and then transferred to another CAD agent using SCCP IP Phone.	PSTN->SIP Ingress Gateway->Unified SIP Proxy->Unified CVP->Unified CCE->Unified CM->Agent A (consult transfer to Agent B)	Passed	
UC851CF.MDS.009	Media Capture	Call Recording of Multiple Consult Transfers and Ad hoc Conference of Unified CVP Post-Routed call via SIP Gateway by CAD Agent to a CTI OS Agent and a Conference with a CAD Agent	Verifies call recording of session of a Unified CVP Post-Routed consult transferred and conference calls via SIP Gateway to CAD agent using a SIP IP Phone followed by a CTI OS agent using a SCCP phone and then to a CAD agent and conference to a CAD agent.	PSTN->SIP Ingress Gateway->Unified SIP Proxy->Unified CVP->Unified CCE->Unified CM->Agent A (consult transfer to Agent B->Agent B (consult transfer to Agent C->Conference->Agent D	Passed	
UC851CF.MDS.010	Media Capture	Consult Transfer of Unified Communications Manager Post-Routed SIP Call by SIP Agent to a SCCP Agent	Verifies call recording of session of Unified Communications Manager Post-Routed call via SIP gateway to a CAD agent using SIP IP Phone queued and then consult transferred to another CAD agent using SCCP IP Phone.	PSTN->H.323 Ingress Gateway->Gatekeeper->Unified CM->Unified IP IVR->Unified CCE->Unified CM->Agent A (consult transfer to Agent B)	Passed	

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UC851CF.MDS.011	Media Capture	Consult Transfer of Unified Communications Manager Post-Routed H.323 Call by SIP Agent to a SIP Agent	Verifies call recording of session of Unified Unified Communications Manager Post-Routed via H.323 gateway to a CTI OS using SIP IP Phone queued and transfered to another agent using SIP IP Phone.	PSTN->H.323 Ingress Gateway->Gatekeeper->Unified CM->Unified IP IVR->Unified CCE->Unified CM->Agent A (consult transfer to Agent B)	Passed	
UC851CF.MDS.012	Media Capture	Call Recording of Multiple Blind Transfers and Conference of Unified CVP Post-Routed call via SIP Gateway to a CTI OS Agent to a CTI OS Agent and to a CAD Agent	Verifies call recording of a Unified CVP Post-Routed blind transferred calls via SIP Gateway to CTI OS agent with a SIP IP Phone followed by a SCCP agent and followed by a CAD agent with SIP IP phone and conference with a CTI OS agent with SCCP IP phone.	PSTN->SIP Ingress Gateway->Unified SIP Proxy->Unified CVP->Unified CCE->Unified CM->Agent A (blind transfer to Agent B)->Agent B (blind transfer to Agent C)->Conference->Agent D	Passed	
UC851CF.MDS.013	Media Capture	Call Recording of Multiple Blind Transfers and Ad hoc Conference of a Unified CVP Post-Routed call via H.323 Gateway by a CTI OS Agent to a CAD Agent and to a CTI OS Agent Followed by a CAD Agent	Verifies call recording of a Unified Communications Manager Post-Routed blind transferred calls via H.323 Gateway to CTI OS Agent using a SIP IP phone followed by a CAD agent using a SCCP IP phone to a CTI OS agent using a SIP IP phone and then conference to a CTI OS agent using a SCCP IP phone.	PSTN->H.323 Ingress Gateway->Gatekeeper->Unified CVP->Unified CCE->Unified CM->Agent A (blind transfer to Agent B)->Agent B (blind transfer to Agent C)->Conference->Agent D	Passed	
UC851CF.MDS.014	Media Capture	Call Recording of Multiple Blind Transfers Unified Communications Manager Post-Routed Call Via SIP Gateway	Verifies call recording of a Unified Communications Manager Post-Routed blind transferred calls via SIP Gateway to CTI OS agent using SIP IP phone followed by a CAD agent using SCCP IP Phone and then to CAD Agent.	PSTN->SIP Ingress Gateway->Unified CM->Unified IP IVR->Unified CCE->Unified CM->Agent A (blind transfer to Agent B)->Blind transfer to Agent C->Conference with Agent D	Passed	

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UC851CF.MDS.015	Media Capture	Call Recording of Multiple Blind Transfers and Conference of Unified Communications Manager Post-Routed call Via H.323 Gateway by a CAD Agent to a CTI OS Agent and to a CAD Agent Followed by a CTI OS Agent	Verifies call recording of a Unified Communications Manager Post-Routed blind transferred calls via H.323 Gateway to CAD agent using SCCP IP phone followed by a CTI OS agent using SIP IP Phone and then to CAD Agent using a SIP IP phone and a conference to a CTI OS agent using SCCP IP phone.	PSTN->H.323 Ingress Gateway->Gatekeeper->Unified CM->Unified IP IVR->Unified CCE->Unified CM->Agent A (blind transfer to Agent B)->Blind transfer to Agent C->Conference with Agent D	Passed	
UC851CF.MDS.016	Media Capture	Call Recording of Multiple Blind Transfers and Ad hoc Conference of a Unified Communications Manager Post-Routed call via MGCP Gateway by CAD Agent to a CTI OS Agent Followed by a CAD Agent and Conference with a CAD Agent	Verifies call recording of a Unified Communications Manager Post-Routed blind transferred calls via MGCP Gateway to CAD Agent using SIP IP phone followed by a CTI OS agent using SCCP IP Phone and then to a CAD agent using a SIP IP phone and then conference with a CAD Agent.	PSTN->MGCP Ingress Gateway->Unified CM->Unified IP IVR->Unified CCE->Unified CM->Agent A (blind transfer to Agent B)->Blind transfer to Agent C->Conference with Agent D	Passed	
UC851CF.MDS.017	Media Capture	Call Recording of an Ad hoc Conference Unified CVP Post-Routed Using H.323 Call by SIP Agent to Remote SCCP Agent, Call Queued at Unified CVP	Verifies that call recording of a Unified CVP Post-Routed inbound call routed via H.323 gateway to a CAD agent using a SIP Unified IP Phone can be queued and then conferenced (ad hoc) with an SCCP agent using a remote SCCP Unified IP Phone.	PSTN->H.323 Gateway->Gatekeeper->Unified CVP->Unified CCE->Unified CM->SIP Agent->Unified CCE->Unified CM->Remote SCCP Agent	Passed	



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UC851CF.MDS.018	Media Capture	Call Recording of Multiple Ad hoc Conference Unified CVP Post-Routed Using H.323 Calls by SIP Agent to Remote SCCP Agent, Call Queued at Unified CVP	Verifies call recording of Unified CVP Post-Routed Location based (CAC) calls routed via a H.323 gateway to a CAD agent using SIP IP Phone can be queued and then conferenced (ad hoc) with another agent using SCCP IP Phone followed by another CAD agent using SCCP IP phone.	PSTN->H.323 Gateway->Gatekeeper->Unified CVP->Unified CCE->Unified CM->SIP Agent->Unified CCE->Unified CM->Remote SCCP Agent->Unified CCE->Unified CM->Remote SIP Agent	Passed	
UC851CF.MDS.024	Media Capture	Call Recording of Unified Communications Manager Post-Routed SIP Call on Hold Using Regular Agent Desktop Basic Recording Function	Verify all call recording functions of record/pause/resume on a Unified Communications Manager post route call to a Cisco Finesse agent using an IP Phone.	PSTN->SIP Gateway->Unified CM->Unified CCE->Unified CM->Agent	Passed	
UC851CF.MDS.025	Media Capture	Call Recording on Hold and Retrieve of a Unified CVP Post-Routed SIP Call Using Regular Agent Desktop Via Basic Recording Function	Verify all call recording functions of record/pause/resume on a Unified CVP post route call to a regular agent using an SCCP IP Phone.	PSTN->SIP ingress Gateway->SIP Proxy->Unified CVP->Unified CCE->Unified CM->Regular Agent	Passed	
UC851CF.MDS.026	Media Capture	Call Recording of a Unified CVP Post-Routed H.323 Consult Transfer Call Between Two CTI OS Agents Located in Different Unified Communications Manager Clusters Using Desktop Basic Recording Function	Verify all call recording functions of record/pause/resume on a Unified CVP post route H.323 consult transfer call between two CTI OS desktop agents.	PSTN->H.323 Ingress Gateway->Gatekeeper->Unified CVP->Unified CCE->Unified CM->Finesse Agent-Unified CCE->Unified CM->Finesse Agent	Passed	

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UC851CF.MDS.027	Media Capture	Call Recording of a Unified Communications Manager Post-Routed H.323 Consult Transfer Call Between Two Finesse Agents Located in Different Unified Communications Manager Clusters Using Desktop Basic Recording Function	Verify all call recording functions of record/pause/resume on a Unified Communications Manager post route H.323 consult transfer call between CAD and CTI OS agents.	PSTN->H.323 Ingress Gateway->Gatekeeper->Unified CM->Unified IP IVR->Unified CCE->Unified CM->Agent A->Unified CCE->Unified CM->Agent B	Passed	
UC851CF.MDS.028	Media Capture	Play Back Agent Greeting of a CVP Post-Routed SIP Call to a CTI OS Agent	Verify recording and playback of a call when an agent receives an audible announcement via the phone headset when a call is presented before answering the call.	PSTN->SIP Ingress Gateway->SIP Proxy->Unified CVP->Unified CCE->Unified CM->Agent	Passed	
UC851CF.MDS.029	Media Capture	Recording of Whisper Announcement of CVP Post-Routed SIP Call to a CTI OS Agent	Verify recording of a call when an agent receives an audible announcement via the phone headset when a call is presented before answering the call.	PSTN->SIP Ingress Gateway->Unified SIP Proxy->Unified CVP->Unified CCE->Unified CM->Agent	Passed	
UC851CF.MDS.030	Media Capture	Call Recording of Agent Greeting on a CVP Post-Routed SIP Call to a Regular CTI OS Agent	Agent recorded message is played to the caller once the call is established and before the agent starts speaking on a CVP Post-Routed SIP Call to a regular CTI OS agent.	PSTN->SIP Gateway->Unified CVP->Unified CCE->Unified CM->Agent	Passed	
UC851CF.MDS.031	Media Capture	Call Recording of Agent Greeting on a CVP Post-Routed SIP Call to a Regular Agent	Agent recorded message is played to the caller once the call is established and before the agent starts speaking on a CVP Post-Routed SIP Call to a regular agent.	PSTN->SIP Gateway->Unified CVP->Unified CCE->Unified CM->Regular Agent	Passed	

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UC851CF.MDS.032	Media Capture	Playback a Recorded Unified Communications Manager Post-Routed SIP Conference Call	Verifies that a SIP conference call is played back in segments regardless of which format calls are recorded.	PSTN->SIP Gateway->Unified CM -Unified IP IVR->Unified CCE->Unified CM->Finesse Agent	Passed	
UC851CF.MDS.033	Media Capture	Playback a Recorded Multi-party Transferred Communications Manager Post-Routed MGCP Call	Verifies that a multi-party transfer call is played back in segments regardless of which format calls are recorded.	PSTN->MGCP Gateway->Unified CM -Unified IP IVR->Unified CCE->Unified CM->Agents	Passed	
UC851CF.MDS.034	Media Capture	Playback a Multi-party Recorded Transferred Unified CVP Post-Routed Call	Verifies that a recorded multi-party transfer call is played back in segments regardless of which format calls are recorded.	PSTN->SIP Gateway->Unified SIP Proxy->Unified CVP->Unified CCE->Unified CM->Agents	Passed	
UC851CF.MDS.035	Media Capture	Playback a Recorded Unified CVP Post-Routed H.323 Conference Call	Verifies that a recorded H.323 conference call is played back in segments regardless of which format calls are recorded.	PSTN->H.323 Gateway->Gatekeeper->Unified CVP->Unified CCE->Unified CM->Finesse Agents	Passed	
UC851CF.MDS.036	Media Capture	Playback Multiple Conference Unified CVP SIP Calls	Verifies that a recorded SIP conference call is played back in segments regardless of which format calls are recorded.	PSTN->SIP Gateway->SIP Proxy->Unified CVP->Unified CCE->Unified CM->Conference Agent A->Agent B->Agent C	Passed	
UC851CF.MDS.039	Media Capture	Perform Platform Level Monitoring of Recording Servers in Comprehensive Unified CVP Post Route Environment	Verifies platform level monitoring of recording servers in comprehensive Unified CVP post route environment.	PSTN->SIP Ingress Gateway->SIP Proxy->Unified CVP->Unified CCE->Unified CM->Finesse Agent in ECP Environment	Passed	
UC851CF.MDS.040	Media Capture	Call Recording of an Incoming CVP Post-Routed Call to a CTI OS SIP Agent Separated by Firewall	Verifies that a call separated by firewall can be recorded and played back in segments regardless of which format calls are recorded.	PSTN->SIP Gateway->SIP Proxy->Unified CVP->Unified CCE->Unified CM->Agent A	Passed	

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UC851CF.SOM.003	Network Management	Access Cisco SocialMiner	Verify that access to SocialMiner is successful.		Passed	

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UC701CF.CTI.003	Conference	Multiple Conference Calls by Remote and Central CTI OS Agents Between Remote Sites and Central Site	Verifies that remote and central site CTI OS agents can answer and conference calls and CTI data between remote sites and the central site using the Cisco 881 Enterprise Teleworker Router.		Passed	

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UC851CF.FRR.007	Failover	Call Recording on Secondary Node Failure with MDS in HA Mode	Verifies call recording on a secondary node failure with Media Capture in high availability mode.	PSTN->SIP Gateway->SIP Proxy->Unified CVP->Unified CCE->Unified CM->Agent 1	Passed	
UC851CF.FRR.008	Failover	Unified CVP Post Route SIP Call Recording with Unified CVP Active VRU PG Failover	Verifies call recording of Unified CVP Post route SIP Call recording with Unified CVP Active VRU PG failover.	PSTN->SIP Gateway->SIP Proxy->Unified CVP->Unified CCE->Unified CM->Agent 1	Passed	
UC851CF.FRR.009	Failover	Unified CVP Post Route Call Recording with Active Unified Communications Manager PG Failover	Verifies call recording of Unified CVP Post route Call recording with active Unified Communications Manager PG failover.	PSTN->SIP Gateway->SIP Proxy->Unified CVP->Unified CCE->Unified CM->Agent 1	Passed	
UC851CF.FRR.010	Failover	Unified Communications Manager Post Route Call Recording with Active Unified Communications Manager PG Failover	Verifies call recording of Unified Communications Manager Post route Call recording with active Unified Communications Manager PG failover.	PSTN->SIP/H.323/MGCP Gateway->Unified CM->Unified IP IVR->Unified CCE->Unified CM->Agent 1	Passed	
UC851CF.FRR.011	Failover	Unified Communications Manager Post Route Call Recording with Active VRU PG Failover	Verifies call recording of Unified Communications Manager Post route Call recording with active VRU PG failover.	PSTN->SIP/H.323/MGCP Gateway->Unified CM->Unified IP IVR->Unified CCE->Unified CM->Agent 1	Passed	
UC851CL.FRR.004	Failover	CTIServer Failover with Active Call, Consult Call, and Conference Call on the CTI OS Desktop	Verify active call, consult call, and conference call on the CTI OS desktops will recover successfully after CTIServer failover.		Passed	
UC851CL.FRR.005	Failover	Agent PG Failover with Active Call, Consult Call, and Conference Call on the CTI OS Desktop	Verify active call, consult call, and conference call on the CTI OS desktops will recover successfully after Agent PG failover.		Passed	

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UC851CL.FRR.006	Failover	Primary Unified Communications Manager Subsequent Node (Subscriber) Failover to Secondary Subsequent Node (Subscriber) and Recovery with CTI OS Agent Calls	Verify active call, consult call, and conference call on the CTI OS desktops will recover successfully after Primary Unified Communications Manager Subsequent Node (Subscriber) Failover.		Passed	

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UC851CF.GTW.002	CVP Post Routed Call Flow	ASR1000 / Cisco Unified Border Element SIP Calls to CVP-Post-Routed and Unified CCE Agents	Verifies that the ASR1000 / Unified Border Element is installed and configured for CVP SIP call flow usage.		Passed	
UC851CF.GTW.003	CVP Post Routed Call Flow	ASR1000 / Cisco Unified Border Element SIP Calls to CVP-Post-Routed and Unified CCE Agents Transfer to Second Agent	Verifies that the ASR1000 / Unified Border Element is installed and configured and call can be transferred to second agent.		Passed	
UC851CF.GTW.004	CVP Post Routed Call Flow	ASR1000 / Cisco Unified Border Element SIP Calls to CVP-Post-Routed and UCCE Agent and Agent Conferences Second Agent or Supervisor	Verifies that the ASR1000 / Unified Border Element is installed and configured for CVP SIP call flow and conferencing.		Passed	



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UC802CL.INT.002	Interoperability	Unified Communications System Release 8.0(2) Site Interoperability with Unified Communications Manager Release 6.1(4) Site in Unified CVP Post-Routed Test Bed	Verifies that Unified Communications System Release 8.0(2) site can interoperate with a Unified Communications Manager System Release 6.1(4) site in a Unified CVP Post-Routed test bed in a 1-hour load test.		Passed	
UC802CL.INT.004	Interoperability	Unified Communications System Release 8.0(2) Parent Site Interoperability with Unified Communications Manager System Release 7.1(3) Child Site	Verifies that Unified Communications System Release 8.0(2) parent site can interoperate with a Unified Communications Manager System Release 7.1(3) child site in a 1-hour load test.		Passed	

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UC701CF.NME.001	Network Management	Cisco Unified Operations Manager Auto-discovery of All Devices Including All Supported Cisco Unified CCE Devices	Verifies the following for a fresh Unified Operations Manager installation, 1) device credentials configuration, 2) auto-discovery start, 3) discovery of all devices in the provided IP address range (and supported by Unified Operations Manager), and 4) after completion of discovery, that devices are in "monitored" state.		Passed	
UC701CF.NME.002	Network Management	Cisco Unified Operations Manager Manual Addition and Deletion of Cisco Unified CCE Devices	Verifies the successful manual addition and deletion of undiscovered Unified CCE devices.		Passed	
UC701CF.NME.003	Network Management	Cisco Unified Operations Manager Service Level View (SLV) of Cisco Unified CCE Cloud Correctly Displays All Nodes and Links	Verifies that after discovering and adding all devices, the SLV of a Unified CCE cloud correctly shows all aspects of the display including the devices, links between the devices, and menus for alerts and performance details.		Passed	
UC701CF.NME.004	Network Management	Cisco Unified Operations Manager Unified CCE Device Details Correctly Displays Device Details, Including Unified CCE Processes	Verifies that the Unified CCE Device Details view from the SLV correctly and completely displays device details, including the connections and status.		Passed	

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UC701CF.NME.005	Network Management	Cisco Unified Operations Manager Unified CCE Device Performance Display	Verifies that the Unified CCE Performance view from the SLV correctly displays performance data and that performance data collection does not cause a negative impact on Unified CCE device operation.		Passed	
UC701CF.NME.006	Network Management	Cisco Unified Operations Manager Alarm Display and Clearing for Unified CCE Nodes	Verifies that the Unified CCE Alerts Display view from the SLV correctly receives and displays alerts and events and that these can be cleared as needed.		Passed	
UC701CF.NME.007	Network Management	Cisco Unified Operations Manager Monitors Unified Expert Adviser Devices	Verifies that Unified Operations Manager monitors and displays detailed information on all Unified Expert Advisor devices properly.		Passed	
UC701CF.NME.008	Network Management	Cisco Unified Operations Manager Custom Notification (Syslog)	Verifies the setup of custom event (i.e. syslog) in Notifications for Unified CCE devices and that the syslog is created and sent to the syslog server when an event occurs.		Passed	
UC701CF.NME.010	Network Management	Cisco Unified Operations Manager Unified CCE Alert History Reports	Verifies that the Unified CCE Alerts History view from the SLV displays the complete list of recent alerts and alarms, including those that were cleared.		Passed	

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UC701CF.NME.011	Network Management	Cisco Unified Operations Manager Execute Tools in Device Center	Verifies that the results of 1) selecting various Unified CCE devices using the Unified Operations Manager Device Center Tools and 2) performing functions such as ping, SNMP MIB walk, etc. meet expected values.		Passed	

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UC801CL.REL.009	Reliability	Cisco Unified Communications Manager Post-Routed 120-hour Load	Verifies that a Unified Communications Manager Post-Routed call flow is successful over a 120-hour period under heavy traffic volume.		Passed	
UC801CL.REL.021	Reliability	SIP Dialer 120-hour Load	Verifies that a Unified Communications Manager test site with a SIP Dialer integrated over a 120-hour period is successful under heavy traffic volume.		Passed	
UC802CL.REL.007	Reliability	Cisco Unified Communications Manager Post-Routed 24-hour Load	Verifies that a Unified Communications Manager Post-Routed call flow is successful over a 24-hour period under heavy traffic volume.		Passed	
UC802CL.REL.019	Reliability	Unified SIP Dialer 24-hour Load	Verifies that a Unified Communications Manager Post-Routed test site using a Unified SIP Dialer is successful over a 24-hour period with heavy traffic volume.		Passed	
UC851CL.REL.001	Reliability	Cisco Unified Communications Manager Post Routed Call Flow	Verifies that Unified Communications Manager Post Routed calls to agents are successful under heavy traffic volume.		Passed	
UC851CL.REL.002	Reliability	Cisco Unified CVP Post Routed Call Flow	Verifies that Unified CVP Post Routed calls to agents are successful under heavy traffic volume.		Passed	
UC851CL.REL.003	Reliability	Outbound Option SCCP Dialer	Verifies that outbound calls using SCCP to a customer or voicemail are successful under heavy traffic volume.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851CL.REL.004	Reliability	Parent/Child Call Flow	Verifies that Parent/Child calls to agents are successful under heavy traffic volume.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC801CL.RPT.009	Reporting	Unified Intelligence Suite 15-Minute Report Generation Using Stock Templates During Weekend Load Run on Unified Communications Manager Post-Routed Test Site	Verifies that a Unified Intelligence Suite packaged with stock templates can be used to generate 15-minute reports while running weekend load in a Unified Communications Manager Post-Routed test site.		Passed	
UC802CL.RPT.001	Reporting	Unified Intelligence Center Unified CVP Reporting	Verifies the ability to generate Unified CVP reporting using Unified IC with new CVP templates.		Passed	
UC802CL.RPT.002	Reporting	Unified Intelligence Center Web Server Application and Database in Unified CVP Post-Routed Test Bed	Verifies that the installation and configuration of the Unified Intelligence Center web server application and database can be done on a single dedicated server.		Passed	
UC802CL.RPT.003	Reporting	Connect Unified Intelligence Center Reporting Capability to Unified ICommunications Manager/ Unified CCE Admin Workstation and Historical Data Server	Verifies that the Unified Intelligence Center reporting capability can be configured to connect to a Unified ICommunications Manager/ Unified CCE Admin Workstation that houses the administration workstation database (for real-time reports) and Historical Data Server (for historical reports).		Passed	
UC802CL.RPT.005	Reporting	Unified Intelligence Suite Scheduled Reports	Verifies that the Unified Intelligence Center can automatically generate reports at predetermined times by setting up scheduled reports.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC802CL.RPT.007	Reporting	Unified Intelligence Center Authentication in Unified CVP Post-Routed Test Bed	Verifies that a Unified Intelligence Center can log in using a VOS local OS user account or LDAP user account.		Passed	
UC802CL.RPT.008	Reporting	Unified Intelligence Center Synchronization with Unified ICME Data Change	Verifies that changes to the Unified ICME agent database are automatically updated in the Unified Intelligence Center database when a synchronization program is used.		Passed	
UC851CF.RPT.001	Reporting	Unified Intelligence Center Reporting Call Flows with Agent Greeting	Verifies Unified IC reporting call flows with Agent Greeting.	PSTN->SIP Gateway->SIP Proxy->Unified CVP->Unified CCE->Unified CM->Agent 1	Passed	
UC851CF.RPT.002	Reporting	Unified Intelligence Center Reporting Call Flows with Whisper Announcement	Verifies Unified IC reporting call flows with Whisper Announcement.	PSTN->SIP Gateway->SIP Proxy->Unified CVP->Unified CCE->Unified CM->Agent 1	Passed	
UC851CF.RPT.003	Reporting	Unified Intelligence Center Reporting Call Flows with CAD Desktop in Communications Manager Post Route Environment	Verifies Unified IC reporting call flows with CAD Desktop in Communications Manager post route environment.	PSTN->SIP Gateway->SIP Proxy->Unified CVP->Unified CCE->Unified CM->Agent 1	Passed	
UC851CF.RPT.004	Reporting	Unified Intelligence Suite 15-Minute Report Generation During Weekend Load Run in Parent Child Deployment	Verifies that a Unified Intelligence Suite packaged with stock templates can be used to generate 15-minute reports while running load for 48 hours in a Parent Child deployment.	PSTN->SIP Gateway->SIP Proxy->Parent Unified CCE->Child Unified CCE->Unified CM->Agent 1	Passed	



ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851CF.RPT.005	Reporting	Unified Intelligence Suite 15-Minute Report Generation During Weekend Load Run in Unified CVP Post-Routed Deployment	Verifies that a Unified Intelligence Suite packaged with stock templates can be used to generate 15-minute reports while running load for 48 hours in a Unified CVP post route deployment.	PSTN->SIP Gateway->SIP Proxy->Unified CVP->Unified CCE->Unified CM->Agent 1	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC801CF.SEC.004	Security	CSA Management Console Configured to Support CC Components	Verify CSA Management updates CC components.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC802CL.SAF.002	Basic Call Flow	Learning Service Advertiser Framework (SAF) Call Control Discovery on Unified Communications Manager Post-Routed Test Site	Verifies that Unified Communications Manager-based call agents listen for SAF advertisements for the call control service and use the learned information to build dynamic routes to remote call agents.		Passed	
UC802CL.SAF.003	Basic Call Flow	Unified ICME Peripheral Gateway Stability While Using Service Advertiser Framework (SAF) Services	Verifies that Unified ICME PGs remain stable while the SAF learning and advertising service is in use.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC802CL.DIP.001	Reporting	Unified Analysis Manager Discovery of Seed Devices	Verifies that the Unified Analysis Manager can gather or collect key information on all the Unified Communications System components in a deployment from a single tool.		Passed	
UC802CL.DIP.002	Reporting	Unified Analysis Manager Import Function for IP Addresses and Authentication Information of Unified Communications System Components	Verifies that the Unified Analysis Manager can import a flat file containing a list of DNS names, IP addresses, and authentication credentials for a set of Unified Communications System components.		Passed	
UC802CL.DIP.003	Reporting	Unified Analysis Manager Scheduling and Call Log/Trace Settings	Verifies that the Unified Analysis Manager allows users to logically group Unified Communications System applications to enable scheduling, customized log/trace settings, and system call tracking functions.		Passed	
UC802CL.DIP.004	Reporting	Unified Analysis Manager Scheduled Polling for Troubleshooting	Verifies that the Unified Analysis Manager can create a schedule for frequent polling of Unified Communications System components for a short period to troubleshoot problems under load conditions.		Passed	
UC802CL.DIP.005	Reporting	Unified Analysis Manager Collection of Core Dump Files from Unified Communications System Components	Verifies the ability of the Unified Analysis Manager to collect core dump files from individual Unified Communications System components.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC802CL.DIP.007	Reporting	Unified Analysis Manager Collection of Log/Trace Information for Unified Customer Voice Portal Post-Routed Call Flow	Verifies the ability of the Unified Analysis Manager to collect log and trace files within a Unified CVP Post-Routed call flow test site.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.CVP.001	Transfer Call Flow	Blind and Consult Transfers of Parent Call by Cisco Unified CVP Child Agent to Multiple Unified CVP Child Agents	Verifies that a Unified CVP child agent can transfer (blind) a parent call to an agent, and when there is no response, RONA at the parent site routes the call to another agent who transfers (consult) it to an available agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.CVP.002	Transfer Call Flow	Blind and Consult Transfers of Queued Parent Call by Cisco Unified CVP Child Agent to Multiple Unified CVP Child Agents via Parent System	Verifies that a Unified CVP child agent can transfer (blind) a parent call that was initially queued to an agent, who then transfers (consult) it to another agent, via a parent system.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.CVP.003	Conference	Conference of Queued Parent Call by Cisco Unified CVP Child Agent with Multiple Unified CVP Child Agents via Parent System	Verifies that when a Unified CVP child agent conferences a Parent call that was initially queued with two agents, one of whom is unavailable, RONA at the parent site routes the call to an available agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.CVP.010	Transfer Call Flow	Blind Transfers of Queued Child Call by Cisco Unified CVP Child Agent to Another Agent	Verifies that a Unified CVP child agent can transfer (blind) a call that was initially queued to another agent, via a parent system.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851CF.ICM.074	Transfer Call Flow	Place Blind Transfer Call to VRU when Agent is Not Available	Verify an Agent receives a blind transfer call from VRU when available.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC802CL.CIP.006	Transfer Call Flow	Blind Transfer of Queued Parent Call Between Unified Contact Center Enterprise Child Agents (Unified IP Phone 9971 and Unified IP Phone 7971 SIP Endpoints) via Parent System	Verifies that a Unified CVP child agent can transfer (blind) a queued parent call to a Unified CCE child agent (a Unified IP Phone 9971 SIP endpoint), who then transfers (blind) the call to another Unified CCE child agent (a Unified IP Phone 7971 SIP endpoint).		Passed	
UC802CL.CIP.011	Conference	Conference of Queued Parent Call Between Unified Contact Center Enterprise Child Agents (Unified IP Phone 6900 Series SCCP Endpoint and Unified IP Phone 9971 SIP Endpoint) via Parent System	Verifies that a Unified CVP child agent can conference a queued parent call to a Unified CCE child agent (a Unified IP Phone 6900 Series SCCP endpoint), who then conferences in another Unified CCE child agent (a Unified IP Phone 9971 SIP endpoint).		Passed	



ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851CF.WSA.001	Whisper Announcement	Whisper Announcement on Unified CVP Post-Routed Call Via SIP Gateway to a CTI OS Agent During CTI OS Server Failover	Verifies whisper announcement to agents on a Unified CVP Post-Routed calls via SIP Gateway to a CTI OS agent during CTI OS server failover and recovery.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC851CF.WSA.002	Whisper Announcement	Whisper Announcement on Unified CVP Post-Routed Call Via SIP Gateway to a CTI OS Agent During CTI Server Failover	Verifies whisper announcement to agents on a Unified CVP Post-Routed calls via SIP Gateway to a CTI OS agent during CTI server failover and recovery.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC851CF.WSA.003	Whisper Announcement	Whisper Announcement on Unified CVP Post-Routed Call Via SIP Gateway to a CTI OS Agent During PG Failover	Verifies whisper announcement to agents on a Unified CVP Post-Routed calls via SIP Gateway to a CTI OS agent during PG failover and recovery.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC851CF.WSA.006	Whisper Announcement	Whisper Announcement on Unified CVP Post-Routed call via SIP Gateway to a CTI OS Agent During JTAPI Gateway Failover	Verifies whisper announcement to agents on a Unified CVP Post-Routed calls via SIP Gateway to a CTI OS desktop agent during JTAPI Gateway failover and recovery.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC851CF.WSA.007	Whisper Announcement	Whisper Announcement on Unified CVP Post-Routed Call Via SIP Gateway to a CTI OS Agent During Peripheral Gateway (PG) Network Failover	Verifies whisper announcement to agents on a Unified CVP Post-Routed calls via SIP Gateway to a CTI OS desktop agent during PG network failover and recovery.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851CF.WSA.008	Whisper Announcement	Whisper Announcement on Unified CVP Post-Routed Calls Via SIP Gateway to CTI OS Agent	Verifies that the Whisper Announcement feature works when Unified CVP is acting as the IVR to CTI OS Agent.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC851CF.WSA.009	Whisper Announcement	Whisper Announcement on Unified CVP Post-Routed Calls Via SIP Gateway to CTI OS Agent and Consult Conference	Verifies that the Whisper Announcement feature work when Unified CVP Post- Routed calls to CTI OS Agent and when consult conference is used.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC851CF.WSA.010	Whisper Announcement	Whisper Announcement on Unified CVP Post-Routed Calls Via SIP Gateway to CTI OS Agent and Single Step Transfer to Another Agent	Verifies that the Whisper Announcement feature work when Unified CVP Post Routed calls to CTI OS Agent and when single step transfer to another agent is used.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.CTI.003	Conference	Multiple Conference Calls by Remote and Central CTI OS Agents Between Remote Sites and Central Site	Verifies that remote and central site CTI OS agents can answer and conference calls and CTI data between remote sites and the central site using the Cisco 881 Enterprise Teleworker Router.		Passed	
UC701CF.CVP.001	Transfer Call Flow	Blind and Consult Transfers of Parent Call by Cisco Unified CVP Child Agent to Multiple Unified CVP Child Agents	Verifies that a Unified CVP child agent can transfer (blind) a parent call to an agent, and when there is no response, RONA at the parent site routes the call to another agent who transfers (consult) it to an available agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.CVP.002	Transfer Call Flow	Blind and Consult Transfers of Queued Parent Call by Cisco Unified CVP Child Agent to Multiple Unified CVP Child Agents via Parent System	Verifies that a Unified CVP child agent can transfer (blind) a parent call that was initially queued to an agent, who then transfers (consult) it to another agent, via a parent system.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.CVP.003	Conference	Conference of Queued Parent Call by Cisco Unified CVP Child Agent with Multiple Unified CVP Child Agents via Parent System	Verifies that when a Unified CVP child agent conferences a Parent call that was initially queued with two agents, one of whom is unavailable, RONA at the parent site routes the call to an available agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.CVP.010	Transfer Call Flow	Blind Transfers of Queued Child Call by Cisco Unified CVP Child Agent to Another Agent	Verifies that a Unified CVP child agent can transfer (blind) a call that was initially queued to another agent, via a parent system.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.NME.001	Network Management	Cisco Unified Operations Manager Auto-discovery of All Devices Including All Supported Cisco Unified CCE Devices	Verifies the following for a fresh Unified Operations Manager installation, 1) device credentials configuration, 2) auto-discovery start, 3) discovery of all devices in the provided IP address range (and supported by Unified Operations Manager), and 4) after completion of discovery, that devices are in "monitored" state.		Passed	
UC701CF.NME.002	Network Management	Cisco Unified Operations Manager Manual Addition and Deletion of Cisco Unified CCE Devices	Verifies the successful manual addition and deletion of undiscovered Unified CCE devices.		Passed	
UC701CF.NME.003	Network Management	Cisco Unified Operations Manager Service Level View (SLV) of Cisco Unified CCE Cloud Correctly Displays All Nodes and Links	Verifies that after discovering and adding all devices, the SLV of a Unified CCE cloud correctly shows all aspects of the display including the devices, links between the devices, and menus for alerts and performance details.		Passed	
UC701CF.NME.004	Network Management	Cisco Unified Operations Manager Unified CCE Device Details Correctly Displays Device Details, Including Unified CCE Processes	Verifies that the Unified CCE Device Details view from the SLV correctly and completely displays device details, including the connections and status.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.NME.005	Network Management	Cisco Unified Operations Manager Unified CCE Device Performance Display	Verifies that the Unified CCE Performance view from the SLV correctly displays performance data and that performance data collection does not cause a negative impact on Unified CCE device operation.		Passed	
UC701CF.NME.006	Network Management	Cisco Unified Operations Manager Alarm Display and Clearing for Unified CCE Nodes	Verifies that the Unified CCE Alerts Display view from the SLV correctly receives and displays alerts and events and that these can be cleared as needed.		Passed	
UC701CF.NME.007	Network Management	Cisco Unified Operations Manager Monitors Unified Expert Adviser Devices	Verifies that Unified Operations Manager monitors and displays detailed information on all Unified Expert Advisor devices properly.		Passed	
UC701CF.NME.008	Network Management	Cisco Unified Operations Manager Custom Notification (Syslog)	Verifies the setup of custom event (i.e. syslog) in Notifications for Unified CCE devices and that the syslog is created and sent to the syslog server when an event occurs.		Passed	
UC701CF.NME.010	Network Management	Cisco Unified Operations Manager Unified CCE Alert History Reports	Verifies that the Unified CCE Alerts History view from the SLV displays the complete list of recent alerts and alarms, including those that were cleared.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.NME.011	Network Management	Cisco Unified Operations Manager Execute Tools in Device Center	Verifies that the results of 1) selecting various Unified CCE devices using the Unified Operations Manager Device Center Tools and 2) performing functions such as ping, SNMP MIB walk, etc. meet expected values.		Passed	
UC801CF.SEC.004	Security	CSA Management Console Configured to Support CC Components	Verify CSA Management updates CC components.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC801CL.REL.009	Reliability	Cisco Unified Communications Manager Post-Routed 120-hour Load	Verifies that a Unified Communications Manager Post-Routed call flow is successful over a 120-hour period under heavy traffic volume.		Passed	
UC801CL.REL.021	Reliability	SIP Dialer 120-hour Load	Verifies that a Unified Communications Manager test site with a SIP Dialer integrated over a 120-hour period is successful under heavy traffic volume.		Passed	
UC801CL.RPT.009	Reporting	Unified Intelligence Suite 15-Minute Report Generation Using Stock Templates During Weekend Load Run on Unified Communications Manager Post-Routed Test Site	Verifies that a Unified Intelligence Suite packaged with stock templates can be used to generate 15-minute reports while running weekend load in a Unified Communications Manager Post-Routed test site.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC802CL.CIP.006	Transfer Call Flow	Blind Transfer of Queued Parent Call Between Unified Contact Center Enterprise Child Agents (Unified IP Phone 9971 and Unified IP Phone 7971 SIP Endpoints) via Parent System	Verifies that a Unified CVP child agent can transfer (blind) a queued parent call to a Unified CCE child agent (a Unified IP Phone 9971 SIP endpoint), who then transfers (blind) the call to another Unified CCE child agent (a Unified IP Phone 7971 SIP endpoint).		Passed	
UC802CL.CIP.011	Conference	Conference of Queued Parent Call Between Unified Contact Center Enterprise Child Agents (Unified IP Phone 6900 Series SCCP Endpoint and Unified IP Phone 9971 SIP Endpoint) via Parent System	Verifies that a Unified CVP child agent can conference a queued parent call to a Unified CCE child agent (a Unified IP Phone 6900 Series SCCP endpoint), who then conferences in another Unified CCE child agent (a Unified IP Phone 9971 SIP endpoint).		Passed	
UC802CL.DIP.001	Reporting	Unified Analysis Manager Discovery of Seed Devices	Verifies that the Unified Analysis Manager can gather or collect key information on all the Unified Communications System components in a deployment from a single tool.		Passed	
UC802CL.DIP.002	Reporting	Unified Analysis Manager Import Function for IP Addresses and Authentication Information of Unified Communications System Components	Verifies that the Unified Analysis Manager can import a flat file containing a list of DNS names, IP addresses, and authentication credentials for a set of Unified Communications System components.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC802CL.DIP.003	Reporting	Unified Analysis Manager Scheduling and Call Log/Trace Settings	Verifies that the Unified Analysis Manager allows users to logically group Unified Communications System applications to enable scheduling, customized log/trace settings, and system call tracking functions.		Passed	
UC802CL.DIP.004	Reporting	Unified Analysis Manager Scheduled Polling for Troubleshooting	Verifies that the Unified Analysis Manager can create a schedule for frequent polling of Unified Communications System components for a short period to troubleshoot problems under load conditions.		Passed	
UC802CL.DIP.005	Reporting	Unified Analysis Manager Collection of Core Dump Files from Unified Communications System Components	Verifies the ability of the Unified Analysis Manager to collect core dump files from individual Unified Communications System components.		Passed	
UC802CL.DIP.007	Reporting	Unified Analysis Manager Collection of Log/Trace Information for Unified Customer Voice Portal Post-Routed Call Flow	Verifies the ability of the Unified Analysis Manager to collect log and trace files within a Unified CVP Post-Routed call flow test site.		Passed	



ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC802CL.INT.002	Interoperability	Unified Communications System Release 8.0(2) Site Interoperability with Unified Communications Manager Release 6.1(4) Site in Unified CVP Post-Routed Test Bed	Verifies that Unified Communications System Release 8.0(2) site can interoperate with a Unified Communications Manager System Release 6.1(4) site in a Unified CVP Post-Routed test bed in a 1-hour load test.		Passed	
UC802CL.INT.004	Interoperability	Unified Communications System Release 8.0(2) Parent Site Interoperability with Unified Communications Manager System Release 7.1(3) Child Site	Verifies that Unified Communications System Release 8.0(2) parent site can interoperate with a Unified Communications Manager System Release 7.1(3) child site in a 1-hour load test.		Passed	
UC802CL.REL.007	Reliability	Cisco Unified Communications Manager Post-Routed 24-hour Load	Verifies that a Unified Communications Manager Post-Routed call flow is successful over a 24-hour period under heavy traffic volume.		Passed	
UC802CL.REL.019	Reliability	Unified SIP Dialer 24-hour Load	Verifies that a Unified Communications Manager Post-Routed test site using a Unified SIP Dialer is successful over a 24-hour period with heavy traffic volume.		Passed	
UC802CL.RPT.001	Reporting	Unified Intelligence Center Unified CVP Reporting	Verifies the ability to generate Unified CVP reporting using Unified IC with new CVP templates.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC802CL.RPT.002	Reporting	Unified Intelligence Center Web Server Application and Database in Unified CVP Post-Routed Test Bed	Verifies that the installation and configuration of the Unified Intelligence Center web server application and database can be done on a single dedicated server.		Passed	
UC802CL.RPT.003	Reporting	Connect Unified Intelligence Center Reporting Capability to Unified ICommunications Manager/ Unified CCE Admin Workstation and Historical Data Server	Verifies that the Unified Intelligence Center reporting capability can be configured to connect to a Unified ICommunications Manager/ Unified CCE Admin Workstation that houses the administration workstation database (for real-time reports) and Historical Data Server (for historical reports).		Passed	
UC802CL.RPT.005	Reporting	Unified Intelligence Suite Scheduled Reports	Verifies that the Unified Intelligence Center can automatically generate reports at predetermined times by setting up scheduled reports.		Passed	
UC802CL.RPT.007	Reporting	Unified Intelligence Center Authentication in Unified CVP Post-Routed Test Bed	Verifies that a Unified Intelligence Center can log in using a VOS local OS user account or LDAP user account.		Passed	
UC802CL.RPT.008	Reporting	Unified Intelligence Center Synchronization with Unified ICME Data Change	Verifies that changes to the Unified ICME agent database are automatically updated in the Unified Intelligence Center database when a synchronization program is used.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC802CL.SAF.002	Basic Call Flow	Learning Service Advertiser Framework (SAF) Call Control Discovery on Unified Communications Manager Post-Routed Test Site	Verifies that Unified Communications Manager-based call agents listen for SAF advertisements for the call control service and use the learned information to build dynamic routes to remote call agents.		Passed	
UC802CL.SAF.003	Basic Call Flow	Unified ICME Peripheral Gateway Stability While Using Service Advertiser Framework (SAF) Services	Verifies that Unified ICME PGs remain stable while the SAF learning and advertising service is in use.		Passed	
UC851CF.AGR.001	Agent Greeting	Agent Greeting of an Inbound CVP Post-Routed SIP Call Flow with CTI OS and Consult Transfer	Verify a pre-recorded announcement is played to the agents immediately following a successful media connection between agent's consult conference.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC851CF.AGR.002	Agent Greeting	Agent Greeting Works in Conjunction with Whisper Announcement in CVP Post-Routed in Single Step Transfer	Verify a pre-recorded announcement is played to the transferring agent immediately following a successful media connection and appropriate Whisper announcement is played to the agent.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC851CF.AGR.003	Agent Greeting	Agent Greeting Works in Conjunction with Whisper Announcement in CVP Post-Routed for Consult Transfer	Verify a pre-recorded announcement is played to the transferring agent immediately following a successful media connection and appropriate Whisper announcement is played to the agent.	Stage 2: Unified ICME->Gate Keeper->Unified CM->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851CF.AGR.004	Agent Greeting	Agent Greeting Works in Conjunction with Whisper Announcement in CVP Post-Routed for Consult Conference	Verify a pre-recorded announcement is played to the conferencing agent immediately following a successful media connection and appropriate Whisper announcement is played to the agent.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC851CF.AGR.005	Agent Greeting	CTI OS Server Failover During Agent Greeting on Unified CVP Post-Routed Call Via SIP Gateway by CTI OS SIP Agent	Verifies call recovers asfter CTI OS server failover during Agent Greeting on Unified CVP Post-Routed call via SIP Gateway by CTI OS SIP Agent.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC851CF.AGR.006	Agent Greeting	CTI Server Failover During Agent Greeting on Unified CVP Post-Routed Call Via SIP Gateway by CTI OS SIP Agent	Verifies call recovers after CTI server failover during Agent Greeting of a Unified CVP Post-Routed calls via SIP Gateway to SIP Agent.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC851CF.AGR.007	Agent Greeting	Peripheral Gateway Failover During Agent Greeting on Unified CVP Post-Routed Call Via SIP Gateway by CTI OS SIP Agent	Verifies call recovers after Peripheral Gateway/OPC failover during Agent Greeting of a Unified CVP Post-Routed calls via SIP Gateway to SIP Agent.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC851CF.AGR.008	Agent Greeting	JTAPI Gateway Failover During Agent Greeting on Unified CVP Post-Routed Call Via SIP Gateway by CTI OS SIP Agent	Verifies call recovers after JTAPI Gateway failover during Agent Greeting of a Unified CVP Post-Routed calls via SIP Gateway to SIP Agent.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC851CF.AGR.016	Agent Greeting	Agent Greeting of an Inbound CVP Post-Routed SIP Call Flow to SIP Endpoint	Verify a pre-recorded announcement is played to the Customer immediately following a successful media connection to a SIP IP Phone Agent.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851CF.AGR.017	Agent Greeting	Agent Greeting of an Inbound CVP Post-Routed SIP Call Flow to SCCP Endpoint	Verify a pre-recorded announcement is played to the Customer immediately following a successful media connection to an SCCP IP Phone Agent.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC851CF.AGR.018	Agent Greeting	Agent Greeting Works in Conjunction with Whisper Announcement Using CTI Application Call Flow	Verify a pre-recorded announcement is played to the Customer immediately following a successful media connection and appropriate Whisper announcement is played to Agent.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC851CF.AGR.019	Agent Greeting	Agent Greeting of an Inbound CVP Post-Routed SIP Call Flow to SIP Endpoint in Peripheral Gateway (PG) Network Failover	Verify a pre-recorded greeting is played to the Customer immediately following a successful media connection between Agent in CVP Post-Routed SIP call flow to SIP endpoint in PG network failover.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC851CF.FRR.007	Failover	Call Recording on Secondary Node Failure with MDS in HA Mode	Verifies call recording on a secondary node failure with Media Capture in high availability mode.	PSTN->SIP Gateway->SIP Proxy->Unified CVP->Unified CCE->Unified CM->Agent 1	Passed	
UC851CF.FRR.008	Failover	Unified CVP Post Route SIP Call Recording with Unified CVP Active VRU PG Failover	Verifies call recording of Unified CVP Post route SIP Call recording with Unified CVP Active VRU PG failover.	PSTN->SIP Gateway->SIP Proxy->Unified CVP->Unified CCE->Unified CM->Agent 1	Passed	
UC851CF.FRR.009	Failover	Unified CVP Post Route Call Recording with Active Unified Communications Manager PG Failover	Verifies call recording of Unified CVP Post route Call recording with active Unified Communications Manager PG failover.	PSTN->SIP Gateway->SIP Proxy->Unified CVP->Unified CCE->Unified CM->Agent 1	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851CF.FRR.010	Failover	Unified Communications Manager Post Route Call Recording with Active Unified Communications Manager PG Failover	Verifies call recording of Unified Communications Manager Post route Call recording with active Unified Communications Manager PG failover.	PSTN->SIP/H.323/MGCP Gateway->Unified CM->Unified IP IVR->Unified CCE->Unified CM->Agent 1	Passed	
UC851CF.FRR.011	Failover	Unified Communications Manager Post Route Call Recording with Active VRU PG Failover	Verifies call recording of Unified Communications Manager Post route Call recording with active VRU PG failover.	PSTN->SIP/H.323/MGCP Gateway->Unified CM->Unified IP IVR->Unified CCE->Unified CM->Agent 1	Passed	
UC851CF.GTW.002	CVP Post Routed Call Flow	ASR1000 / Cisco Unified Border Element SIP Calls to CVP-Post-Routed and Unified CCE Agents	Verifies that the ASR1000 / Unified Border Element is installed and configured for CVP SIP call flow usage.		Passed	
UC851CF.GTW.003	CVP Post Routed Call Flow	ASR1000 / Cisco Unified Border Element SIP Calls to CVP-Post-Routed and Unified CCE Agents Transfer to Second Agent	Verifies that the ASR1000 / Unified Border Element is installed and configured and call can be transferred to second agent.		Passed	
UC851CF.GTW.004	CVP Post Routed Call Flow	ASR1000 / Cisco Unified Border Element SIP Calls to CVP-Post-Routed and UCCE Agent and Agent Conferences Second Agent or Supervisor	Verifies that the ASR1000 / Unified Border Element is installed and configured for CVP SIP call flow and conferencing.		Passed	
UC851CF.ICM.074	Transfer Call Flow	Place Blind Transfer Call to VRU when Agent is Not Available	Verify an Agent receives a blind transfer call from VRU when available.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851CF.MDS.001	Media Capture	Unified Communications Manager Post-Routed Call Recording of CTI OS Agent's Invoked IP Phone	Verify call recording of Unified Communications Manager post route call on a CTI OS agent using an IP Phone.	PSTN->H.323 Gateway->Unified CM->Unified CCE->Unified CM->Agent	Passed	
UC851CF.MDS.002	Media Capture	Ad hoc Conference of a Unified Communications Manager Post-Routed SIP call by CTI OS Agent with a CTI OS Agent in Same Unified Communications Manager Cluster During Call Recording Session	Verifies call recording of an ad hoc Conference of a Unified Communications Manager Post-Routed SIP call by CTI OS Agent with SCCP Phone to another Agent using SIP IP phone in same Unified Communications Manager cluster.	PSTN->SIP Gateway->Unified CM->Unified CCE->Unified CM->Agent->Unified CM Adhoc Conference(AgentB)	Passed	
UC851CF.MDS.003	Media Capture	Ad hoc Conference of a Unified Communications Manager Post-Routed H.323 call by CTI OS Agent with Agent using SIP IP phone in Same Unified Communications Manager Cluster During Call Recording Session	Verifies call recording of an ad hoc Conference Unified Communications Manager Post-Routed H.323 call by CTI OS Agent with SCCP Phone to another Agent using SIP IP phone in the same Unified Communications Manager cluster.	PSTN->H.323 Gateway->H.323 Gatekeeper(Unified CM->Unified CCE->Unified CM->Agent->Unified CM Adhoc Conference(AgentB)	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851CF.MDS.004	Media Capture	Ad hoc Conference of a Unified Communications Manager Post-Routed MGCP call by CTI OS Agent with Agent in Same Unified Communications Manager Cluster During Call Recording Session	Verifies call recording of an ad hoc conference Unified Communications Manager Post-Routed MGCP call by CTI OS Agent with SCCP Phone to another Agent using SIP IP phone in the same Unified Communications Manager cluster during.	PSTN->MGCP Gateway->Unified CM->Unified CCE->Unified CM->Agent->Unified CM Adhoc Conference(AgentB)	Passed	
UC851CF.MDS.005	Media Capture	Ad hoc Conference of a CVP Post-Routed SIP call by CAD Agent with CAD Agent in different Unified Communications Manager cluster during Call Recording Session	Verifies call recording of an ad hoc conference CVP Post-Routed SIP call by CAD Agent with SIP Phone to another Agent using SIP IP phone in different Unified Communications Manager cluster.	PSTN->SIP Ingress Gateway->SIP Proxy->Unified CVP->Unified CCE->Unified CM->Agent->Unified CM Adhoc Conference(AgentB)	Passed	
UC851CF.MDS.006	Media Capture	Ad hoc Conference of a CVP Post-Routed H.323 call by CAD Agent with CAD Agent in Different Unified Communications Manager Cluster During Call Recording Session	Verifies call recording of an ad hoc conference CVP Post-Routed H.323 call by CAD Agent with SIP Phone to another CAD Agent using SCCP IP phone in different Unified Communications Manager cluster.	PSTN->H.323 Ingress Gateway->Gatekeeper->Unified CVP->Unified CCE->Unified CM->Agent->Unified CM Adhoc Conference(AgentB)	Passed	



ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851CF.MDS.007	Media Capture	Call Recording of Multiple Consult Transfers of Unified Communications Manager Post-Routed Via MGCP Gateway by CTI OS Agent to Another CTI OS Agent and Conference with a CTI OS Agent	Verifies call recording of session of a Unified Communications Manager Post-Routed consult transferred calls via MGCP gateway to CTI OS agent with SIP IP phone followed by another CTI OS agent with SCCP IP Phone and a then conference with a CTI OS Agent.	PSTN->MGCP Ingress Gateway->Unified CM->Unified IP IVR->Unified CCE->Unified CM->Agent A (consult transfer to Agent B)->Consult transfer to Agent C->Conference with Agent D	Passed	
UC851CF.MDS.008	Media Capture	Call Recording of a Consult Transfer Unified CVP Post-Routed Call Via H.323 Gateway by CAD Agent to another CAD Agent Call Queued at Unified CVP	Verifies call recording of Unified CVP Post-Routed call routed via a H.323 Gateway to a CAD agent using SIP IP Phone can be queued and then transferred to another CAD agent using SCCP IP Phone.	PSTN->SIP Ingress Gateway->Unified SIP Proxy->Unified CVP->Unified CCE->Unified CM->Agent A (consult transfer to Agent B)	Passed	
UC851CF.MDS.009	Media Capture	Call Recording of Multiple Consult Transfers and Ad hoc Conference of Unified CVP Post-Routed call via SIP Gateway by CAD Agent to a CTI OS Agent and a Conference with a CAD Agent	Verifies call recording of session of a Unified CVP Post-Routed consult transferred and conference calls via SIP Gateway to CAD agent using a SIP IP Phone followed by a CTI OS agent using a SCCP phone and then to a CAD agent and conference to a CAD agent.	PSTN->SIP Ingress Gateway->Unified SIP Proxy->Unified CVP->Unified CCE->Unified CM->Agent A (consult transfer to Agent B->Agent B (consult transfer to Agent C->Conference->Agent D	Passed	
UC851CF.MDS.010	Media Capture	Consult Transfer of Unified Communications Manager Post-Routed SIP Call by SIP Agent to a SCCP Agent	Verifies call recording of session of Unified Communications Manager Post-Routed call via SIP gateway to a CAD agent using SIP IP Phone queued and then consult transferred to another CAD agent using SCCP IP Phone.	PSTN->H.323 Ingress Gateway->Gatekeeper->Unified CM->Unified IP IVR->Unified CCE->Unified CM->Agent A (consult transfer to Agent B)	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851CF.MDS.011	Media Capture	Consult Transfer of Unified Communications Manager Post-Routed H.323 Call by SIP Agent to a SIP Agent	Verifies call recording of session of Unified Unified Communications Manager Post-Routed via H.323 gateway to a CTI OS using SIP IP Phone queued and transfered to another agent using SIP IP Phone.	PSTN->H.323 Ingress Gateway->Gatekeeper->Unified CM->Unified IP IVR->Unified CCE->Unified CM->Agent A (consult transfer to Agent B)	Passed	
UC851CF.MDS.012	Media Capture	Call Recording of Multiple Blind Transfers and Conference of Unified CVP Post-Routed call via SIP Gateway to a CTI OS Agent to a CTI OS Agent and to a CAD Agent	Verifies call recording of a Unified CVP Post-Routed blind transferred calls via SIP Gateway to CTI OS agent with a SIP IP Phone followed by a SCCP agent and followed by a CAD agent with SIP IP phone and conference with a CTI OS agent with SCCP IP phone.	PSTN->SIP Ingress Gateway->Unified SIP Proxy->Unified CVP->Unified CCE->Unified CM->Agent A (blind transfer to Agent B)->Agent B (blind transfer to Agent C)->Conference->Agent D	Passed	
UC851CF.MDS.013	Media Capture	Call Recording of Multiple Blind Transfers and Ad hoc Conference of a Unified CVP Post-Routed call via H.323 Gateway by a CTI OS Agent to a CAD Agent and to a CTI OS Agent Followed by a CAD Agent	Verifies call recording of a Unified Communications Manager Post-Routed blind transferred calls via H.323 Gateway to CTI OS Agent using a SIP IP phone followed by a CAD agent using a SCCP IP phone to a CTI OS agent using a SIP IP phone and then conference to a CTI OS agent using a SCCP IP phone.	PSTN->H.323 Ingress Gateway->Gatekeeper->Unified CVP->Unified CCE->Unified CM->Agent A (blind transfer to Agent B)->Agent B (blind transfer to Agent C)->Conference->Agent D	Passed	
UC851CF.MDS.014	Media Capture	Call Recording of Multiple Blind Transfers Unified Communications Manager Post-Routed Call Via SIP Gateway	Verifies call recording of a Unified Communications Manager Post-Routed blind transferred calls via SIP Gateway to CTI OS agent using SIP IP phone followed by a CAD agent using SCCP IP Phone and then to CAD Agent.	PSTN->SIP Ingress Gateway->Unified CM->Unified IP IVR->Unified CCE->Unified CM->Agent A (blind transfer to Agent B)->Blind transfer to Agent C->Conference with Agent D	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851CF.MDS.015	Media Capture	Call Recording of Multiple Blind Transfers and Conference of Unified Communications Manager Post-Routed call Via H.323 Gateway by a CAD Agent to a CTI OS Agent and to a CAD Agent Followed by a CTI OS Agent	Verifies call recording of a Unified Communications Manager Post-Routed blind transferred calls via H.323 Gateway to CAD agent using SCCP IP phone followed by a CTI OS agent using SIP IP Phone and then to CAD Agent using a SIP IP phone and a conference to a CTI OS agent using SCCP IP phone.	PSTN->H.323 Ingress Gateway->Gatekeeper->Unified CM->Unified IP IVR->Unified CCE->Unified CM->Agent A (blind transfer to Agent B)->Blind transfer to Agent C->Conference with Agent D	Passed	
UC851CF.MDS.016	Media Capture	Call Recording of Multiple Blind Transfers and Ad hoc Conference of a Unified Communications Manager Post-Routed call via MGCP Gateway by CAD Agent to a CTI OS Agent Followed by a CAD Agent and Conference with a CAD Agent	Verifies call recording of a Unified Communications Manager Post-Routed blind transferred calls via MGCP Gateway to CAD Agent using SIP IP phone followed by a CTI OS agent using SCCP IP Phone and then to a CAD agent using a SIP IP phone and then conference with a CAD Agent.	PSTN->MGCP Ingress Gateway->Unified CM->Unified IP IVR->Unified CCE->Unified CM->Agent A (blind transfer to Agent B)->Blind transfer to Agent C->Conference with Agent D	Passed	
UC851CF.MDS.017	Media Capture	Call Recording of an Ad hoc Conference Unified CVP Post-Routed Using H.323 Call by SIP Agent to Remote SCCP Agent, Call Queued at Unified CVP	Verifies that call recording of a Unified CVP Post-Routed inbound call routed via H.323 gateway to a CAD agent using a SIP Unified IP Phone can be queued and then conferenced (ad hoc) with an SCCP agent using a remote SCCP Unified IP Phone.	PSTN->H.323 Gateway->Gatekeeper->Unified CVP->Unified CCE->Unified CM->SIP Agent->Unified CCE->Unified CM->Remote SCCP Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851CF.MDS.018	Media Capture	Call Recording of Multiple Ad hoc Conference Unified CVP Post-Routed Using H.323 Calls by SIP Agent to Remote SCCP Agent, Call Queued at Unified CVP	Verifies call recording of Unified CVP Post-Routed Location based (CAC) calls routed via a H.323 gateway to a CAD agent using SIP IP Phone can be queued and then conferenced (ad hoc) with another agent using SCCP IP Phone followed by another CAD agent using SCCP IP phone.	PSTN->H.323 Gateway->Gatekeeper->Unified CVP->Unified CCE->Unified CM->SIP Agent->Unified CCE->Unified CM->Remote SCCP Agent->Unified CCE->Unified CM->Remote SIP Agent	Passed	
UC851CF.MDS.024	Media Capture	Call Recording of Unified Communications Manager Post-Routed SIP Call on Hold Using Regular Agent Desktop Basic Recording Function	Verify all call recording functions of record/pause/resume on a Unified Communications Manager post route call to a Cisco Finesse agent using an IP Phone.	PSTN->SIP Gateway->Unified CM->Unified CCE->Unified CM->Agent	Passed	
UC851CF.MDS.025	Media Capture	Call Recording on Hold and Retrieve of a Unified CVP Post-Routed SIP Call Using Regular Agent Desktop Via Basic Recording Function	Verify all call recording functions of record/pause/resume on a Unified CVP post route call to a regular agent using an SCCP IP Phone.	PSTN->SIP ingress Gateway->SIP Proxy->Unified CVP->Unified CCE->Unified CM->Regular Agent	Passed	
UC851CF.MDS.026	Media Capture	Call Recording of a Unified CVP Post-Routed H.323 Consult Transfer Call Between Two CTI OS Agents Located in Different Unified Communications Manager Clusters Using Desktop Basic Recording Function	Verify all call recording functions of record/pause/resume on a Unified CVP post route H.323 consult transfer call between two CTI OS desktop agents.	PSTN->H.323 Ingress Gateway->Gatekeeper->Unified CVP->Unified CCE->Unified CM->Finesse Agent-Unified CCE->Unified CM->Finesse Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851CF.MDS.027	Media Capture	Call Recording of a Unified Communications Manager Post-Routed H.323 Consult Transfer Call Between Two Finesse Agents Located in Different Unified Communications Manager Clusters Using Desktop Basic Recording Function	Verify all call recording functions of record/pause/resume on a Unified Communications Manager post route H.323 consult transfer call between CAD and CTI OS agents.	PSTN->H.323 Ingress Gateway->Gatekeeper->Unified CM->Unified IP IVR->Unified CCE->Unified CM->Agent A->Unified CCE->Unified CM->Agent B	Passed	
UC851CF.MDS.028	Media Capture	Play Back Agent Greeting of a CVP Post-Routed SIP Call to a CTI OS Agent	Verify recording and playback of a call when an agent receives an audible announcement via the phone headset when a call is presented before answering the call.	PSTN->SIP Ingress Gateway->SIP Proxy->Unified CVP->Unified CCE->Unified CM->Agent	Passed	
UC851CF.MDS.029	Media Capture	Recording of Whisper Announcement of CVP Post-Routed SIP Call to a CTI OS Agent	Verify recording of a call when an agent receives an audible announcement via the phone headset when a call is presented before answering the call.	PSTN->SIP Ingress Gateway->Unified SIP Proxy->Unified CVP->Unified CCE->Unified CM->Agent	Passed	
UC851CF.MDS.030	Media Capture	Call Recording of Agent Greeting on a CVP Post-Routed SIP Call to a Regular CTI OS Agent	Agent recorded message is played to the caller once the call is established and before the agent starts speaking on a CVP Post-Routed SIP Call to a regular CTI OS agent.	PSTN->SIP Gateway->Unified CVP->Unified CCE->Unified CM->Agent	Passed	
UC851CF.MDS.031	Media Capture	Call Recording of Agent Greeting on a CVP Post-Routed SIP Call to a Regular Agent	Agent recorded message is played to the caller once the call is established and before the agent starts speaking on a CVP Post-Routed SIP Call to a regular agent.	PSTN->SIP Gateway->Unified CVP->Unified CCE->Unified CM->Regular Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851CF.MDS.032	Media Capture	Playback a Recorded Unified Communications Manager Post-Routed SIP Conference Call	Verifies that a SIP conference call is played back in segments regardless of which format calls are recorded.	PSTN->SIP Gateway->Unified CM -Unified IP IVR->Unified CCE->Unified CM->Finesse Agent	Passed	
UC851CF.MDS.033	Media Capture	Playback a Recorded Multi-party Transferred Communications Manager Post-Routed MGCP Call	Verifies that a multi-party transfer call is played back in segments regardless of which format calls are recorded.	PSTN->MGCP Gateway->Unified CM -Unified IP IVR->Unified CCE->Unified CM->Agents	Passed	
UC851CF.MDS.034	Media Capture	Playback a Multi-party Recorded Transferred Unified CVP Post-Routed Call	Verifies that a recorded multi-party transfer call is played back in segments regardless of which format calls are recorded.	PSTN->SIP Gateway->Unified SIP Proxy->Unified CVP->Unified CCE->Unified CM->Agents	Passed	
UC851CF.MDS.035	Media Capture	Playback a Recorded Unified CVP Post-Routed H.323 Conference Call	Verifies that a recorded H.323 conference call is played back in segments regardless of which format calls are recorded.	PSTN->H.323 Gateway->Gatekeeper->Unified CVP->Unified CCE->Unified CM->Finesse Agents	Passed	
UC851CF.MDS.036	Media Capture	Playback Multiple Conference Unified CVP SIP Calls	Verifies that a recorded SIP conference call is played back in segments regardless of which format calls are recorded.	PSTN->SIP Gateway->SIP Proxy->Unified CVP->Unified CCE->Unified CM->Conference Agent A->Agent B->Agent C	Passed	
UC851CF.MDS.039	Media Capture	Perform Platform Level Monitoring of Recording Servers in Comprehensive Unified CVP Post Route Environment	Verifies platform level monitoring of recording servers in comprehensive Unified CVP post route environment.	PSTN->SIP Ingress Gateway->SIP Proxy->Unified CVP->Unified CCE->Unified CM->Finesse Agent in ECP Environment	Passed	
UC851CF.MDS.040	Media Capture	Call Recording of an Incoming CVP Post-Routed Call to a CTI OS SIP Agent Separated by Firewall	Verifies that a call separated by firewall can be recorded and played back in segments regardless of which format calls are recorded.	PSTN->SIP Gateway->SIP Proxy->Unified CVP->Unified CCE->Unified CM->Agent A	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851CF.RPT.001	Reporting	Unified Intelligence Center Reporting Call Flows with Agent Greeting	Verifies Unified IC reporting call flows with Agent Greeting.	PSTN->SIP Gateway->SIP Proxy->Unified CVP->Unified CCE->Unified CM->Agent 1	Passed	
UC851CF.RPT.002	Reporting	Unified Intelligence Center Reporting Call Flows with Whisper Announcement	Verifies Unified IC reporting call flows with Whisper Announcement.	PSTN->SIP Gateway->SIP Proxy->Unified CVP->Unified CCE->Unified CM->Agent 1	Passed	
UC851CF.RPT.003	Reporting	Unified Intelligence Center Reporting Call Flows with CAD Desktop in Communications Manager Post Route Environment	Verifies Unified IC reporting call flows with CAD Desktop in Communications Manager post route environment.	PSTN->SIP Gateway->SIP Proxy->Unified CVP->Unified CCE->Unified CM->Agent 1	Passed	
UC851CF.RPT.004	Reporting	Unified Intelligence Suite 15-Minute Report Generation During Weekend Load Run in Parent Child Deployment	Verifies that a Unified Intelligence Suite packaged with stock templates can be used to generate 15-minute reports while running load for 48 hours in a Parent Child deployment.	PSTN->SIP Gateway->SIP Proxy->Parent Unified CCE->Child Unified CCE->Unified CM->Agent 1	Passed	
UC851CF.RPT.005	Reporting	Unified Intelligence Suite 15-Minute Report Generation During Weekend Load Run in Unified CVP Post-Routed Deployment	Verifies that a Unified Intelligence Suite packaged with stock templates can be used to generate 15-minute reports while running load for 48 hours in a Unified CVP post route deployment.	PSTN->SIP Gateway->SIP Proxy->Unified CVP->Unified CCE->Unified CM->Agent 1	Passed	
UC851CF.SOM.003	Network Management	Access Cisco SocialMiner	Verify that access to SocialMiner is successful.		Passed	
UC851CF.WSA.001	Whisper Announcement	Whisper Announcement on Unified CVP Post-Routed Call Via SIP Gateway to a CTI OS Agent During CTI OS Server Failover	Verifies whisper announcement to agents on a Unified CVP Post-Routed calls via SIP Gateway to a CTI OS agent during CTI OS server failover and recovery.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851CF.WSA.002	Whisper Announcement	Whisper Announcement on Unified CVP Post-Routed Call Via SIP Gateway to a CTI OS Agent During CTI Server Failover	Verifies whisper announcement to agents on a Unified CVP Post-Routed calls via SIP Gateway to a CTI OS agent during CTI server failover and recovery.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC851CF.WSA.003	Whisper Announcement	Whisper Announcement on Unified CVP Post-Routed Call Via SIP Gateway to a CTI OS Agent During PG Failover	Verifies whisper announcement to agents on a Unified CVP Post-Routed calls via SIP Gateway to a CTI OS agent during PG failover and recovery.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC851CF.WSA.006	Whisper Announcement	Whisper Announcement on Unified CVP Post-Routed call via SIP Gateway to a CTI OS Agent During JTAPI Gateway Failover	Verifies whisper announcement to agents on a Unified CVP Post-Routed calls via SIP Gateway to a CTI OS desktop agent during JTAPI Gateway failover and recovery.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC851CF.WSA.007	Whisper Announcement	Whisper Announcement on Unified CVP Post-Routed Call Via SIP Gateway to a CTI OS Agent During Peripheral Gateway (PG) Network Failover	Verifies whisper announcement to agents on a Unified CVP Post-Routed calls via SIP Gateway to a CTI OS desktop agent during PG network failover and recovery.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC851CF.WSA.008	Whisper Announcement	Whisper Announcement on Unified CVP Post-Routed Calls Via SIP Gateway to CTI OS Agent	Verifies that the Whisper Announcement feature works when Unified CVP is acting as the IVR to CTI OS Agent.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	



ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851CF.WSA.009	Whisper Announcement	Whisper Announcement on Unified CVP Post-Routed Calls Via SIP Gateway to CTI OS Agent and Consult Conference	Verifies that the Whisper Announcement feature work when Unified CVP Post- Routed calls to CTI OS Agent and when consult conference is used.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC851CF.WSA.010	Whisper Announcement	Whisper Announcement on Unified CVP Post-Routed Calls Via SIP Gateway to CTI OS Agent and Single Step Transfer to Another Agent	Verifies that the Whisper Announcement feature work when Unified CVP Post Routed calls to CTI OS Agent and when single step transfer to another agent is used.	Stage 2: Unified ICME->SIP Proxy->Unified CM->Agent	Passed	
UC851CL.FRR.004	Failover	CTIServer Failover with Active Call, Consult Call, and Conference Call on the CTI OS Desktop	Verify active call, consult call, and conference call on the CTI OS desktops will recover successfully after CTIServer failover.		Passed	
UC851CL.FRR.005	Failover	Agent PG Failover with Active Call, Consult Call, and Conference Call on the CTI OS Desktop	Verify active call, consult call, and conference call on the CTI OS desktops will recover successfully after Agent PG failover.		Passed	
UC851CL.FRR.006	Failover	Primary Unified Communications Manager Subsequent Node (Subscriber) Failover to Secondary Subsequent Node (Subscriber) and Recovery with CTI OS Agent Calls	Verify active call, consult call, and conference call on the CTI OS desktops will recover successfully after Primary Unified Communications Manager Subsequent Node (Subscriber) Failover.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851CL.REL.001	Reliability	Cisco Unified Communications Manager Post Routed Call Flow	Verifies that Unified Communications Manager Post Routed calls to agents are successful under heavy traffic volume.		Passed	
UC851CL.REL.002	Reliability	Cisco Unified CVP Post Routed Call Flow	Verifies that Unified CVP Post Routed calls to agents are successful under heavy traffic volume.		Passed	
UC851CL.REL.003	Reliability	Outbound Option SCCP Dialer	Verifies that outbound calls using SCCP to a customer or voicemail are successful under heavy traffic volume.		Passed	
UC851CL.REL.004	Reliability	Parent/Child Call Flow	Verifies that Parent/Child calls to agents are successful under heavy traffic volume.		Passed	

Project Features Tested	Total Test Cases		Passed		Passed with Exception		Failed	
	Number	%	Number	%	Number	%	Number	%
CVP PR Ad hoc Conference	5	22%	5	100%	0	0%	0	0%
CVP PR Basic Call Flow	4	17%	4	100%	0	0%	0	0%
CVP PR Call Blind Transfer	8	35%	8	100%	0	0%	0	0%
CVP PR Call Consult Transfer	4	17%	4	100%	0	0%	0	0%
CVP PR Call Hold and Retrieve	2	9%	2	100%	0	0%	0	0%
	23	100%	23	100%	0	0%	0	0%