

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
GB42.CAD.002	Basic Call Flow	Unified CallManager (Unified IP IVR) Call to a Cisco Agent Desktop Agent, Agent Disconnects Call	Verifies that a call is routed to a CAD Agent and agent disconnects the call.		Passed	
GB42.CAD.006	Transfer	Unified CallManager Post-Routed Call Queued at Unified IP IVR and Redirected to CAD Agent	Verifies that a Unified CallManager Post-Routed call can be queued at a Unified IP IVR port and then redirected to a CAD Agent in the same Unified CallManager cluster.		Passed	
GB42.CAD.010	Transfer	Consult Transfer of Unified CallManager Post-Routed Call to Local CAD Agent	Verifies that a that a Unified CallManager Post-Routed call can be transferred (consult) by a CAD Agent to another CAD agent in the same Unified CallManager cluster.		Passed	
GB42.CAD.012	Conference	Conference of Unified CallManager Post-Routed Call to Local CAD Agent	Verifies that a Unified CallManager Post-Routed call can be conferenced by a CAD Agent to another CAD Agents in the same skill group in the same Unified CallManager cluster.		Passed	
GB42.CAD.014	Transfer	Blind Transfer of Unified CallManager Post-Routed Call to Remote CAD Agent	Verifies that a Unified CallManager Post-Routed call can be transferred (blind) to a CAD Agent in a different Unified CallManager cluster.		Passed	
GB42.CAD.015	Transfer	Consult Transfer of Unified CallManager Post-Routed Call to Remote CAD Agent	Verifies that a that a Unified CallManager Post-Routed call can be transferred (consult) by a CAD Agent to another CAD agent in a different Unified CallManager cluster.		Passed	

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GB42.CAD.033	Basic Call Flow	Unified CallManager Post-Routed Call Queued at Unified IP IVR, Redirected to Remote IP Phone Agent in same Unified CallManager Cluster	Verifies that a Unified CallManager Post-Routed call can be queued at a Unified IP IVR port prior to being redirected to a remote IP Phone Agent in the same Unified CallManager cluster.		Passed	
GB42.CAD.034	Basic Call Flow	Unified CallManager Post-Routed Call is Queued at Unified IP IVR and Redirected to Local IP Phone Agent	Verifies that a call can be queued at a Unified IP IVR port before being redirected to a local IP Phone Agent.		Passed	
GB42.CAD.056	Basic Call Flow	Unified CallManager Post-Routed Call to CAD Agent, Calling Party Disconnect	Verifies that PSTN calls to CAD agent desktops as terminating endpoints function as expected.		Passed	
GB42.CAD.057	Basic Call Flow	Unified CallManager Post-Routed Call Queued at Unified IP IVR, Redirected to Local CAD Agent	Unified CallManager Post-Routed call can be queued at a Unified IP IVR port before it gets routed to a local CAD agent.		Passed	
GB42.CAD.060	Basic Call Flow	Unified CallManager Post-Routed Call to CAD Agent, Agent Disconnects after Call is Placed On Hold	Verifies that a call is routed to a CAD agent and agent disconnects the call after it is placed on hold.		Passed	
GB42.CAD.061	Basic Call Flow	Unified CallManager (Unified IP IVR) Call Queued at Unified IP IVR, Redirected to Remote CAD Agent in same Unified CallManager Cluster	Verifies that a Unified CallManager Post-Routed call can be queued at a Unified IP IVR port prior to being redirected to a CAD agent in the same Unified CallManager cluster.		Passed	

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OXI51.FRR.012	Failover	Unified CVP Post-Routed Call Peripheral Gateway Server Failure	Verifies that when an active Unified CallManager Peripheral Gateway server in the Unified CVP test bed fails, the standby Unified CallManager Peripheral Gateway takes over call processing.		Passed	
OXI51.FRR.013	Failover	Unified CVP Post-Routed Call Active Gatekeeper (Alternate Gatekeeper) Failure	Verifies that when an active Gatekeeper in the Unified CVP test bed fails, the standby Gatekeeper starts handling calls.		Passed	
OXI51.FRR.016	Failover	Unified CallManager Post-Routed Call Central Controller Failure	Verifies that when an active Central Controller in a Unified CallManager test bed fails, the standby Central Controller handles call processing.		Passed	
OXI51.FRR.018	Failover	Unified CallManager Post-Routed Call Unified CallManager (CTI Manager Server for Unified ICM) Failure	Verifies that when a Unified CallManager subsequent node with CTI Manager enabled in the Unified CallManager test bed fails, it causes the Unified CallManager Peripheral Gateway to failover.		Passed	

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OXI51.LDT.003	Load Test	5-day Unified Outbound Dailer (Unified OUTD) Campaign and Unified CVP Post-Routed Call Flow Load Test	Verifies that a Unified OUTD Campaign and load test of a Unified CVP Post-Routed call to CAD and CTI OS agents is successful over a period of 120 hours.		Passed	
OXI51.LDT.004	Load Test	5-day Unified Outbound Dailer (Unified OUTD) Campaign, Unified CallManager Post-Routed Call Flow and Parent/Child Call Flow Load Test with a BHCA of 19600	Verifies that a Unified OUTD Campaign and load test of Unified CallManager Post-Routed and Parent/Child calls to CAD and CTI OS agents are successful over a period of 120 hours.		Passed	

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CO10.OOF.003	Outbound Calls	Outbound Call Transfer via MGCP Gateway to SCCP Agent upon Live Customer Contact when Unified Outbound Dialer set to PREDICTIVE_BLENDED	Verifies that an Unified OUTD call routed via an MGCP Gateway upon contact with live customer is transferred to an SCCP Agent when the outbound dialing mode is set to PREDICTIVE_BLENDED.	Stage 1: DialerPort1->Unified ICM, Stage 2: DialerPort1->Unified CallManager->Agent, Stage 3: DialerPort2->Unified CallManager->Gateway->PSTN, Stage 4: DialerPort2->Transfer->Unified CallManager->Agent A	Passed	
CO10.OOF.006	Outbound Calls	Outbound Call by an SCCP Agent with Dialing Mode Set as DIRECT_PREVIEW_ONLY	Verifies that a Unified OUTD call by an SCCP Agent with the dialing mode set to DIRECT_PREVIEW_ONLY is successfully delivered to a live customer.	Stage 1: DialerPort1->Unified ICM, Stage 2: DialerPort1->Unified CallManager->Agent, Stage 3: Agent->Unified CallManager->Gateway->PSTN	Passed	
CO10.OOF.007	Outbound Calls	Outbound Call to a Busy Number by an SCCP Agent with Dialing Mode Set as DIRECT_PREVIEW	Verifies that a Unified OUTD call by an SCCP Agent with the dialing mode set to DIRECT_PREVIEW is delivered to a busy number.	Stage 1: DialerPort1->Unified ICM, Stage 2: DialerPort1->Unified CallManager->Agent, Stage 3: Agent->Unified CallManager->Gateway->PSTN	Passed	
CO10.OOF.024	Outbound Calls	Answering Machine Detection with Agent-based Campaign Default is to Abandon Call	Verifies that the Unified ICM Dialer abandons answering machine calls rather than transferring them to an agent and proceeds to the next number in the Unified ICM Dialed Number Plan.	Stage 1: DialerPort1->Unified ICM, Stage 2: DialerPort1->Unified CallManager->Agent, Stage 3: DialerPort2->Unified CallManager->Gateway->PSTN, Stage 4: DialerPort2->Transfer->Unified CallManager->Agent	Passed	

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CO10.OOF.028	Outbound Calls	Do-Not-Call List during Agent-based Campaign	Verifies that an agent-based Campaign does not call customers that are on the Do-Not-Call list.	Stage 1: DialerPort1->Unified ICM, Stage 2: DialerPort1->Unified CallManager->Agent, Stage 3: DialerPort2->Unified CallManager->Gateway->PSTN, Stage 4: DialerPort2->XFER->Unified CallManager->Agent	Passed	
CO10.OOF.037	Outbound Calls	Personal Callback when Agent Not Available is Rescheduled during Agent-based Campaign	Verifies that when an agent who scheduled a personal callback to a specific customer is unavailable, the personal callback is rescheduled for the same time the next business day.	Stage 1: DialerPort1->Unified ICM, Stage 2: DialerPort1->Unified CallManager->Agent, Stage 3: DialerPort2->Unified CallManager->Gateway->PSTN, Stage 4: DialerPort2->Transfer->Unified CallManager->Agent	Passed	
CO10.OOF.040	Outbound Calls	System Callback to Agent during Agent-based Campaign	Verifies that when an agent who scheduled a callback to a specific customer is reserved during a running campaign, the customer receives a callback from any available agent who can leave a message upon encountering an answering machine.	Stage 1: DialerPort1->Unified ICM, Stage 2: DialerPort1->Unified CallManager->Agent, Stage 3: DialerPort2->Unified CallManager->Gateway->PSTN, Stage 4: DialerPort2->XFER->Unified CallManager->Agent	Passed	
CO10.OOF.057	Outbound Calls	Creation and Import of the Do-Not-Call List during Agent-based Campaign	Verifies that an agent-based campaign allows the creation and import of the Do-Not-Call list.	Stage 1: DialerPort1->Unified ICM, Stage 2: DialerPort1->Unified CallManager->Agent, Stage 3: DialerPort2->Unified CallManager->Gateway->PSTN, Stage 4: DialerPort2->XFER->Unified CallManager->Agent	Passed	

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GB42.OOF.045	Outbound Calls	Unified CVP Post-Routed Connect with Live Customer to Agent when Unified Outbound Dialer Mode set to PROGRESSIVE_BLENDED	Verifies that a Unified CVP Post-Routed call can be routed from a live customer to an agent when the outbound dialing mode is set to PROGRESSIVE_BLENDED.		Passed w/ Exception	CSCsi05452
GB42.OOF.419	Outbound Calls	Unified CVP Post-Routed Agent Phone Initiates Calls to Customer when Unified Outbound Dialer Mode set to PREVIEW_DIRECT_ONLY	Verifies that the agent can initiate Unified OUTD calls to a customer with the outbound dialing mode set to PREVIEW_DIRECT_ONLY.		Passed	
OX151.OOD.002	Outbound Calls	Unified OUTD Call to PSTN Nailed Mobile Agent using PREDICTIVE Mode and H.323 Gateways	Verifies that a Unified OUTD call is routed to the PSTN via an H.323 Gateway and then to a Mobile Agent using the Nailed call delivery mode and PREDICTIVE dialing mode.	DialerPort1->Unified ICM DialerPort1->Unified CallManager->Agent DialerPort2->Unified CallManager->Gateway->PSTN DialerPort2->Transfer->Unified CallManager->Agent A	Passed	
OX151.OOD.004	Outbound Calls	Unified OUTD Call to PSTN Nailed Mobile Agent using H.323 Gateways and Non-controlled SCCP IP Phone in Different Unified CallManager Cluster across H.323 Inter-Cluster Trunk	Verifies that a Unified OUTD call is routed to the PSTN via an H.323 Gateway and then to a Mobile Agent with a non-controlled IP phone in a different Unified CallManager cluster across an H.323 inter-cluster trunk using the Nailed call delivery mode.	DialerPort1->Unified ICM DialerPort1->Unified CallManager->Agent DialerPort2->Unified CallManager->Gateway->PSTN DialerPort2->Transfer->Unified CallManager->Agent A	Passed	

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OX151.OOD.006	Outbound Calls	Unified OUTD Call to Busy Number to PSTN Nailed Mobile Agent using H.323 Gateways	Verifies that a Unified OUTD call is routed to a busy PSTN number via an H.323 Gateway and then to a Mobile Agent using the Nailed call delivery mode.	DialerPort1->Unified ICM DialerPort1->Unified CallManager->Agent DialerPort2->Unified CallManager->Gateway->PSTN	Passed	
OX151.OOD.007	Outbound Calls	Unified OUTD call to No Answer Number to PSTN Call by Call Mobile Agent using H.323 Gateways	Verifies that a Unified OUTD call is routed to a No Answer PSTN number via an H.323 Gateway and then to a Mobile Agent using the Call by Call delivery mode.	DialerPort1->Unified ICM DialerPort1->Unified CallManager->Agent DialerPort2->Unified CallManager->Gateway->PSTN DialerPort2->Transfer->Unified CallManager->Agent A	Passed	
OX151.OOD.009	Outbound Calls	Unified OUTD call to Answering Machine to PSTN Nailed Mobile Agent using H.323 Gateways and Non-controlled Unified SCCP IP Phone	Verifies that a Unified OUTD call routed to the PSTN via an H.323 Gateway and then to a Mobile Agent with a non-controlled SCCP IP phone using the Nailed call delivery mode is answered by an answering machine.	DialerPort1->Unified ICM DialerPort1->Unified CallManager->Agent DialerPort2->Unified CallManager->Gateway->PSTN DialerPort2->Transfer->Unified CallManager->Agent A	Passed	
OX151.OOD.016	Outbound Calls	Unified OUTD Call to PSTN Nailed Mobile Agent using MGCP Gateways	Verifies that an Unified OUTD call is routed to the PSTN via an MGCP Gateway and then to a Mobile Agent using the Nailed call delivery mode.	DialerPort1->Unified ICM DialerPort1->Unified CallManager->Agent DialerPort2->Unified CallManager->Gateway->PSTN DialerPort2->Transfer->Unified CallManager->Agent A	Passed	

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OXI51.OOD.018	Outbound Calls	Unified OUTD Call to PSTN Nailed Mobile Agent using MGCP Gateways and Non-controlled Unified SIP IP Phone	Verifies that a Unified OUTD call is routed to the PSTN via an MGCP Gateway and then to a Mobile Agent with a non-controlled SIP IP phone using the Nailed call delivery mode.	DialerPort1->Unified ICM DialerPort1->Unified CallManager->Agent DialerPort2->Unified CallManager->Gateway->PSTN DialerPort2->Transfer->Unified CallManager->Agent A	Passed	
OXI51.OOD.021	Outbound Calls	Unified OUTD Call to Busy Number to PSTN Nailed Mobile Agent using MGCP Gateways	Verifies that a Unified OUTD call is routed to a busy PSTN number via an MGCP Gateway and then to a Mobile Agent using the Nailed call delivery mode.	DialerPort1->Unified ICM DialerPort1->Unified CallManager->Agent DialerPort2->Unified CallManager->Gateway->PSTN	Passed	
OXI51.OOD.023	Outbound Calls	Unified OUTD Call to Answering Machine to PSTN Nailed Mobile Agent using MGCP Gateways with Non-controlled SCCP IP Phone	Verifies that a Unified OUTD call routed to the PSTN via an MGCP Gateway and then to a Mobile Agent using the Nailed call delivery mode and a non-controlled SCCP IP phone can be answered by an answering machine.	DialerPort1->Unified ICM DialerPort1->Unified CallManager->Agent DialerPort2->Unified CallManager->Gateway->PSTN DialerPort2->Transfer->Unified CallManager->Agent A	Passed	
OXI51.OOD.025	Outbound Calls	Personal Callback to PSTN Nailed Mobile Agent using MGCP Gateways	Verifies that 1) a Mobile Agent using the Nailed call delivery mode can schedule a personal callback to a specific customer and 2) when the agent is reserved during a running agent-based campaign, the customer receives a callback from the same agent that initiated the contact.	DialerPort1->Unified ICM DialerPort1->Unified CallManager->Agent DialerPort2->Unified CallManager->Gateway->PSTN DialerPort2->Transfer->Unified CallManager->Agent A	Passed	

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CO10.PTC.000	Parent/Child Call Flow	Call from Parent to Child to Agent	Verifies that a PSTN call is delivered to the Parent Unified ICM and then to a Child Unified Contact Center Enterprise (Unified CCE) Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->IPCC->Unified CallManager->Agent	Passed	
CO10.PTC.010	Parent/Child Call Flow	Child Agent Consult Transfer	Verifies that a PSTN call is passed from a Parent Unified ICM to a Child Unified CCE Agent that initiates a consult transfer to another agent.		Passed	
CO10.PTC.012	Parent/Child Call Flow	Child Agent Conference Call	Verifies that a PSTN call is passed from a Parent Unified ICM to a Child Unified CCE Agent that initiates a conference with another agent.		Passed	

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CO10.CCM.000	Interoperability	Cisco CallManager Post-Routed Call via an MGCP Gateway (IPC Systems Test Release 4.1) to a Unified CallManager SIP Agent across a Gatekeeper-controlled H.225 Trunk	Verifies the interoperability between Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters using gatekeeper-controlled H.225 trunks for a Cisco CallManager Post-Routed call flow to a Unified CallManager SIP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent A	Passed	
CO10.CCM.001	Interoperability	Cisco CallManager Post-Routed Call via an MGCP Gateway (IPC Systems Test Release 4.1) to a Unified CallManager SIP Agent across a SIP Trunk after Call Treatment	Verifies the interoperability between Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters using SIP trunks for a Cisco CallManager Post-Routed call flow to a Unified CallManager SIP Agent after call treatment.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	
CO10.CCM.002	Interoperability	Cisco CallManager Post-Routed Call via an MGCP Gateway (IPC Systems Test Release 4.1) to a Unified CallManager SCCP Agent across a Gatekeeper-controlled H.225 Trunk	Verifies the interoperability between Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters using gatekeeper-controlled H.225 trunks for a Cisco CallManager Post-Routed call flow to a Unified CallManager SCCP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent A	Passed	
CO10.CCM.006	Interoperability	Cisco CallManager Post-Routed Call via an H.323 Gateway (IPC Systems Test Release 4.1) to a Unified CallManager SIP Agent across a Gatekeeper-controlled H.225 Trunk	Verifies the interoperability between Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters using gatekeeper-controlled H.225 trunks for a Cisco CallManager Post-Routed call flow to a Unified CallManager SIP Agent.	Stage 1: PSTN->Gateway->Gatekeeper->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent A	Passed	

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CO10.CCM.007	Interoperability	Cisco CallManager Post-Routed Call via an H.323 Gateway (IPC Systems Test Release 4.1) to a Unified CallManager SIP Agent across a SIP Trunk after Call Treatment	Verifies the interoperability between Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters using SIP trunks and call treatment for a Cisco CallManager Post-Routed call flow to a Unified CallManager SIP Agent.	Stage 1: PSTN->Gateway->Gatekeeper->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Unified CallManager->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	
CO10.CCM.008	Interoperability	Cisco CallManager Post-Routed Call via an H.323 Gateway (IPC Systems Test Release 4.1) to a Unified CallManager SCCP Agent across a Gatekeeper-controlled H.225 Trunk	Verifies the interoperability between Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters using gatekeeper-controlled H.225 trunks for a Cisco CallManager Post-Routed call flow to a Unified CallManager SCCP Agent.	Stage 1: PSTN->Gateway->Gatekeeper->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent A	Passed	
CO10.CCM.009	Interoperability	Cisco CallManager Post-Routed Call via an MGCP Gateway (IPC Systems Test Release 4.1) Redirected from Queue to a Unified CallManager SCCP Agent across a SIP Trunk	Verifies the interoperability between Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters using SIP trunks and queuing for a Cisco CallManager Post-Routed call flow to a Unified CallManager SCCP Agent.	Stage 1: PSTN->Gateway->Gatekeeper->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Unified CallManager->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	

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CO10.CCM.010	Interoperability	Unified CallManager Post-Routed Call via an H.323 Gateway (Unified Communications System Release 5.1(2)) to a Unified CallManager SCCP Agent across a Gatekeeper-controlled H.225 Trunk	Verifies the interoperability between Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters using gatekeeper-controlled H.225 trunks for a Unified CallManager Post-Routed call flow to a Cisco CallManager SCCP Agent.	Stage 1: PSTN->Gateway->Gatekeeper->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent A	Passed	
CO10.CCM.011	Interoperability	Unified CallManager Post-Routed Call via an H.323 Gateway (Unified Communications System Release 5.1(2)) to a Unified CallManager SCCP Agent across a SIP Trunk after Queuing	Verifies the interoperability between the Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters using SIP trunks and queuing for a Unified CallManager Post-Routed call flow to a Cisco CallManager SCCP Agent.	Stage 1: PSTN->Gateway->Gatekeeper->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->CRS, Stage 3: Unified ICM->CRS->Unified CallManager->Unified CallManager->Agent A	Passed	
CO10.CCM.012	Interoperability	Cisco CallManager Post-Routed Call via a SIP Gateway (IPC Systems Test Release 4.1) to a Unified CallManager SIP Agent across a Gatekeeper-controlled H.225 Trunk	Verifies the interoperability between Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters using gatekeeper-controlled H.225 trunks for a Cisco CallManager Post-Routed call flow to a Unified CallManager SIP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Unified CallManager->Agent A	Passed	

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CO10.CCM.013	Interoperability	Cisco CallManager Post-Routed Call via a SIP Gateway (IPC Systems Test Release 4.1) to a Unified CallManager SIP Agent across a SIP Trunk after Call Treatment	Verifies the interoperability between the Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters using SIP trunks for a Cisco CallManager Post-Routed call flow to a Unified CallManager SIP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->CRS, Stage 3: Unified ICM->CRS->Unified CallManager->Agent A	Passed	
CO10.CCM.014	Interoperability	Cisco CallManager Post-Routed Call via a SIP Gateway (IPC Systems Test Release 4.1) to a Unified CallManager SCCP Agent across a Gatekeeper-controlled H.225 Trunk	Verifies the interoperability between Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters using gatekeeper-controlled H.225 trunks for a Cisco CallManager Post-Routed call flow to a Unified CallManager SCCP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Unified CallManager	Passed	
CO10.CCM.015	Interoperability	Cisco CallManager Post-Routed Call via a SIP Gateway (IPC Systems Test Release 4.1) Redirected from Queue to a Unified CallManager SCCP Agent across a SIP Trunk	Verifies the interoperability between the Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters using SIP trunks for a Cisco CallManager Post-Routed call flow to a Unified CallManager SCCP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	

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CO10.CCM.016	Interoperability	Unified CallManager Post-Routed Call via a SIP Gateway (Unified Communications System Release 5.1(2)) to a Cisco CallManager SCCP Agent across a Gatekeeper-controlled H.225 Trunk	Verifies the interoperability between the Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters using gatekeeper-controlled H.225 trunks for a Unified CallManager Post-Routed call flow to a Cisco CallManager SCCP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Unified CallManager->Agent A	Passed	
CO10.CCM.017	Interoperability	Unified CallManager Post-Routed Call via a SIP Gateway (Unified Communications System Release 5.1(2)) redirected from queue to a Cisco CallManager SCCP Agent across a SIP Trunk	Verifies the interoperability between the Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters using SIP trunks for a Unified CallManager Post-Routed call flow to a Cisco CallManager SCCP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Unified CallManager->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	
CO10.CCM.018	Music On Hold	Cisco CallManager Post-Routed Call via an MGCP Gateway (IPC Systems Test Release 4.1) to a Unified CallManager SIP Agent across a Gatekeeper-controlled H.225 Trunk is Placed on Hold by SIP Agent	Verifies the interoperability between the Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters for a Cisco CallManager Post-Routed call flow when the call is placed on hold by a Unified CallManager SIP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent	Passed	

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CO10.CCM.019	Music On Hold	Cisco CallManager Post-Routed Call via an H.323 Gateway (IPC Systems Test Release 4.1) to a Unified CallManager SIP Agent across a SIP Trunk is Placed on Hold by PSTN	Verifies that the PSTN can place a Cisco CallManager Post-Routed call to a Unified CallManager SIP Agent on Hold.	Stage 1: PSTN->Gateway->Gatekeeper->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Unified CallManager->Agent A	Passed	
CO10.CCM.021	Music On Hold	Cisco CallManager Post-Routed Call via an H.323 Gateway (IPC Systems Test Release 4.1) to a Unified CallManager SCCP Agent across a SIP Trunk is Placed on Hold by SCCP Agent	Verifies the interoperability between the Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters for a Cisco CallManager Post-Routed call flow when the call is placed on hold by a Unified CallManager SCCP Agent.	Stage 1: PSTN->Gateway->Gatekeeper->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Unified CallManager->Agent	Passed	
CO10.CCM.022	Music On Hold	Cisco CallManager Post-Routed Call via a SIP Gateway (IPC Systems Test Release 4.1) to a Unified CallManager SCCP Agent across a SIP Trunk is Placed on Hold by PSTN	Verifies that the PSTN can place a Cisco CallManager Post-Routed call on hold.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Unified CallManager->Agent A	Passed	

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CO10.CCM.023	Music On Hold	Cisco CallManager Post-Routed Call via an MGCP Gateway (IPC Systems Test Release 4.1) to a Unified CallManager SCCP Agent across a Gatekeeper-controlled H.225 Trunk is Placed on Mutual Hold	Verifies that a Cisco CallManager Post-Routed call can be placed on mutual hold.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent A	Passed	
CO10.CCM.024	Music On Hold	SCCP Agent Places a Unified CallManager Post-Routed Call via an MGCP Gateway to a Cisco CallManager Release 4.1 SCCP Agent across a Gatekeeper-controlled H.225 Trunk on Hold	Verifies the interoperability between the Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters for a Cisco CallManager Post-Routed call flow when the call is placed on hold by an SCCP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent A	Passed	
CO10.CCM.025	Music On Hold	PSTN Places a Unified CallManager Post-Routed Call via an H.323 Gateway to a Cisco CallManager Release 4.1 SCCP Agent across a SIP Trunk on Hold	Verifies that the PSTN can place a Unified CallManager Post-Routed call to a Cisco CallManager Release 5.1.2 SCCP Agent on hold.	Stage 1: PSTN->Gateway->Gatekeeper->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Unified CallManager->Agent A	Passed	
CO10.CCM.044	Basic Call Flow	Unified CallManager Post-Routed Call via an MGCP Gateway to a Unified CallManager SCCP Agent across a Gatekeeper-controlled H.225 Trunk	Verifies that an Unified CallManager Post-Routed call flow is successfully delivered to a Unified CallManager SCCP Agent via a gatekeeper-controlled H.225 trunk.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent A	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CCM.045	Basic Call Flow	Unified CallManager Post-Routed Call via a H.323 Gateway to a Unified CallManager SCCP Agent	Verifies that a Unified CallManager Post-Routed call flow is successfully delivered to a Unified CallManager SCCP Agent.	Stage 1: PSTN->Gateway->Gatekeeper->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Agent A	Passed	
CO10.CCM.046	Basic Call Flow	Unified Call Manager Post-Routed Call via H.323 Gateway to SCCP Agent across a SIP Trunk	Verifies that a Unified CallManager Post-Routed call can be routed via an H.323 Gateway to an SCCP Agent through a SIP trunk.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Agent A	Passed	
CO10.CCM.047	Basic Call Flow	Unified Call Manager Post-Routed Call via MGCP Gateway to SCCP Agent after Call Treatment	Verifies that a Unified CallManager Post-Routed call can be routed via an MGCP Gateway to an SCCP Agent after call treatment.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	
CO10.CCM.048	Basic Call Flow	Unified CallManager Post-Routed Call via an MGCP Gateway Redirected from Queue to a Unified CallManager SCCP Agent across H.255 Gatekeeper-controlled Trunk	Verifies that a Unified CallManager Post-Routed call flow is successfully delivered to an SCCP Agent via a gatekeeper-controlled H.225 trunk after queuing.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Gatekeeper->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	
CO10.CCM.049	Basic Call Flow	Unified CallManager Post-Routed Call via an H.323 Gateway Redirected after Call Treatment to a Unified CallManager SCCP Agent	Verifies that a Unified CallManager Post-Routed call flow is successfully delivered via an H.323 Gateway to a Unified CallManager SCCP Agent after call treatment.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CCM.051	Music On Hold	PSTN Places on Hold a Unified CallManager Post-Routed Call via an H.323 Gateway	Verifies that the PSTN can place a Unified CallManager Post-Routed call on hold.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Agent	Passed	
CO10.CCM.052	Music On Hold	Unified CallManager Post-Routed Call via a H.323 Gateway to a Unified CallManager SCCP Agent Placed on Mutual Hold	Verifies that the PSTN can place a Unified CallManager Post-Routed call to an SCCP Agent on mutual hold.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Agent	Passed	
CO10.CCM.069	Basic Call Flow	Unified CallManager Post-Routed Call via MGCP Gateway to SIP Agent	Verifies that a Unified CallManager Post-Routed call can be routed via an MGCP Gateway to a SIP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Agent A	Passed	
CO10.CCM.070	Basic Call Flow	Unified CallManager Post-Routed Call via a MGCP Gateway to an Unified CallManager SIP Agent across a SIP Trunk	Verifies that a Unified CallManager Post-Routed call flow is successfully delivered via an MGCP Gateway to a Unified CallManager SIP Agent across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Unified CallManager->Agent A	Passed	
CO10.CCM.071	Basic Call Flow	Unified CallManager Post-Routed Call via a H.323 Gateway to an Unified CallManager SIP Agent across a Gatekeeper-controlled H.225 Trunk	Verifies that a Unified CallManager Post-Routed call flow is successfully delivered via an H.323 Gateway to a Unified CallManager SIP Agent across a gatekeeper-controlled H.225 trunk.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent A	Passed	
CO10.CCM.072	Basic Call Flow	Unified CallManager Post-Routed Call via a SIP Gateway to a Unified CallManager SIP Agent	Verifies that a Unified CallManager Post-Routed call flow is successfully delivered via a SIP Gateway to a Unified CallManager SIP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Agent A	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CCM.073	Basic Call Flow	Unified CallManager Post-Routed Call via a SIP Gateway to a Unified CallManager SCCP Agent across a Gatekeeper-controlled H.225 Trunk	Verifies that a Unified CallManager Post-Routed call flow is successfully delivered via a SIP Gateway to a Unified CallManager SIP Agent across a gatekeeper-controlled H.225 trunk.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent A	Passed	
CO10.CCM.074	Basic Call Flow	Unified CallManager Post-Routed Call via a SIP Gateway to a Unified CallManager SIP Agent across a SIP Trunk	Verifies that a Unified CallManager Post-Routed call flow is successfully delivered via a SIP Gateway to a Unified CallManager SIP Agent across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Agent A	Passed	
CO10.CCM.075	Basic Call Flow	Unified CallManager Post-Routed Call via an MGCP Gateway to a Unified CallManager SIP Agent after Call Treatment and Queuing	Verifies that a Unified CallManager Post-Routed call flow after call treatment and queuing is successfully delivered via an MGCP Gateway to a Unified CallManager SIP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	
CO10.CCM.076	Basic Call Flow	Unified CallManager Post-Routed Call via an MGCP Gateway to a Unified CallManager SCCP Agent across a SIP Trunk after Call Treatment	Verifies that a Unified CallManager Post-Routed call flow after call treatment is successfully delivered via a MGCP Gateway to a Unified CallManager SCCP Agent across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	
CO10.CCM.078	Basic Call Flow	Unified CallManager Post-Routed Call via an MGCP Gateway to a Unified CallManager SIP Agent across a SIP Trunk after Call Treatment	Verifies that a Unified CallManager Post-Routed call flow after call treatment is successfully delivered via an MGCP Gateway to a Unified CallManager SIP Agent across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CCM.079	Basic Call Flow	Unified CallManager Post-Routed Call via an H.323 Gateway to a Unified CallManager SIP Agent after Call Treatment and Queuing	Verifies that a Unified CallManager Post-Routed call flow after call treatment and queuing is successfully delivered via an H.323 Gateway to a Unified CallManager SIP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	
CO10.CCM.081	Basic Call Flow	Unified CallManager Post-Routed Call via an H.323 Gateway to a Unified CallManager SIP Agent across an H.225 Gatekeeper-controlled Trunk after Call Treatment and Queuing	Verifies that a Unified CallManager Post-Routed call flow after call treatment and queuing is successfully delivered via an H.323 Gateway to a Unified CallManager SIP Agent across a gatekeeper-controlled H.225 trunk.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Gatekeeper->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	
CO10.CCM.083	Basic Call Flow	Unified CallManager Post-Routed Call via a SIP Gateway to a Unified CallManager SCCP Agent after Call Treatment	Verifies that a Unified CallManager Post-Routed call flow after call treatment is successfully delivered via a SIP Gateway to a Unified CallManager SCCP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	
CO10.CCM.084	Basic Call Flow	Unified CallManager Post-Routed Call via a SIP Gateway to a Unified CallManager SIP Agent after Call Treatment and Queuing	Verifies that a Unified CallManager Post-Routed call flow after call treatment and queuing is successfully delivered via a SIP Gateway to a Unified CallManager SIP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CCM.085	Basic Call Flow	Unified CallManager Post-Routed Call via a SIP Gateway to a Unified CallManager SCCP Agent across an H.225 Gatekeeper-controlled Trunk after Call Treatment and Queuing	Verifies that a Unified CallManager Post-Routed call flow after call treatment and queuing is successfully delivered to a Unified CallManager SCCP Agent via a gatekeeper-controlled H.225 trunk.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Gatekeeper->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	
CO10.CCM.086	Basic Call Flow	Unified CallManager Post-Routed Call via a SIP Gateway to a Unified CallManager SCCP Agent across a SIP Trunk after Call Treatment	Verifies that a Unified CallManager Post-Routed call flow after call treatment is successfully delivered to a Unified CallManager SCCP Agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Unified CallManager->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	
CO10.CCM.088	Basic Call Flow	Unified CallManager Post-Routed Call via a SIP Gateway to a Unified CallManager SIP Agent across a SIP Trunk after Call Treatment	Verifies that a Unified CallManager Post-Routed call flow after call treatment is successfully delivered to a Unified CallManager SIP Agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Unified CallManager->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	
CO10.CCM.089	Music On Hold	Unified CallManager Post-Routed Call via MGCP Gateway Put On Hold by SIP Agent	Verifies that a SIP agent can place a Unified CallManager Post-Routed Call routed via an MGCP Gateway on hold.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CCM.091	Music On Hold	Unified CallManager Post-Routed Call via a SIP Gateway to a Unified CallManager SCCP Agent across a Gatekeeper-controlled H.225 Trunk is Placed on Hold by Agent	Verifies that a Unified CallManager SCCP Agent can place a Unified CallManager Post-Routed call on hold.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent	Passed	
CO10.CCM.092	Music On Hold	Unified CallManager Post-Routed Call via an MGCP Gateway to a Unified CallManager SIP Agent across a Gatekeeper-controlled H.225 Trunk is Placed on Hold by the PSTN	Verifies the ability of the PSTN to place a Unified CallManager Post-Routed call on hold.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent	Passed	
CO10.CCM.094	Music On Hold	Unified CallManager Post-Routed Call via a SIP Gateway to a Unified CallManager SIP Agent across a SIP Trunk is Placed on Hold by the PSTN	Verifies the ability of the PSTN to place a Unified CallManager Post-Routed call on hold.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.000	Interoperability	Blind Transfer of a Unified CVP Post-Routed Call by a SIP Agent to a Cisco CallManager Release 4.1 SCCP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a Unified CallManager SIP Agent can initiate the blind transfer of a Unified CVP Post-Routed call to a Cisco CallManager Release 4.1 SCCP Agent via an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.001	Interoperability	Blind Transfer of a Unified CVP Post-Routed Call by a Unified CallManager SCCP Agent to a Cisco CallManager Release 4.1 SCCP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a Unified CallManager SCCP Agent can initiate the blind transfer of a Unified CVP Post-Routed call to a Cisco CallManager Release 4.1 SCCP Agent via an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.002	Interoperability	Blind Transfer of a Unified CVP Post-Routed Call by a Cisco CallManager Release 4.1 SCCP Agent to a SIP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a Cisco CallManager Release 4.1 SCCP Agent can initiate the blind transfer of a Unified CVP Post-Routed call to a Unified CallManager SIP Agent via an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.003	Interoperability	Blind Transfer of Unified CVP Post-Routed Call by Cisco CallManager 4.1 SCCP Agent to Unified CallManager 5.1(2) SCCP Agent via H.323 Gatekeeper-controlled Trunk	Verifies that a Unified CVP Post-Routed call routed via an H.323 Gateway to a Cisco CallManager 4.1 SCCP Agent can be transferred to a Unified CallManager 5.1(2) SCCP Agent via an H.323 Gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Cisco CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.004	Interoperability	Blind Transfer of a Unified CVP Post-Routed Call by a SIP Agent to a Cisco CallManager Release 4.1 SCCP Agent via a SIP Trunk	Verifies that a Unified CallManager SIP Agent can initiate the blind transfer of a Unified CVP Post-Routed call to a Cisco CallManager Release 4.1 SCCP Agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.005	Interoperability	Blind Transfer of a Unified CVP Post-Routed Call by a Unified CallManager SCCP Agent to a Cisco CallManager Release 4.1 SCCP Agent via a SIP Trunk	Verifies that a Unified CallManager SCCP Agent can initiate the blind transfer of a Unified CVP Post-Routed call to a Cisco CallManager Release 4.1 SCCP Agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.006	Interoperability	Blind Transfer of a Unified CVP Post-Routed Call by a Cisco CallManager Release 4.1 SCCP Agent to a SIP Agent via a SIP Trunk	Verifies that a Cisco CallManager Release 4.1 SCCP Agent can initiate the blind transfer of a Unified CVP Post-Routed call to a Unified CallManager SIP Agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.007	Interoperability	Blind Transfer of a Unified CVP Post-Routed Call by a Cisco CallManager Release 4.1 SCCP Agent to an SCCP Agent via a SIP Trunk	Verifies that a Cisco CallManager Release 4.1 SCCP Agent can initiate the blind transfer of a Unified CVP Post-Routed call to a Unified CallManager SCCP Agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.008	Interoperability	Consult Transfer of a Unified CVP Post-Routed Call by a SIP Agent to a Cisco CallManager Release 4.1 SCCP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a Unified CallManager SIP Agent can initiate the consult transfer of a Unified CVP Post-Routed call to a Cisco CallManager Release 4.1 SCCP Agent via an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.009	Interoperability	Consult Transfer of a Unified CVP Post-Routed Call by a Unified CallManager SCCP Agent to a Cisco CallManager Release 4.1 SCCP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a Unified CallManager SCCP Agent can initiate the consult transfer of a Unified CVP Post-Routed call to a Cisco CallManager Release 4.1 SCCP Agent via an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.010	Interoperability	Consult Transfer of a Unified CVP Post-Routed Call by a Cisco CallManager Release 4.1 SCCP Agent to a SIP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a Cisco CallManager Release 4.1 SCCP Agent can initiate the consult transfer of a Unified CVP Post-Routed call to a Unified CallManager SIP Agent via an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.011	Interoperability	Consult Transfer of a Unified CVP Post-Routed Call by a Cisco CallManager Release 4.1 SCCP Agent to an SCCP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a Cisco CallManager Release 4.1 SCCP Agent can initiate the consult transfer of a Unified CVP Post-Routed call to a Unified CallManager SCCP Agent via an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.012	Interoperability	Consult Transfer of a Unified CVP Post-Routed Call by a SIP Agent to a Cisco CallManager Release 4.1 SCCP Agent via a SIP Trunk	Verifies that a Unified CallManager SIP Agent can initiate the consult transfer of a Unified CVP Post-Routed call to a Cisco CallManager Release 4.1 SCCP Agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.013	Interoperability	Consult Transfer of a Unified CVP Post-Routed Call by a Unified CallManager SCCP Agent to a Cisco CallManager Release 4.1 SCCP Agent via a SIP Trunk	Verifies that a Unified CallManager SCCP Agent can initiate the consult transfer of a Unified CVP Post-Routed call to a Cisco CallManager Release 4.1 SCCP Agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.014	Interoperability	Consult Transfer of a Unified CVP Post-Routed Call by a Cisco CallManager Release 4.1 SCCP Agent to a SIP Agent via a SIP Trunk	Verifies that a Cisco CallManager Release 4.1 SCCP Agent can initiate the consult transfer of a Unified CVP Post-Routed call to a Unified CallManager SIP Agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.015	Interoperability	Consult Transfer of a Unified CVP Post-Routed Call by a Cisco CallManager Release 4.1 SCCP Agent to an SCCP Agent via a SIP Trunk	Verifies that a Cisco CallManager Release 4.1 SCCP Agent can initiate the consult transfer of a Unified CVP Post-Routed call to a Unified CallManager SCCP Agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.016	Interoperability	Ad hoc Conference of a Unified CVP Post-Routed Call by a SIP Agent to a Cisco CallManager Release 4.1 SCCP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a Unified CallManager SIP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call to a Cisco CallManager Release 4.1 SCCP Agent via an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.017	Interoperability	Ad hoc Conference of a Unified CVP Post-Routed Call by an SCCP Agent to a Cisco CallManager Release 4.1 SCCP Agent in a H.323 Gatekeeper-controlled Trunk	Verifies that a Unified CallManager SCCP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call to a Cisco CallManager Release 4.1 SCCP Agent via an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.018	Interoperability	Ad hoc Conference of a Unified CVP Post-Routed Call by a Cisco CallManager Release 4.1 SCCP Agent to a SIP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a Cisco CallManager Release 4.1 SCCP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call to a Unified CallManager SIP Agent via an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.019	Interoperability	Ad hoc Conference of a Unified CVP Post-Routed Call by a Cisco CallManager Release 4.1 SCCP Agent to an SCCP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a Cisco CallManager Release 4.1 SCCP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call to a Unified CallManager SCCP Agent via an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.020	Interoperability	Ad hoc Conference of a Unified CVP Post-Routed Call by a SIP Agent to a Cisco CallManager Release 4.1 SCCP Agent via a SIP Trunk	Verifies that a Unified CallManager SIP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call to a Cisco CallManager Release 4.1 SCCP Agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.021	Interoperability	Ad hoc Conference of a Unified CVP Post-Routed Call by an SCCP Agent to a Cisco CallManager Release 4.1 SCCP Agent via a SIP Trunk	Verifies that a Unified CallManager SCCP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call to a Cisco CallManager Release 4.1 SCCP Agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.022	Interoperability	Ad hoc Conference of a Unified CVP Post-Routed Call by a Cisco CallManager Release 4.1 SCCP Agent to a SIP Agent via a SIP Trunk	Verifies that a Cisco CallManager Release 4.1 SCCP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call to a Unified CallManager SIP Agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.023	Interoperability	Ad hoc Conference of a Unified CVP Post-Routed Call by a Cisco CallManager Release 4.1 SCCP Agent to an SCCP Agent via a SIP Trunk	Verifies that a Cisco CallManager Release 4.1 SCCP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call to a Unified CallManager SCCP Agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.055	Basic Call Flow	Long Call from Customer to an Agent in a Unified CVP Post Route Environment	Verifies that an established call from an agent to a customer does not disconnect after a period of time.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent	Passed	
CO10.CVP.059	Basic Call Flow	Customer Should Not Be Disconnected While On Hold	Verifies that when an agent places a customer on hold for more than 100 seconds, the Music on Hold Server plays the media to the customer and the customer does not get disconnected while on hold.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent	Passed	
CO10.CVP.064	Transfer	Consult Transfer of Unified CVP Post-Routed Call by SCCP Agent to Another SCCP Agent	Verifies that a Unified CVP Post-Routed call routed via an H.323 Gateway to an SCCP Agent can be transferred (consult) to another SCCP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Agent B	Passed	
CO10.CVP.065	Transfer	Consult Transfer of a Unified CVP Post-Routed Call by an SCCP Agent to an Agent is Queued at an VXML gateway and then Transferred to an Available SCCP Agent	Verifies that 1) an SCCP Agent can initiate the consult transfer of a Unified CVP Post-Routed call delivered via an H.323 Gateway using the Unified ICM Dialed Number Plan, 2) the call is first queued at a VXML gateway when an agent is not available in the targeted skill group, and 3) the call is then transferred to an SCCP Agent who becomes available.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Unified CVP, Stage 5: Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.066	Conference	Ad hoc Conference of a Unified CVP Post-Routed Call by an SCCP Agent to an SCCP Agent	Verifies that an SCCP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call delivered via an H.323 Gateway to an SCCP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Agent B	Passed	
CO10.CVP.067	Conference	Ad hoc Conference of a Unified CVP Post-Routed Call by an SCCP Agent to an Agent, Call is Queued at VXML Gateway and then Transferred to an Available SCCP Agent	Verifies that 1) an SCCP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call delivered via an H.323 Gateway using the Unified ICM Dialed Number Plan, 2) the call is first queued at a VXML gateway when an Agent is not available in the targeted skill group, and 3) the call is then transferred to an SCCP Agent who becomes available.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Unified CVP, Stage 5: Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	
CO10.CVP.070	Conference	Ad hoc Conference of a Unified CVP Post-Routed Call by a SIP Agent to an Agent, Call is Queued at an VXML Gateway and then Transferred to an Available SCCP Agent	Verifies that 1) a SIP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call delivered via an H.323 Gateway using the Unified ICM Dialed Number Plan, 2) the call is first queued at an VXML gateway when an Agent is not available in the targeted skill group, and 3) the call is then transferred to an SCCP Agent who becomes available.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Unified CVP, Stage 5: Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.071	Conference	Ad hoc Conference of a Unified CVP Post-Routed Call by an SCCP Agent to an Agent, Call is Queued at VXML Gateway and then Transferred to an Available SIP Agent	Verifies that 1) an SCCP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call delivered via an H.323 Gateway using the Unified ICM Dialed Number Plan, 2) the call is first queued at a VXML gateway when an Agent is not available in the targeted skill group, and 3) the call is then transferred to a SIP Agent who becomes available.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Unified CVP, Stage 5: Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	
CO10.CVP.076	Basic Call Flow	Unified CVP Post-Routed Call via H.323 Gateway to SIP Agent	Verifies that a Unified CVP Post-Routed call routed via an H.323 Gateway is delivered to a SIP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Unified CallManager->Agent	Passed	
CO10.CVP.077	Basic Call Flow	Unified CVP Post-Routed Call via an H.323 Gateway to Unified CVP for Call Treatment, Redirected to a SIP Agent	Verifies that a Unified CVP Post-Routed call via an H.323 Gateway is successfully delivered to a Unified CVP for call treatment and then redirected to an available SIP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent	Passed	
CO10.CVP.078	Basic Call Flow	Unified CVP Post-Routed Call via an H.323 Gateway Queued at a VXML Gateway, Redirected to a SIP Agent	Verifies that a Unified CVP Post-Routed call via an H.323 Gateway is successfully queued at the VXML gateway when an agent is not available in the targeted skill group, and then redirected to an available SIP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.079	Music On Hold	Unified CVP Post-Routed Call via H.323 Gateway Put On Hold by SIP Agent and Retrieved	Verifies that a Unified CVP Post-Routed call delivered via an H.323 Gateway to a SIP Agent can be placed on hold and later retrieved.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent	Passed	
CO10.CVP.080	Music On Hold	Caller Places Unified CVP Post-Routed Call via an H.323 Gateway on Hold	Verifies that a Unified CVP Post-Routed call delivered via an H.323 Gateway to a SIP Agent can be placed on hold by the caller and be retrieved later.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent	Passed	
CO10.CVP.081	Music On Hold	Unified CVP Post-Routed Call via an H.323 Gateway to a SIP Agent is Placed on Mutual Hold	Verifies that a Unified CVP Post-Routed call delivered via an H.323 Gateway to a SIP Agent can be placed on mutual hold by both the caller and the SIP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent	Passed	
CO10.CVP.082	Transfer	Blind Transfer of a Unified CVP Post-Routed Call by a SIP Agent to a SIP Agent	Verifies that a SIP Agent can initiate the blind transfer of a Unified CVP Post-Routed call delivered via an H.323 Gateway to a SIP Agent using the Unified ICM Dialed Number Plan.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.083	Transfer	Blind Transfer of a Unified CVP Post-Routed Call by a SIP Agent is Queued at a VXML Gateway and then Transferred to an Available SIP Agent	Verifies that 1) a SIP Agent can initiate the blind transfer of a Unified CVP Post-Routed call via an H.323 Gateway to a SIP Agent using the Unified ICM Dialed Number Plan, 2) the call is queued at a VXML gateway since an agent is not available in the targeted skill group, and 3) the call is then transferred to a SIP Agent who becomes available.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CVP->Gateway(VXML), Stage 5: Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	
CO10.CVP.084	Transfer	Blind Transfer of a Unified CVP Post-Routed Call by a SIP Agent to an SCCP Agent	Verifies that a SIP Agent can initiate the blind transfer of a Unified CVP Post-Routed call via an H.323 Gateway to an SCCP Agent using the Unified ICM Dialed Number Plan.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	
CO10.CVP.085	Transfer	Blind Transfer of Unified CVP Post-Routed Call by SIP Agent to SCCP Agent is Queued at Unified IP IVR	Verifies that a Unified CVP Post-Routed call routed via an H.323 Gateway to a SIP Agent can be 1) transferred (blind) to an SCCP Agent using the Unified ICM Dialed Number Plan, 2) queued at an Unified IP IVR if an agent is unavailable, and 3) then transferred to an available SCCP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CVP->Gateway(VXML), Stage 5: Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.086	Transfer	Blind Transfer of a Unified CVP Post-Routed Call by an SCCP Agent to a SIP Agent	Verifies that an SCCP Agent can initiate the blind transfer of a Unified CVP Post-Routed call via an H.323 Gateway to a SIP Agent using the Unified ICM Dialed Number Plan.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	
CO10.CVP.087	Transfer	Blind Transfer of Unified CVP Post-Routed Call by SCCP Agent to Another SIP Agent is Queued at Unified IP IVR	Verifies that a Unified CVP Post-Routed call routed via an H.323 Gateway to an SCCP Agent can be 1) transferred (blind) using the Unified ICM Dialed Number Plan, 2) queued at an Unified IP IVR if an agent is unavialable, and 3) then transferred to an available SIP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CVP->Gateway(VXML), Stage 5: Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	
CO10.CVP.088	Transfer	Blind Transfer of a Unified CVP Post-Routed Call by a SIP Agent to a SIP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a SIP Agent can initiate the blind transfer of a Unified CVP Post-Routed call delivered via an H.323 Gateway to a SIP Agent in a different Unified CallManager cluster across an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.089	Transfer	Blind Transfer of a Unified CVP Post-Routed Call by a SIP Agent to an SCCP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a SIP Agent can initiate the blind transfer of a Unified CVP Post-Routed call via an H.323 Gateway to an SCCP Agent in a different Unified CallManager cluster across an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.090	Transfer	Blind Transfer of Unified CVP Post-Routed Call by SCCP Agent to SIP Agent via H.323 Gatekeeper-controlled Trunk	Verifies that a Unified CVP Post-Routed call routed via an H.323 Gateway to a SCCP Agent can be transferred (blind) to a SIP Agent in a different Unified CallManager cluster via an H.323 Gatekeeper- controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.091	Transfer	Blind Transfer of a Unified CVP Post-Routed Call by a SIP Agent to a SIP Agent via a SIP Trunk	Verifies that a SIP Agent can initiate the blind transfer of a Unified CVP Post-Routed call via an H.323 Gateway to a SIP Agent in a different Unified CallManager cluster across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.092	Transfer	Blind Transfer of a Unified CVP Post-Routed Call by a SIP Agent to an SCCP Agent via a SIP Trunk	Verifies that a SIP Agent can initiate the blind transfer of a Unified CVP Post-Routed call via an H.323 Gateway to an SCCP Agent in a different Unified CallManager cluster across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.093	Transfer	Blind Transfer of Unified CVP Post-Routed Call by SIP Agent to SIP Agent via SIP Trunk	Verifies that a Unified CVP Post-Routed call routed via an H.323 Gateway to a SIP Agent can be transferred (blind) to SIP Agent in a different Unified CallManager cluster via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.094	Transfer	Blind Transfer of a Unified CVP Post-Routed Call is Queued at VXML Gateway and then Transferred to an Available SIP Agent	Verifies that a Unified CVP Post-Routed call routed via an H.323 Gateway to an SCCP Agent can be transferred (blind) and queued at a VXML Gateway and then redirected to an available SIP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CVP, Stage 5: Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.095	Transfer	Consult Transfer of a Unified CVP Post-Routed Call by a SIP Agent to a SIP Agent	Verifies that a SIP Agent can initiate the consult transfer of a Unified CVP Post-Routed call via an H.323 Gateway to a SIP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Agent B	Passed	
CO10.CVP.096	Transfer	Consult Transfer of a Unified CVP Post-Routed Call by a SIP Agent to an Agent is Queued at a VXML Gateway and then Transferred to an Available SIP Agent	Verifies that 1) a SIP Agent can initiate the consult transfer of a Unified CVP Post-Routed call via an H.323 Gateway using the Unified ICM Dialed Number Plan, 2) the call is queued at a VXML gateway since an agent is not available in the targeted skill group, and 3) the call is later transferred to a SIP Agent who becomes available.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CVP->Gateway(VXML), Stage 5: Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	
CO10.CVP.097	Transfer	Consult Transfer of Unified CVP Post-Routed Call by a SIP Agent to Another SCCP Agent	Verifies that a Unified CVP Post-Routed call routed via an H.323 Gateway to a SIP Agent can be transferred (consult) to an SCCP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.098	Transfer	Consult Transfer of Unified CVP Post-Routed Call by SCCP Agent to SIP Agent	Verifies that a Unified CVP Post-Routed call routed via an H.323 Gateway to an SCCP Agent can be transferred (consult) to a SIP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Agent B	Passed	
CO10.CVP.099	Transfer	Consult Transfer of Unified CVP Post-Routed Call by SCCP Agent to SIP Agent is Queued at Unified IP IVR	Verifies that a Unified CVP Post-Routed call routed via an H.323 Gateway to a SCCP Agent can be 1) transferred (consult) using the Unified ICM Dialed Number Plan 2) queued at a Unified IP IVR if an agent is unavailable, and 3) then transferred to an available SIP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CVP->Gateway(VXML), Stage 5: Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	
CO10.CVP.100	Transfer	Consult Transfer of a Unified CVP Post-Routed Call by a SIP Agent to a SIP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a SIP Agent can initiate the consult transfer of a Unified CVP Post-Routed call via an H.323 Gateway to a SIP Agent in a different Unified CallManager cluster via an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.101	Transfer	Consult Transfer of a Unified CVP Post-Routed Call by a SIP Agent to an SCCP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a SIP Agent can initiate the consult transfer of a Unified CVP Post-Routed call via an H.323 Gateway to an SCCP Agent in a different Unified CallManager cluster across an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.102	Transfer	Consult Transfer of a Unified CVP Post-Routed Call by an SCCP Agent to a SIP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that an SCCP Agent can initiate the consult transfer of a Unified CVP Post-Routed call via an H.323 Gateway to a SIP Agent in a different Unified CallManager cluster across an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.103	Transfer	Consult Transfer of Unified CVP Post-Routed Call by SIP Agent to Another SIP Agent via SIP Trunk	Verifies that a Unified CVP Post-Routed call routed via an H.323 Gateway to a SIP Agent can be transferred (consult) to another SIP Agent in a different Unified CallManager cluster via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.104	Transfer	Consult Transfer of a Unified CVP Post-Routed Call by a SIP Agent to an SCCP Agent via a SIP Trunk	Verifies that a SIP Agent can initiate the consult transfer of a Unified CVP Post-Routed call via an H.323 Gateway to an SCCP Agent in a different Unified CallManager cluster across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Agent B	Passed	
CO10.CVP.105	Transfer	Consult Transfer of a Unified CVP Post-Routed Call by an SCCP Agent to a SIP Agent via a SIP Trunk	Verifies that an SCCP Agent can initiate the consult transfer of a Unified CVP Post-Routed call via an H.323 Gateway to a SIP Agent in a different Unified CallManager cluster across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.107	Transfer	Consult Transfer of a Unified CVP Post-Routed Call by a SIP Agent to an Agent, Call is Queued at a VXML Gateway, and then Transferred to an Available SCCP Agent	Verifies that a SIP Agent can initiate the consult transfer of a Unified CVP Post-Routed call via an H.323 Gateway using the Unified ICM Dialed Number Plan, 2) the call is queued at a VXML gateway since an agent is not available in the targeted skill group, and 3) the call is later transferred to an SCCP Agent who becomes available.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Unified CVP, Stage 5: Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.109	Conference	Ad hoc Conference of a Unified CVP Post-Routed Call by a SIP Agent to a SIP Agent	Verifies that a SIP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed to a SIP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified Unified ICM, Stage 2: Unified Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified Unified ICM->Unified CallManager->Agent B	Passed	
CO10.CVP.110	Conference	Ad hoc Conference of Unified CVP Post-Routed Call by a SIP Agent to Another SIP Agent is Queued at a Unified IP IVR	Verifies that a Unified CVP Post-Routed call routed via an H.323 Gateway to a SIP Agent can be 1) conferenced (ad hoc) using the Unified ICM Dialed Number Plan, 2) queued at a Unified IP IVR when an agent is unavailable, and 3) then transferred to an available SIP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CVP->Gateway(VXML), Stage 5: Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	
CO10.CVP.111	Conference	Ad hoc Conference of a Unified CVP Post-Routed Call by an SCCP Agent to a SIP Agent	Verifies that a SIP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call via an H.323 Gateway to an SCCP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.112	Conference	Ad hoc Conference of Unified CVP Post-Routed Call by a SCCP Agent to Another SIP Agent	Verifies that a Unified CVP Post-Routed call routed via and H.323 Gateway to an SCCP Agent can be conferenced (ad hoc) to a SIP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Agent B	Passed	
CO10.CVP.113	Conference	Ad hoc Conference of Unified CVP Post-Routed Call by SCCP Agent to SIP Agent is Queued at Unified IP IVR	Verifies that a Unified CVP Post-Routed call routed via an H.323 Gateway to an SCCP Agent can be 1) conferenced (ad hoc) using the Unified ICM Dialed Number Plan, 2) queued at a Unified IP IVR when an agent is unavailable, and 3) then transferred to an available SIP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CVP->Gateway(VXML), Stage 5: Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	
CO10.CVP.114	Conference	Ad hoc Conference of a Unified CVP Post-Routed Call by a SIP Agent to a SIP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a SIP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call via an H.323 Gateway to a SIP Agent in a different Unified CallManager cluster across an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.115	Conference	Ad hoc Conference of a Unified CVP Post-Routed Call by a SIP Agent to an SCCP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a SIP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call via an H.323 Gateway to an SCCP Agent in a different Unified CallManager cluster across an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.116	Conference	Ad hoc Conference of Unified CVP Post-Routed Call by SCCP Agent to SIP Agent via H.323 Gatekeeper-controlled Trunk	Verifies that a Unified CVP Post-Routed call routed via an H.323 Gateway to an SCCP Agent can be conferenced (ad hoc) to a SIP Agent in a different Unified CallManager cluster via an H.323 Gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.117	Conference	Ad hoc Conference of a Unified CVP Post-Routed Call by a SIP Agent to a SIP Agent via a SIP Trunk	Verifies that a SIP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call via an H.323 Gateway to a SIP Agent in a different Unified CallManager cluster across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.118	Conference	Ad hoc Conference of a Unified CVP Post-Routed Call by a SIP Agent to an SCCP Agent via a SIP Trunk	Verifies that a SIP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call via an H.323 Gateway to an SCCP Agent in a different Unified CallManager cluster across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.119	Conference	Ad hoc Conference of a Unified CVP Post-Routed Call by an SCCP Agent to a SIP Agent via a SIP Trunk	Verifies that an SCCP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call via an H.323 Gateway to a SIP Agent in a different Unified CallManager cluster across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.120	Conference	Ad hoc Conference of a Unified CVP Post-Routed Call by a SIP Agent to an Agent Call is Queued at a VXML Gateway and then Transferred to an Available SIP Agent	Verifies that a SIP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call via an H.323 Gateway using the Unified ICM Dialed Number Plan, 2) the call is queued at a VXML gateway since an agent is not available in the targeted skill group, and 3) the call is later transferred to a SIP Agent who becomes available.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Unified CVP, Stage 5: Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OXI51.MAC.002	Basic Call Flow	Unified CallManager Post-Routed Call to PSTN Nailed Mobile Agent using SIP and H.323 Gateways	Verifies that a Unified CallManager Post-Routed inbound call is routed to the PSTN via a SIP Gateway and then to a Mobile Agent via an H.323 Gateway using the Nailed call delivery mode.	PSTN->SIP Gateway->Unified CallManager->Unified ICM->Unified CallManager->H.323 Gateway->Agent A	Passed	
OXI51.MAC.003	Basic Call Flow	Unified CallManager Post-Routed Call to PSTN Nailed Mobile Agent using MGCP Gateways	Verifies that a Unified CallManager Post-Routed inbound call is routed to the PSTN and then to a Mobile Agent via MGCP Gateway using the Nailed call delivery mode.	PSTN->MGCP Gateway->Unified CallManager->Unified ICM->Unified CallManager->MGCP Gateway->Agent A	Passed	
OXI51.MAC.006	Basic Call Flow	Unified CallManager Post-Routed Call using MGCP Gateway to Call by Call Non-controlled Unified SIP IP Phone in Different Unified CallManager Cluster via H.323 Trunk	Verifies that a Unified CallManager Post-Routed inbound call is routed via an MGCP Gateway to a Mobile Agent with a non-controlled Unified SIP IP Phone in a different Unified CallManager cluster via an H.323 trunk using the Call by Call delivery mode.	PSTN->MGCP Gateway->Unified CallManager->Unified ICM->Unified CallManager->H.323 Trunk->Unified CallManager->Agent A	Passed	
OXI51.MAC.009	Basic Call Flow	Unified CallManager Post-Routed Call using H.323 Gateway to Call by Call Non-controlled Unified SCCP IP Phone	Verifies that a Unified CallManager Post-Routed inbound call is routed via an H.323 Gateway to a Mobile Agent with a non-controlled Unified SCCP IP Phone using the Call by Call delivery mode.	PSTN->H.323 Gateway->Unified CallManager->Unified ICM->Unified CallManager->Agent A	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OXI51.MAC.016	Hold/Retrieve	Unified CallManager Post-Routed Call using MGCP Gateway to Non-controlled Unified SCCP IP Phone in Different Unified CallManager Cluster via H.323 Trunk on Hold by Agent	Verifies that a Unified CallManager Post-Routed inbound call routed to the PSTN via an MGCP Gateway and then to a Mobile Agent with a non-controlled Unified SCCP IP Phone in a different Unified CallManager cluster via an H.323 trunk using the Call by Call delivery mode can be put on hold by the agent.	PSTN->MGCP Gateway->Unified CallManager->Unified ICM->Unified CallManager->H.323 Trunk->Unified CallManager->Agent A	Passed	
OXI51.MAC.018	Hold/Retrieve	Unified CallManager Post-Routed Call using SIP Gateway to Non-controlled Unified SIP IP Phone in Different Unified CallManager Cluster via SIP Trunk on Hold by Agent	Verifies that a Unified CallManager Post-Routed inbound call routed via a SIP Gateway to a Mobile Agent with a non-controlled Unified SIP IP Phone in a different Unified CallManager cluster via a SIP trunk using the Nailed call delivery mode can be put on hold by the agent.	PSTN->SIP Gateway->Unified CallManager->Unified ICM->Unified CallManager->SIP Trunk->Unified CallManager->Agent A	Passed	
OXI51.MAC.021	Transfer	Blind Transfer of Unified CallManager Post-Routed Call to PSTN Call by Call Mobile Agent using H.323 Gateways to SCCP Agent	Verifies that when a Unified CallManager Post-Routed inbound call is routed to the PSTN and then to a Mobile Agent via H.323 Gateways using the Call by Call delivery mode, the agent can transfer (blind) the call to an SCCP Agent.	PSTN->H.323 Gateway->Unified CallManager->Unified ICM->Unified CallManager->H.323 Gateway->Agent A->H.323 Gateway->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OXI51.MAC.023	Transfer	Blind Transfer of Unified CallManager Post-Routed Call using SIP Gateway to PSTN Nailed Mobile Agent using MGCP Gateway to PSTN Nailed Mobile Agent using H.323 Gateway	Verifies that when a Unified CallManager Post-Routed inbound call is routed to the PSTN via a SIP Gateway and then to a Mobile Agent via an MGCP Gateway using the Nailed call delivery mode, the agent can transfer (blind) the call to another Mobile Agent.	PSTN->SIP Gateway->Unified CallManager->Unified ICM->Unified CallManager->MGCP Gateway->Agent A->MGCP Gateway->Unified CallManager->H.323 Gateway->Agent B	Passed	
OXI51.MAC.035	Transfer	Consult Transfer of Unified CallManager Post-Routed Call to PSTN Nailed Mobile Agent using H.323 and MGCP Gateways and then to PSTN Nailed Mobile Agent using MGCP Gateway	Verifies that a Unified CallManager Post-Routed inbound call routed to the PSTN via an H.323 Gateway and a Mobile Agent via an MGCP Gateway using the Nailed call delivery mode can be transferred (consultative) to a Mobile Agent via an MGCP Gateway using the Nailed call delivery mode.	PSTN->H.323 Gateway->Unified CallManager->Unified ICM->Unified CallManager->MGCP Gateway->Agent A->Unified CallManager->MGCP Gateway->Agent B	Passed	
OXI51.MAC.038	Transfer	Consult Transfer of Unified CallManager Post-Routed Call to PSTN Nailed Mobile Agent using MGCP and SIP Gateways to Call by Call Non-controlled Unified SIP IP Phone via H.323 Trunk	Verifies that a Unified CallManager Post-Routed inbound call routed to the PSTN via an MGCP Gateway and a Mobile Agent via a SIP Gateway using the Nailed call delivery mode can be transferred (consultative) to a non-controlled Unified SIP IP Phone via an H.323 trunk using the Call by Call delivery mode.	PSTN->MGCP Gateway->Unified CallManager->Unified ICM->Unified CallManager->MGCP Gateway->Agent A->Unified CallManager->SIP Trunk->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OXI51.MAC.042	Transfer	Consult Transfer of Unified CallManager Post-Routed Call using H.323 Gateway to Nailed Non-controlled Unified SIP IP Phone in Different Unified CallManager Cluster via H.323 Trunk to PSTN Call by Call Mobile Agent using H.323 Gateway	Verifies that a Unified CallManager Post-Routed inbound call routed via an H.323 Gateway to a non-controlled Unified SIP IP Phone in a different Unified CallManager cluster via an H.323 trunk using the Nailed call delivery mode can be transferred (consultative) to a Mobile Agent via an H.323 Gateway using the Call by Call delivery mode.	PSTN->H.323 Gateway->Unified CallManager->Unified ICM->Unified CallManager->H.323 Trunk->Agent A->Unified CallManager->H.323 Gateway->Agent B	Passed	
OXI51.MAC.046	Transfer	Consult Transfer of Unified CallManager Post-Routed Call to PSTN Nailed Mobile Agent to another PSTN Nailed Mobile Agent using SIP Gateways	Verifies that a Unified CallManager Post-Routed inbound call routed to the PSTN via a SIP Gateway and a Mobile Agent using the Nailed call delivery mode can be transferred (consultative) to another Mobile Agent via a SIP Gateway using the Nailed call delivery mode.	PSTN->SIP Gateway->Unified CallManager->Unified ICM->Unified CallManager->SIP Gateway->Agent A->SIP Gateway->Unified CallManager->SIP Gateway->Agent B	Passed	
OXI51.MAC.050	Conference	Ad hoc Conference of Unified CallManager Post-Routed Call to PSTN Call by Call Mobile Agent using H.323 Gateways with Nailed Non-controlled Unified SCCP IP Phone	Verifies that a Unified CallManager Post-Routed inbound call routed to the PSTN and a Mobile Agent via H.323 Gateways using the Call by Call delivery mode can be conferenced (ad hoc) with a non-controlled Unified SCCP IP Phone using the Nailed call delivery mode.	PSTN->H.323 Gateway->Unified CallManager->Unified ICM->Unified CallManager->H.323 Gateway->Agent A->H.323 Gateway->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OXI51.MAC.053	Conference	Ad hoc Conference of Unified CallManager Post-Routed Call to PSTN Call by Call Mobile Agent using MGCP and SIP Gateways with Call by Call Non-controlled Unified SIP IP Phone via H.323 Trunk	Verifies that a Unified CallManager Post-Routed inbound call routed to the PSTN via an MGCP Gateway and a Mobile Agent via a SIP Gateway using the Call by Call delivery mode can be conferenced (ad hoc) with a non-controlled Unified SIP IP Phone via an H.323 trunk using the Call by Call delivery mode.	PSTN->MGCP Gateway->Unified CallManager->Unified ICM->Unified CallManager->SIP Gateway->Agent A->SIP Gateway->Unified CallManager->H.323 Trunk->Unified CallManager->Agent B	Passed	
OXI51.MAC.058	Conference	Ad hoc Conference of Unified CallManager Post-Routed Call using H.323 Gateway to Nailed Non-controlled Unified SIP IP Phone in Different Unified CallManager Cluster via H.323 Trunk with PSTN Call by Call Mobile Agent using H.323 Gateway	Verifies that a Unified CallManager Post-Routed inbound call via an H.323 Gateway routed to a non-controlled Unified SIP IP Phone in a different Unified CallManager cluster via an H.323 trunk using the Nailed call delivery mode can be conferenced (ad hoc) with a Mobile Agent via an H.323 Gateway using the Call by Call delivery mode.	PSTN->H.323 Gateway->Unified CallManager->Unified ICM->Unified CallManager->H.323 Trunk->Agent A->H.323 Gateway->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OXI51.MAC.060	Conference	Ad hoc Conference of Unified CallManager Post-Routed Call using MGCP Gateway to Nailed Non-controlled Unified SIP IP Phone in Different Unified CallManager Cluster via SIP Trunk with SIP Agent via SIP Trunk	Verifies that a Unified CallManager Post-Routed inbound call routed via an MGCP Gateway to a non-controlled Unified SIP IP Phone in a different Unified CallManager cluster via a SIP trunk using the Call by Call delivery mode can be conferenced (ad hoc) with a controlled SIP phone via a SIP trunk.	PSTN->MGCP Gateway->Unified CallManager->Unified ICM->Unified CallManager->SIP Trunk->Agent A->SIP Trunk->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OXI51.MAP.002	Basic Call Flow	Unified CVP Post-Routed Call Queued then Redirected to PSTN Nailed Mobile Agent using H.323 Gateways	Verifies that a Unified CVP Post-Routed inbound call is queued and then routed to the PSTN and a Mobile Agent via H.323 Gateways using the Nailed call delivery mode.	PSTN->H.323 Gateway->VXML Gateway->Unified CallManager->H.323 Gateway->Agent A	Passed	
OXI51.MAP.004	Basic Call Flow	Unified CVP Post-Routed Call Queued then Redirected to PSTN Call by Call Mobile Agent using H.323 Gateways	Verifies that a Unified CVP Post-Routed inbound call is queued and then routed to the PSTN and a Mobile Agent via H.323 Gateways using the Call by Call delivery mode.	PSTN->H.323 Gateway->VXML Gateway->Unified CallManager->H.323 Gateway->Agent A	Passed	
OXI51.MAP.006	Basic Call Flow	Unified CVP Post-Routed Call Queued then Redirected to PSTN Nailed Mobile Agent using H.323 Gateways with Non-controlled Unified SIP IP Phone	Verifies that a Unified CVP Post-Routed inbound call is queued and then redirected via an H.323 Gateway to a Mobile Agent with a non-controlled SIP IP Phone using the Nailed call delivery mode.	PSTN->H.323 Gateway->VXML Gateway->Unified CallManager->Agent A	Passed	
OXI51.MAP.008	Basic Call Flow	Unified CVP Post-Routed Call Queued then Redirected to PSTN Call by Call Mobile Agent using H.323 Gateways with Non-controlled Unified SIP IP Phone	Verifies that a Unified CVP Post-Routed inbound call is queued and then redirected via an H.323 Gateway to a Mobile Agent with a non-controlled Unified SIP IP Phone using the Call by Call delivery mode.	PSTN->H.323 Gateway->VXML Gateway->Unified CallManager->Agent A	Failed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OXI51.MAP.009	Basic Call Flow	Unified CVP Post-Routed Call using H.323 Gateways to PSTN Nailed Mobile Agent in Different CallManager Cluster via H.323 Trunk with Non-controlled Unified SIP IP Phone	Verifies that a Unified CVP Post-Routed inbound call is routed via an H.323 Gateway to a Mobile Agent in a different Unified CallManager cluster with a non-controlled Unified SIP IP Phone via an H.323 trunk using the Nailed call delivery mode.	PSTN->H.323 Gateway->Unified CallManager->H.323 Trunk->Unified CallManager->Agent A	Passed	
OXI51.MAP.010	Basic Call Flow	Unified CVP Post-Routed Call using H.323 Gateways to PSTN Nailed Mobile Agent in Different CallManager Cluster via SIP Trunk with Non-controlled Unified SIP IP Phone	Verifies that a Unified CVP Post-Routed inbound call is routed to a Mobile Agent via an H.323 Gateway in a different Unified CallManager cluster with a non-controlled SIP IP phone via a SIP trunk using the Nailed call delivery mode.	PSTN->H.323 Gateway->Unified CallManager->SIP Trunk->Unified CallManager->Agent A	Passed	
OXI51.MAP.011	Basic Call Flow	Unified CVP Post-Routed Call to PSTN Nailed Mobile Agent using H.323 Gateways on Hold By Agent	Verifies that a Unified CVP Post-Routed inbound call routed to the PSTN and a Mobile Agent via H.323 Gateways using the Nailed call delivery mode can be put on hold by the agent.	PSTN->H.323 Gateway->Unified CallManager->H.323 Gateway->Agent A	Passed	
OXI51.MAP.012	Basic Call Flow	Unified CVP Post-Routed Call using H.323 Gateways to PSTN Nailed Mobile Agent in Different CallManager Cluster with Non-controlled Unified SIP IP Phone via H.323 Trunk on Hold by Agent	Verifies that a Unified CVP Post-Routed inbound call routed via an H.323 Gateway to a Mobile Agent with a non-controlled Unified SIP IP Phone in a different Unified CallManager cluster via an H.323 trunk using the Nailed call delivery mode can be put on hold by the agent.	PSTN->H.323 Gateway->Unified CallManager->H.323 Trunk->Unified CallManager->Agent A	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OXI51.MAP.013	Transfer	Blind Transfer of Unified CVP Post-Routed Call to PSTN Nailed Mobile Agent using H.323 Gateways to SCCP Agent	Verifies that a Unified CVP Post-Routed inbound call routed to the PSTN and a Mobile Agent via H.323 Gateways using the Nailed call delivery mode can be transferred (blind) to an SCCP Agent.	PSTN->H.323 Gateway->Unified CallManager->Unified ICM->Unified CallManager->H.323 Gateway->Agent A	Passed	
OXI51.MAP.016	Transfer	Blind Transfer of Unified CVP Post-Routed Call to PSTN Call by Call Mobile Agent with Non-controlled Unified SIP IP Phone using H.323 Gateways to SCCP Agent	Verifies that a Unified CVP Post-Routed inbound call routed to a non-controlled Unified SIP IP Phone and a Mobile Agent via H.323 Gateways using the Call by Call delivery mode can be transferred (blind) to an SCCP Agent.	PSTN->H.323 Gateway->Unified CallManager->Unified ICM->Unified CallManager->H.323 Gateway->Agent A	Passed	
OXI51.MAP.018	Transfer	Consult Transfer of Unified CVP Post-Routed Call to PSTN Call by Call Mobile Agent using H.323 Gateways to SCCP Agent	Verifies that a Unified CVP Post-Routed inbound call routed to the PSTN and a Mobile Agent via an H.323 Gateway using the Call by Call delivery mode can be transferred (consultative) to an SCCP Agent.	PSTN->H.323 Gateway->Unified CallManager->Unified ICM->Unified CallManager->H.323 Gateway->Agent A	Passed	
OXI51.MAP.020	Transfer	Consult Transfer of Unified CVP Post-Routed Call to PSTN Call by Call Mobile Agent with Non-controlled Unified SIP IP Phone using H.323 Gateways to SCCP Agent	Verifies that a Unified CVP Post-Routed inbound call routed to a non-controlled Unified SIP IP Phone and a Mobile Agent via H.323 Gateways using the Call by Call delivery mode can be transferred (consultative) to an SCCP Agent.	PSTN->H.323 Gateway->Unified CallManager->Unified ICM->Unified CallManager->H.323 Gateway->Agent A	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OXI51.MAP.021	Conference	Ad hoc Conference of Unified CVP Post-Routed Call to PSTN Nailed Mobile Agent using H.323 Gateways to SCCP Agent	Verifies that a Unified CVP Post-Routed inbound call routed to the PSTN and a Mobile Agent via H.323 Gateways using the Nailed call delivery mode can be conferenced (ad hoc) to an SCCP Agent.	PSTN->H.323 Gateway->Unified CallManager->Unified ICM->Unified CallManager->H.323 Gateway->Agent A	Passed	
OXI51.MAP.023	Conference	Ad hoc Conference of Unified CVP Post-Routed Call to PSTN Nailed Mobile Agent with Non-controlled Unified SIP IP Phone using H.323 Gateways to SCCP Agent	Verifies that a Unified CVP Post-Routed inbound call routed to a non-controlled Unified SIP IP Phone and a Mobile Agent via H.323 Gateways using the Nailed call delivery mode can be conferenced (ad hoc) to an SCCP Agent.	PSTN->H.323 Gateway->Unified CallManager->Unified ICM->Unified CallManager->H.323 Gateway->Agent A	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CCM.000	Interoperability	Cisco CallManager Post-Routed Call via an MGCP Gateway (IPC Systems Test Release 4.1) to a Unified CallManager SIP Agent across a Gatekeeper-controlled H.225 Trunk	Verifies the interoperability between Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters using gatekeeper-controlled H.225 trunks for a Cisco CallManager Post-Routed call flow to a Unified CallManager SIP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent A	Passed	
CO10.CCM.001	Interoperability	Cisco CallManager Post-Routed Call via an MGCP Gateway (IPC Systems Test Release 4.1) to a Unified CallManager SIP Agent across a SIP Trunk after Call Treatment	Verifies the interoperability between Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters using SIP trunks for a Cisco CallManager Post-Routed call flow to a Unified CallManager SIP Agent after call treatment.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	
CO10.CCM.002	Interoperability	Cisco CallManager Post-Routed Call via an MGCP Gateway (IPC Systems Test Release 4.1) to a Unified CallManager SCCP Agent across a Gatekeeper-controlled H.225 Trunk	Verifies the interoperability between Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters using gatekeeper-controlled H.225 trunks for a Cisco CallManager Post-Routed call flow to a Unified CallManager SCCP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent A	Passed	
CO10.CCM.006	Interoperability	Cisco CallManager Post-Routed Call via an H.323 Gateway (IPC Systems Test Release 4.1) to a Unified CallManager SIP Agent across a Gatekeeper-controlled H.225 Trunk	Verifies the interoperability between Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters using gatekeeper-controlled H.225 trunks for a Cisco CallManager Post-Routed call flow to a Unified CallManager SIP Agent.	Stage 1: PSTN->Gateway->Gatekeeper->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent A	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CCM.007	Interoperability	Cisco CallManager Post-Routed Call via an H.323 Gateway (IPC Systems Test Release 4.1) to a Unified CallManager SIP Agent across a SIP Trunk after Call Treatment	Verifies the interoperability between Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters using SIP trunks and call treatment for a Cisco CallManager Post-Routed call flow to a Unified CallManager SIP Agent.	Stage 1: PSTN->Gateway->Gatekeeper->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Unified CallManager->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	
CO10.CCM.008	Interoperability	Cisco CallManager Post-Routed Call via an H.323 Gateway (IPC Systems Test Release 4.1) to a Unified CallManager SCCP Agent across a Gatekeeper-controlled H.225 Trunk	Verifies the interoperability between Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters using gatekeeper-controlled H.225 trunks for a Cisco CallManager Post-Routed call flow to a Unified CallManager SCCP Agent.	Stage 1: PSTN->Gateway->Gatekeeper->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent A	Passed	
CO10.CCM.009	Interoperability	Cisco CallManager Post-Routed Call via an MGCP Gateway (IPC Systems Test Release 4.1) Redirected from Queue to a Unified CallManager SCCP Agent across a SIP Trunk	Verifies the interoperability between Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters using SIP trunks and queuing for a Cisco CallManager Post-Routed call flow to a Unified CallManager SCCP Agent.	Stage 1: PSTN->Gateway->Gatekeeper->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Unified CallManager->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CCM.010	Interoperability	Unified CallManager Post-Routed Call via an H.323 Gateway (Unified Communications System Release 5.1(2)) to a Unified CallManager SCCP Agent across a Gatekeeper-controlled H.225 Trunk	Verifies the interoperability between Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters using gatekeeper-controlled H.225 trunks for a Unified CallManager Post-Routed call flow to a Cisco CallManager SCCP Agent.	Stage 1: PSTN->Gateway->Gatekeeper->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent A	Passed	
CO10.CCM.011	Interoperability	Unified CallManager Post-Routed Call via an H.323 Gateway (Unified Communications System Release 5.1(2)) to a Unified CallManager SCCP Agent across a SIP Trunk after Queuing	Verifies the interoperability between the Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters using SIP trunks and queuing for a Unified CallManager Post-Routed call flow to a Cisco CallManager SCCP Agent.	Stage 1: PSTN->Gateway->Gatekeeper->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->CRS, Stage 3: Unified ICM->CRS->Unified CallManager->Unified CallManager->Agent A	Passed	
CO10.CCM.012	Interoperability	Cisco CallManager Post-Routed Call via a SIP Gateway (IPC Systems Test Release 4.1) to a Unified CallManager SIP Agent across a Gatekeeper-controlled H.225 Trunk	Verifies the interoperability between Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters using gatekeeper-controlled H.225 trunks for a Cisco CallManager Post-Routed call flow to a Unified CallManager SIP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Unified CallManager->Agent A	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CCM.013	Interoperability	Cisco CallManager Post-Routed Call via a SIP Gateway (IPC Systems Test Release 4.1) to a Unified CallManager SIP Agent across a SIP Trunk after Call Treatment	Verifies the interoperability between the Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters using SIP trunks for a Cisco CallManager Post-Routed call flow to a Unified CallManager SIP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->CRS, Stage 3: Unified ICM->CRS->Unified CallManager->Agent A	Passed	
CO10.CCM.014	Interoperability	Cisco CallManager Post-Routed Call via a SIP Gateway (IPC Systems Test Release 4.1) to a Unified CallManager SCCP Agent across a Gatekeeper-controlled H.225 Trunk	Verifies the interoperability between Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters using gatekeeper-controlled H.225 trunks for a Cisco CallManager Post-Routed call flow to a Unified CallManager SCCP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Unified CallManager	Passed	
CO10.CCM.015	Interoperability	Cisco CallManager Post-Routed Call via a SIP Gateway (IPC Systems Test Release 4.1) Redirected from Queue to a Unified CallManager SCCP Agent across a SIP Trunk	Verifies the interoperability between the Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters using SIP trunks for a Cisco CallManager Post-Routed call flow to a Unified CallManager SCCP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CCM.016	Interoperability	Unified CallManager Post-Routed Call via a SIP Gateway (Unified Communications System Release 5.1(2)) to a Cisco CallManager SCCP Agent across a Gatekeeper-controlled H.225 Trunk	Verifies the interoperability between the Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters using gatekeeper-controlled H.225 trunks for a Unified CallManager Post-Routed call flow to a Cisco CallManager SCCP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Unified CallManager->Agent A	Passed	
CO10.CCM.017	Interoperability	Unified CallManager Post-Routed Call via a SIP Gateway (Unified Communications System Release 5.1(2)) redirected from queue to a Cisco CallManager SCCP Agent across a SIP Trunk	Verifies the interoperability between the Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters using SIP trunks for a Unified CallManager Post-Routed call flow to a Cisco CallManager SCCP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Unified CallManager->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	
CO10.CCM.018	Music On Hold	Cisco CallManager Post-Routed Call via an MGCP Gateway (IPC Systems Test Release 4.1) to a Unified CallManager SIP Agent across a Gatekeeper-controlled H.225 Trunk is Placed on Hold by SIP Agent	Verifies the interoperability between the Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters for a Cisco CallManager Post-Routed call flow when the call is placed on hold by a Unified CallManager SIP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CCM.019	Music On Hold	Cisco CallManager Post-Routed Call via an H.323 Gateway (IPC Systems Test Release 4.1) to a Unified CallManager SIP Agent across a SIP Trunk is Placed on Hold by PSTN	Verifies that the PSTN can place a Cisco CallManager Post-Routed call to a Unified CallManager SIP Agent on Hold.	Stage 1: PSTN->Gateway->Gatekeeper->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Unified CallManager->Agent A	Passed	
CO10.CCM.021	Music On Hold	Cisco CallManager Post-Routed Call via an H.323 Gateway (IPC Systems Test Release 4.1) to a Unified CallManager SCCP Agent across a SIP Trunk is Placed on Hold by SCCP Agent	Verifies the interoperability between the Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters for a Cisco CallManager Post-Routed call flow when the call is placed on hold by a Unified CallManager SCCP Agent.	Stage 1: PSTN->Gateway->Gatekeeper->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Unified CallManager->Agent	Passed	
CO10.CCM.022	Music On Hold	Cisco CallManager Post-Routed Call via a SIP Gateway (IPC Systems Test Release 4.1) to a Unified CallManager SCCP Agent across a SIP Trunk is Placed on Hold by PSTN	Verifies that the PSTN can place a Cisco CallManager Post-Routed call on hold.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Unified CallManager->Agent A	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CCM.023	Music On Hold	Cisco CallManager Post-Routed Call via an MGCP Gateway (IPC Systems Test Release 4.1) to a Unified CallManager SCCP Agent across a Gatekeeper-controlled H.225 Trunk is Placed on Mutual Hold	Verifies that a Cisco CallManager Post-Routed call can be placed on mutual hold.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent A	Passed	
CO10.CCM.024	Music On Hold	SCCP Agent Places a Unified CallManager Post-Routed Call via an MGCP Gateway to a Cisco CallManager Release 4.1 SCCP Agent across a Gatekeeper-controlled H.225 Trunk on Hold	Verifies the interoperability between the Cisco CallManager Release 4.1 and Unified CallManager Release 5.1(2) clusters for a Cisco CallManager Post-Routed call flow when the call is placed on hold by an SCCP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent A	Passed	
CO10.CCM.025	Music On Hold	PSTN Places a Unified CallManager Post-Routed Call via an H.323 Gateway to a Cisco CallManager Release 4.1 SCCP Agent across a SIP Trunk on Hold	Verifies that the PSTN can place a Unified CallManager Post-Routed call to a Cisco CallManager Release 5.1.2 SCCP Agent on hold.	Stage 1: PSTN->Gateway->Gatekeeper->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Unified CallManager->Agent A	Passed	
CO10.CCM.044	Basic Call Flow	Unified CallManager Post-Routed Call via an MGCP Gateway to a Unified CallManager SCCP Agent across a Gatekeeper-controlled H.225 Trunk	Verifies that an Unified CallManager Post-Routed call flow is successfully delivered to a Unified CallManager SCCP Agent via a gatekeeper-controlled H.225 trunk.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent A	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CCM.045	Basic Call Flow	Unified CallManager Post-Routed Call via a H.323 Gateway to a Unified CallManager SCCP Agent	Verifies that a Unified CallManager Post-Routed call flow is successfully delivered to a Unified CallManager SCCP Agent.	Stage 1: PSTN->Gateway->Gatekeeper->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Agent A	Passed	
CO10.CCM.046	Basic Call Flow	Unified Call Manager Post-Routed Call via H.323 Gateway to SCCP Agent across a SIP Trunk	Verifies that a Unified CallManager Post-Routed call can be routed via an H.323 Gateway to an SCCP Agent through a SIP trunk.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Agent A	Passed	
CO10.CCM.047	Basic Call Flow	Unified Call Manager Post-Routed Call via MGCP Gateway to SCCP Agent after Call Treatment	Verifies that a Unified CallManager Post-Routed call can be routed via an MGCP Gateway to an SCCP Agent after call treatment.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	
CO10.CCM.048	Basic Call Flow	Unified CallManager Post-Routed Call via an MGCP Gateway Redirected from Queue to a Unified CallManager SCCP Agent across H.255 Gatekeeper-controlled Trunk	Verifies that a Unified CallManager Post-Routed call flow is successfully delivered to an SCCP Agent via a gatekeeper-controlled H.225 trunk after queuing.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Gatekeeper->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	
CO10.CCM.049	Basic Call Flow	Unified CallManager Post-Routed Call via an H.323 Gateway Redirected after Call Treatment to a Unified CallManager SCCP Agent	Verifies that a Unified CallManager Post-Routed call flow is successfully delivered via an H.323 Gateway to a Unified CallManager SCCP Agent after call treatment.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CCM.051	Music On Hold	PSTN Places on Hold a Unified CallManager Post-Routed Call via an H.323 Gateway	Verifies that the PSTN can place a Unified CallManager Post-Routed call on hold.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Agent	Passed	
CO10.CCM.052	Music On Hold	Unified CallManager Post-Routed Call via a H.323 Gateway to a Unified CallManager SCCP Agent Placed on Mutual Hold	Verifies that the PSTN can place a Unified CallManager Post-Routed call to an SCCP Agent on mutual hold.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Agent	Passed	
CO10.CCM.069	Basic Call Flow	Unified CallManager Post-Routed Call via MGCP Gateway to SIP Agent	Verifies that a Unified CallManager Post-Routed call can be routed via an MGCP Gateway to a SIP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Agent A	Passed	
CO10.CCM.070	Basic Call Flow	Unified CallManager Post-Routed Call via a MGCP Gateway to an Unified CallManager SIP Agent across a SIP Trunk	Verifies that a Unified CallManager Post-Routed call flow is successfully delivered via an MGCP Gateway to a Unified CallManager SIP Agent across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Unified CallManager->Agent A	Passed	
CO10.CCM.071	Basic Call Flow	Unified CallManager Post-Routed Call via a H.323 Gateway to an Unified CallManager SIP Agent across a Gatekeeper-controlled H.225 Trunk	Verifies that a Unified CallManager Post-Routed call flow is successfully delivered via an H.323 Gateway to a Unified CallManager SIP Agent across a gatekeeper-controlled H.225 trunk.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent A	Passed	
CO10.CCM.072	Basic Call Flow	Unified CallManager Post-Routed Call via a SIP Gateway to a Unified CallManager SIP Agent	Verifies that a Unified CallManager Post-Routed call flow is successfully delivered via a SIP Gateway to a Unified CallManager SIP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Agent A	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CCM.073	Basic Call Flow	Unified CallManager Post-Routed Call via a SIP Gateway to a Unified CallManager SCCP Agent across a Gatekeeper-controlled H.225 Trunk	Verifies that a Unified CallManager Post-Routed call flow is successfully delivered via a SIP Gateway to a Unified CallManager SIP Agent across a gatekeeper-controlled H.225 trunk.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent A	Passed	
CO10.CCM.074	Basic Call Flow	Unified CallManager Post-Routed Call via a SIP Gateway to a Unified CallManager SIP Agent across a SIP Trunk	Verifies that a Unified CallManager Post-Routed call flow is successfully delivered via a SIP Gateway to a Unified CallManager SIP Agent across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Agent A	Passed	
CO10.CCM.075	Basic Call Flow	Unified CallManager Post-Routed Call via an MGCP Gateway to a Unified CallManager SIP Agent after Call Treatment and Queuing	Verifies that a Unified CallManager Post-Routed call flow after call treatment and queuing is successfully delivered via an MGCP Gateway to a Unified CallManager SIP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	
CO10.CCM.076	Basic Call Flow	Unified CallManager Post-Routed Call via an MGCP Gateway to a Unified CallManager SCCP Agent across a SIP Trunk after Call Treatment	Verifies that a Unified CallManager Post-Routed call flow after call treatment is successfully delivered via a MGCP Gateway to a Unified CallManager SCCP Agent across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	
CO10.CCM.078	Basic Call Flow	Unified CallManager Post-Routed Call via an MGCP Gateway to a Unified CallManager SIP Agent across a SIP Trunk after Call Treatment	Verifies that a Unified CallManager Post-Routed call flow after call treatment is successfully delivered via an MGCP Gateway to a Unified CallManager SIP Agent across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CCM.079	Basic Call Flow	Unified CallManager Post-Routed Call via an H.323 Gateway to a Unified CallManager SIP Agent after Call Treatment and Queuing	Verifies that a Unified CallManager Post-Routed call flow after call treatment and queuing is successfully delivered via an H.323 Gateway to a Unified CallManager SIP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	
CO10.CCM.081	Basic Call Flow	Unified CallManager Post-Routed Call via an H.323 Gateway to a Unified CallManager SIP Agent across an H.225 Gatekeeper-controlled Trunk after Call Treatment and Queuing	Verifies that a Unified CallManager Post-Routed call flow after call treatment and queuing is successfully delivered via an H.323 Gateway to a Unified CallManager SIP Agent across a gatekeeper-controlled H.225 trunk.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Gatekeeper->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	
CO10.CCM.083	Basic Call Flow	Unified CallManager Post-Routed Call via a SIP Gateway to a Unified CallManager SCCP Agent after Call Treatment	Verifies that a Unified CallManager Post-Routed call flow after call treatment is successfully delivered via a SIP Gateway to a Unified CallManager SCCP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	
CO10.CCM.084	Basic Call Flow	Unified CallManager Post-Routed Call via a SIP Gateway to a Unified CallManager SIP Agent after Call Treatment and Queuing	Verifies that a Unified CallManager Post-Routed call flow after call treatment and queuing is successfully delivered via a SIP Gateway to a Unified CallManager SIP Agent.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CCM.085	Basic Call Flow	Unified CallManager Post-Routed Call via a SIP Gateway to a Unified CallManager SCCP Agent across an H.225 Gatekeeper-controlled Trunk after Call Treatment and Queuing	Verifies that a Unified CallManager Post-Routed call flow after call treatment and queuing is successfully delivered to a Unified CallManager SCCP Agent via a gatekeeper-controlled H.225 trunk.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Gatekeeper->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	
CO10.CCM.086	Basic Call Flow	Unified CallManager Post-Routed Call via a SIP Gateway to a Unified CallManager SCCP Agent across a SIP Trunk after Call Treatment	Verifies that a Unified CallManager Post-Routed call flow after call treatment is successfully delivered to a Unified CallManager SCCP Agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Unified CallManager->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	
CO10.CCM.088	Basic Call Flow	Unified CallManager Post-Routed Call via a SIP Gateway to a Unified CallManager SIP Agent across a SIP Trunk after Call Treatment	Verifies that a Unified CallManager Post-Routed call flow after call treatment is successfully delivered to a Unified CallManager SIP Agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->CRS->Unified CallManager->Unified CallManager->Agent A, Stage 2: Unified ICM->Unified CallManager->CRS	Passed	
CO10.CCM.089	Music On Hold	Unified CallManager Post-Routed Call via MGCP Gateway Put On Hold by SIP Agent	Verifies that a SIP agent can place a Unified CallManager Post-Routed Call routed via an MGCP Gateway on hold.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CCM.091	Music On Hold	Unified CallManager Post-Routed Call via a SIP Gateway to a Unified CallManager SCCP Agent across a Gatekeeper-controlled H.225 Trunk is Placed on Hold by Agent	Verifies that a Unified CallManager SCCP Agent can place a Unified CallManager Post-Routed call on hold.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent	Passed	
CO10.CCM.092	Music On Hold	Unified CallManager Post-Routed Call via an MGCP Gateway to a Unified CallManager SIP Agent across a Gatekeeper-controlled H.225 Trunk is Placed on Hold by the PSTN	Verifies the ability of the PSTN to place a Unified CallManager Post-Routed call on hold.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent	Passed	
CO10.CCM.094	Music On Hold	Unified CallManager Post-Routed Call via a SIP Gateway to a Unified CallManager SIP Agent across a SIP Trunk is Placed on Hold by the PSTN	Verifies the ability of the PSTN to place a Unified CallManager Post-Routed call on hold.	Stage 1: PSTN->Gateway->Unified CallManager->Unified ICM, Stage 2: Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent	Passed	
CO10.CVP.000	Interoperability	Blind Transfer of a Unified CVP Post-Routed Call by a SIP Agent to a Cisco CallManager Release 4.1 SCCP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a Unified CallManager SIP Agent can initiate the blind transfer of a Unified CVP Post-Routed call to a Cisco CallManager Release 4.1 SCCP Agent via an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.001	Interoperability	Blind Transfer of a Unified CVP Post-Routed Call by a Unified CallManager SCCP Agent to a Cisco CallManager Release 4.1 SCCP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a Unified CallManager SCCP Agent can initiate the blind transfer of a Unified CVP Post-Routed call to a Cisco CallManager Release 4.1 SCCP Agent via an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.002	Interoperability	Blind Transfer of a Unified CVP Post-Routed Call by a Cisco CallManager Release 4.1 SCCP Agent to a SIP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a Cisco CallManager Release 4.1 SCCP Agent can initiate the blind transfer of a Unified CVP Post-Routed call to a Unified CallManager SIP Agent via an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.003	Interoperability	Blind Transfer of Unified CVP Post-Routed Call by Cisco CallManager 4.1 SCCP Agent to Unified CallManager 5.1(2) SCCP Agent via H.323 Gatekeeper-controlled Trunk	Verifies that a Unified CVP Post-Routed call routed via an H.323 Gateway to a Cisco CallManager 4.1 SCCP Agent can be transferred to a Unified CallManager 5.1(2) SCCP Agent via an H.323 Gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Cisco CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.004	Interoperability	Blind Transfer of a Unified CVP Post-Routed Call by a SIP Agent to a Cisco CallManager Release 4.1 SCCP Agent via a SIP Trunk	Verifies that a Unified CallManager SIP Agent can initiate the blind transfer of a Unified CVP Post-Routed call to a Cisco CallManager Release 4.1 SCCP Agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.005	Interoperability	Blind Transfer of a Unified CVP Post-Routed Call by a Unified CallManager SCCP Agent to a Cisco CallManager Release 4.1 SCCP Agent via a SIP Trunk	Verifies that a Unified CallManager SCCP Agent can initiate the blind transfer of a Unified CVP Post-Routed call to a Cisco CallManager Release 4.1 SCCP Agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.006	Interoperability	Blind Transfer of a Unified CVP Post-Routed Call by a Cisco CallManager Release 4.1 SCCP Agent to a SIP Agent via a SIP Trunk	Verifies that a Cisco CallManager Release 4.1 SCCP Agent can initiate the blind transfer of a Unified CVP Post-Routed call to a Unified CallManager SIP Agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.007	Interoperability	Blind Transfer of a Unified CVP Post-Routed Call by a Cisco CallManager Release 4.1 SCCP Agent to an SCCP Agent via a SIP Trunk	Verifies that a Cisco CallManager Release 4.1 SCCP Agent can initiate the blind transfer of a Unified CVP Post-Routed call to a Unified CallManager SCCP Agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.008	Interoperability	Consult Transfer of a Unified CVP Post-Routed Call by a SIP Agent to a Cisco CallManager Release 4.1 SCCP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a Unified CallManager SIP Agent can initiate the consult transfer of a Unified CVP Post-Routed call to a Cisco CallManager Release 4.1 SCCP Agent via an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.009	Interoperability	Consult Transfer of a Unified CVP Post-Routed Call by a Unified CallManager SCCP Agent to a Cisco CallManager Release 4.1 SCCP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a Unified CallManager SCCP Agent can initiate the consult transfer of a Unified CVP Post-Routed call to a Cisco CallManager Release 4.1 SCCP Agent via an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.010	Interoperability	Consult Transfer of a Unified CVP Post-Routed Call by a Cisco CallManager Release 4.1 SCCP Agent to a SIP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a Cisco CallManager Release 4.1 SCCP Agent can initiate the consult transfer of a Unified CVP Post-Routed call to a Unified CallManager SIP Agent via an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.011	Interoperability	Consult Transfer of a Unified CVP Post-Routed Call by a Cisco CallManager Release 4.1 SCCP Agent to an SCCP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a Cisco CallManager Release 4.1 SCCP Agent can initiate the consult transfer of a Unified CVP Post-Routed call to a Unified CallManager SCCP Agent via an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.012	Interoperability	Consult Transfer of a Unified CVP Post-Routed Call by a SIP Agent to a Cisco CallManager Release 4.1 SCCP Agent via a SIP Trunk	Verifies that a Unified CallManager SIP Agent can initiate the consult transfer of a Unified CVP Post-Routed call to a Cisco CallManager Release 4.1 SCCP Agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.013	Interoperability	Consult Transfer of a Unified CVP Post-Routed Call by a Unified CallManager SCCP Agent to a Cisco CallManager Release 4.1 SCCP Agent via a SIP Trunk	Verifies that a Unified CallManager SCCP Agent can initiate the consult transfer of a Unified CVP Post-Routed call to a Cisco CallManager Release 4.1 SCCP Agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.014	Interoperability	Consult Transfer of a Unified CVP Post-Routed Call by a Cisco CallManager Release 4.1 SCCP Agent to a SIP Agent via a SIP Trunk	Verifies that a Cisco CallManager Release 4.1 SCCP Agent can initiate the consult transfer of a Unified CVP Post-Routed call to a Unified CallManager SIP Agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.015	Interoperability	Consult Transfer of a Unified CVP Post-Routed Call by a Cisco CallManager Release 4.1 SCCP Agent to an SCCP Agent via a SIP Trunk	Verifies that a Cisco CallManager Release 4.1 SCCP Agent can initiate the consult transfer of a Unified CVP Post-Routed call to a Unified CallManager SCCP Agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.016	Interoperability	Ad hoc Conference of a Unified CVP Post-Routed Call by a SIP Agent to a Cisco CallManager Release 4.1 SCCP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a Unified CallManager SIP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call to a Cisco CallManager Release 4.1 SCCP Agent via an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.017	Interoperability	Ad hoc Conference of a Unified CVP Post-Routed Call by an SCCP Agent to a Cisco CallManager Release 4.1 SCCP Agent in a H.323 Gatekeeper-controlled Trunk	Verifies that a Unified CallManager SCCP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call to a Cisco CallManager Release 4.1 SCCP Agent via an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.018	Interoperability	Ad hoc Conference of a Unified CVP Post-Routed Call by a Cisco CallManager Release 4.1 SCCP Agent to a SIP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a Cisco CallManager Release 4.1 SCCP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call to a Unified CallManager SIP Agent via an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.019	Interoperability	Ad hoc Conference of a Unified CVP Post-Routed Call by a Cisco CallManager Release 4.1 SCCP Agent to an SCCP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a Cisco CallManager Release 4.1 SCCP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call to a Unified CallManager SCCP Agent via an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.020	Interoperability	Ad hoc Conference of a Unified CVP Post-Routed Call by a SIP Agent to a Cisco CallManager Release 4.1 SCCP Agent via a SIP Trunk	Verifies that a Unified CallManager SIP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call to a Cisco CallManager Release 4.1 SCCP Agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.021	Interoperability	Ad hoc Conference of a Unified CVP Post-Routed Call by an SCCP Agent to a Cisco CallManager Release 4.1 SCCP Agent via a SIP Trunk	Verifies that a Unified CallManager SCCP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call to a Cisco CallManager Release 4.1 SCCP Agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.022	Interoperability	Ad hoc Conference of a Unified CVP Post-Routed Call by a Cisco CallManager Release 4.1 SCCP Agent to a SIP Agent via a SIP Trunk	Verifies that a Cisco CallManager Release 4.1 SCCP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call to a Unified CallManager SIP Agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.023	Interoperability	Ad hoc Conference of a Unified CVP Post-Routed Call by a Cisco CallManager Release 4.1 SCCP Agent to an SCCP Agent via a SIP Trunk	Verifies that a Cisco CallManager Release 4.1 SCCP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call to a Unified CallManager SCCP Agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.055	Basic Call Flow	Long Call from Customer to an Agent in a Unified CVP Post Route Environment	Verifies that an established call from an agent to a customer does not disconnect after a period of time.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent	Passed	
CO10.CVP.059	Basic Call Flow	Customer Should Not Be Disconnected While On Hold	Verifies that when an agent places a customer on hold for more than 100 seconds, the Music on Hold Server plays the media to the customer and the customer does not get disconnected while on hold.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.064	Transfer	Consult Transfer of Unified CVP Post-Routed Call by SCCP Agent to Another SCCP Agent	Verifies that a Unified CVP Post-Routed call routed via an H.323 Gateway to an SCCP Agent can be transferred (consult) to another SCCP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Agent B	Passed	
CO10.CVP.065	Transfer	Consult Transfer of a Unified CVP Post-Routed Call by an SCCP Agent to an Agent is Queued at an VXML gateway and then Transferred to an Available SCCP Agent	Verifies that 1) an SCCP Agent can initiate the consult transfer of a Unified CVP Post-Routed call delivered via an H.323 Gateway using the Unified ICM Dialed Number Plan, 2) the call is first queued at a VXML gateway when an agent is not available in the targeted skill group, and 3) the call is then transferred to an SCCP Agent who becomes available.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Unified CVP, Stage 5: Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	
CO10.CVP.066	Conference	Ad hoc Conference of a Unified CVP Post-Routed Call by an SCCP Agent to an SCCP Agent	Verifies that an SCCP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call delivered via an H.323 Gateway to an SCCP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.067	Conference	Ad hoc Conference of a Unified CVP Post-Routed Call by an SCCP Agent to an Agent, Call is Queued at VXML Gateway and then Transferred to an Available SCCP Agent	Verifies that 1) an SCCP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call delivered via an H.323 Gateway using the Unified ICM Dialed Number Plan, 2) the call is first queued at a VXML gateway when an Agent is not available in the targeted skill group, and 3) the call is then transferred to an SCCP Agent who becomes available.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Unified CVP, Stage 5: Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	
CO10.CVP.070	Conference	Ad hoc Conference of a Unified CVP Post-Routed Call by a SIP Agent to an Agent, Call is Queued at an VXML Gateway and then Transferred to an Available SCCP Agent	Verifies that 1) a SIP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call delivered via an H.323 Gateway using the Unified ICM Dialed Number Plan, 2) the call is first queued at an VXML gateway when an Agent is not available in the targeted skill group, and 3) the call is then transferred to an SCCP Agent who becomes available.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Unified CVP, Stage 5: Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.071	Conference	Ad hoc Conference of a Unified CVP Post-Routed Call by an SCCP Agent to an Agent, Call is Queued at VXML Gateway and then Transferred to an Available SIP Agent	Verifies that 1) an SCCP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call delivered via an H.323 Gateway using the Unified ICM Dialed Number Plan, 2) the call is first queued at a VXML gateway when an Agent is not available in the targeted skill group, and 3) the call is then transferred to a SIP Agent who becomes available.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Unified CVP, Stage 5: Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	
CO10.CVP.076	Basic Call Flow	Unified CVP Post-Routed Call via H.323 Gateway to SIP Agent	Verifies that a Unified CVP Post-Routed call routed via an H.323 Gateway is delivered to a SIP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Unified CallManager->Agent	Passed	
CO10.CVP.077	Basic Call Flow	Unified CVP Post-Routed Call via an H.323 Gateway to Unified CVP for Call Treatment, Redirected to a SIP Agent	Verifies that a Unified CVP Post-Routed call via an H.323 Gateway is successfully delivered to a Unified CVP for call treatment and then redirected to an available SIP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent	Passed	
CO10.CVP.078	Basic Call Flow	Unified CVP Post-Routed Call via an H.323 Gateway Queued at a VXML Gateway, Redirected to a SIP Agent	Verifies that a Unified CVP Post-Routed call via an H.323 Gateway is successfully queued at the VXML gateway when an agent is not available in the targeted skill group, and then redirected to an available SIP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.079	Music On Hold	Unified CVP Post-Routed Call via H.323 Gateway Put On Hold by SIP Agent and Retrieved	Verifies that a Unified CVP Post-Routed call delivered via an H.323 Gateway to a SIP Agent can be placed on hold and later retrieved.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent	Passed	
CO10.CVP.080	Music On Hold	Caller Places Unified CVP Post-Routed Call via an H.323 Gateway on Hold	Verifies that a Unified CVP Post-Routed call delivered via an H.323 Gateway to a SIP Agent can be placed on hold by the caller and be retrieved later.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent	Passed	
CO10.CVP.081	Music On Hold	Unified CVP Post-Routed Call via an H.323 Gateway to a SIP Agent is Placed on Mutual Hold	Verifies that a Unified CVP Post-Routed call delivered via an H.323 Gateway to a SIP Agent can be placed on mutual hold by both the caller and the SIP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent	Passed	
CO10.CVP.082	Transfer	Blind Transfer of a Unified CVP Post-Routed Call by a SIP Agent to a SIP Agent	Verifies that a SIP Agent can initiate the blind transfer of a Unified CVP Post-Routed call delivered via an H.323 Gateway to a SIP Agent using the Unified ICM Dialed Number Plan.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.083	Transfer	Blind Transfer of a Unified CVP Post-Routed Call by a SIP Agent is Queued at a VXML Gateway and then Transferred to an Available SIP Agent	Verifies that 1) a SIP Agent can initiate the blind transfer of a Unified CVP Post-Routed call via an H.323 Gateway to a SIP Agent using the Unified ICM Dialed Number Plan, 2) the call is queued at a VXML gateway since an agent is not available in the targeted skill group, and 3) the call is then transferred to a SIP Agent who becomes available.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CVP->Gateway(VXML), Stage 5: Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	
CO10.CVP.084	Transfer	Blind Transfer of a Unified CVP Post-Routed Call by a SIP Agent to an SCCP Agent	Verifies that a SIP Agent can initiate the blind transfer of a Unified CVP Post-Routed call via an H.323 Gateway to an SCCP Agent using the Unified ICM Dialed Number Plan.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	
CO10.CVP.085	Transfer	Blind Transfer of Unified CVP Post-Routed Call by SIP Agent to SCCP Agent is Queued at Unified IP IVR	Verifies that a Unified CVP Post-Routed call routed via an H.323 Gateway to a SIP Agent can be 1) transferred (blind) to an SCCP Agent using the Unified ICM Dialed Number Plan, 2) queued at an Unified IP IVR if an agent is unavailable, and 3) then transferred to an available SCCP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CVP->Gateway(VXML), Stage 5: Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.086	Transfer	Blind Transfer of a Unified CVP Post-Routed Call by an SCCP Agent to a SIP Agent	Verifies that an SCCP Agent can initiate the blind transfer of a Unified CVP Post-Routed call via an H.323 Gateway to a SIP Agent using the Unified ICM Dialed Number Plan.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	
CO10.CVP.087	Transfer	Blind Transfer of Unified CVP Post-Routed Call by SCCP Agent to Another SIP Agent is Queued at Unified IP IVR	Verifies that a Unified CVP Post-Routed call routed via an H.323 Gateway to an SCCP Agent can be 1) transferred (blind) using the Unified ICM Dialed Number Plan, 2) queued at an Unified IP IVR if an agent is unavialable, and 3) then transferred to an available SIP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CVP->Gateway(VXML), Stage 5: Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	
CO10.CVP.088	Transfer	Blind Transfer of a Unified CVP Post-Routed Call by a SIP Agent to a SIP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a SIP Agent can initiate the blind transfer of a Unified CVP Post-Routed call delivered via an H.323 Gateway to a SIP Agent in a different Unified CallManager cluster across an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.089	Transfer	Blind Transfer of a Unified CVP Post-Routed Call by a SIP Agent to an SCCP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a SIP Agent can initiate the blind transfer of a Unified CVP Post-Routed call via an H.323 Gateway to an SCCP Agent in a different Unified CallManager cluster across an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.090	Transfer	Blind Transfer of Unified CVP Post-Routed Call by SCCP Agent to SIP Agent via H.323 Gatekeeper-controlled Trunk	Verifies that a Unified CVP Post-Routed call routed via an H.323 Gateway to a SCCP Agent can be transferred (blind) to a SIP Agent in a different Unified CallManager cluster via an H.323 Gatekeeper- controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.091	Transfer	Blind Transfer of a Unified CVP Post-Routed Call by a SIP Agent to a SIP Agent via a SIP Trunk	Verifies that a SIP Agent can initiate the blind transfer of a Unified CVP Post-Routed call via an H.323 Gateway to a SIP Agent in a different Unified CallManager cluster across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.092	Transfer	Blind Transfer of a Unified CVP Post-Routed Call by a SIP Agent to an SCCP Agent via a SIP Trunk	Verifies that a SIP Agent can initiate the blind transfer of a Unified CVP Post-Routed call via an H.323 Gateway to an SCCP Agent in a different Unified CallManager cluster across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.093	Transfer	Blind Transfer of Unified CVP Post-Routed Call by SIP Agent to SIP Agent via SIP Trunk	Verifies that a Unified CVP Post-Routed call routed via an H.323 Gateway to a SIP Agent can be transferred (blind) to SIP Agent in a different Unified CallManager cluster via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.094	Transfer	Blind Transfer of a Unified CVP Post-Routed Call is Queued at VXML Gateway and then Transferred to an Available SIP Agent	Verifies that a Unified CVP Post-Routed call routed via an H.323 Gateway to an SCCP Agent can be transferred (blind) and queued at a VXML Gateway and then redirected to an available SIP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CVP, Stage 5: Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.095	Transfer	Consult Transfer of a Unified CVP Post-Routed Call by a SIP Agent to a SIP Agent	Verifies that a SIP Agent can initiate the consult transfer of a Unified CVP Post-Routed call via an H.323 Gateway to a SIP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Agent B	Passed	
CO10.CVP.096	Transfer	Consult Transfer of a Unified CVP Post-Routed Call by a SIP Agent to an Agent is Queued at a VXML Gateway and then Transferred to an Available SIP Agent	Verifies that 1) a SIP Agent can initiate the consult transfer of a Unified CVP Post-Routed call via an H.323 Gateway using the Unified ICM Dialed Number Plan, 2) the call is queued at a VXML gateway since an agent is not available in the targeted skill group, and 3) the call is later transferred to a SIP Agent who becomes available.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CVP->Gateway(VXML), Stage 5: Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	
CO10.CVP.097	Transfer	Consult Transfer of Unified CVP Post-Routed Call by a SIP Agent to Another SCCP Agent	Verifies that a Unified CVP Post-Routed call routed via an H.323 Gateway to a SIP Agent can be transferred (consult) to an SCCP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.098	Transfer	Consult Transfer of Unified CVP Post-Routed Call by SCCP Agent to SIP Agent	Verifies that a Unified CVP Post-Routed call routed via an H.323 Gateway to an SCCP Agent can be transferred (consult) to a SIP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Agent B	Passed	
CO10.CVP.099	Transfer	Consult Transfer of Unified CVP Post-Routed Call by SCCP Agent to SIP Agent is Queued at Unified IP IVR	Verifies that a Unified CVP Post-Routed call routed via an H.323 Gateway to a SCCP Agent can be 1) transferred (consult) using the Unified ICM Dialed Number Plan 2) queued at a Unified IP IVR if an agent is unavailable, and 3) then transferred to an available SIP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CVP->Gateway(VXML), Stage 5: Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	
CO10.CVP.100	Transfer	Consult Transfer of a Unified CVP Post-Routed Call by a SIP Agent to a SIP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a SIP Agent can initiate the consult transfer of a Unified CVP Post-Routed call via an H.323 Gateway to a SIP Agent in a different Unified CallManager cluster via an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.101	Transfer	Consult Transfer of a Unified CVP Post-Routed Call by a SIP Agent to an SCCP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a SIP Agent can initiate the consult transfer of a Unified CVP Post-Routed call via an H.323 Gateway to an SCCP Agent in a different Unified CallManager cluster across an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.102	Transfer	Consult Transfer of a Unified CVP Post-Routed Call by an SCCP Agent to a SIP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that an SCCP Agent can initiate the consult transfer of a Unified CVP Post-Routed call via an H.323 Gateway to a SIP Agent in a different Unified CallManager cluster across an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.103	Transfer	Consult Transfer of Unified CVP Post-Routed Call by SIP Agent to Another SIP Agent via SIP Trunk	Verifies that a Unified CVP Post-Routed call routed via an H.323 Gateway to a SIP Agent can be transferred (consult) to another SIP Agent in a different Unified CallManager cluster via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.104	Transfer	Consult Transfer of a Unified CVP Post-Routed Call by a SIP Agent to an SCCP Agent via a SIP Trunk	Verifies that a SIP Agent can initiate the consult transfer of a Unified CVP Post-Routed call via an H.323 Gateway to an SCCP Agent in a different Unified CallManager cluster across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Agent B	Passed	
CO10.CVP.105	Transfer	Consult Transfer of a Unified CVP Post-Routed Call by an SCCP Agent to a SIP Agent via a SIP Trunk	Verifies that an SCCP Agent can initiate the consult transfer of a Unified CVP Post-Routed call via an H.323 Gateway to a SIP Agent in a different Unified CallManager cluster across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.107	Transfer	Consult Transfer of a Unified CVP Post-Routed Call by a SIP Agent to an Agent, Call is Queued at a VXML Gateway, and then Transferred to an Available SCCP Agent	Verifies that a SIP Agent can initiate the consult transfer of a Unified CVP Post-Routed call via an H.323 Gateway using the Unified ICM Dialed Number Plan, 2) the call is queued at a VXML gateway since an agent is not available in the targeted skill group, and 3) the call is later transferred to an SCCP Agent who becomes available.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Unified CVP, Stage 5: Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.109	Conference	Ad hoc Conference of a Unified CVP Post-Routed Call by a SIP Agent to a SIP Agent	Verifies that a SIP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed to a SIP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified Unified ICM, Stage 2: Unified Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified Unified ICM->Unified CallManager->Agent B	Passed	
CO10.CVP.110	Conference	Ad hoc Conference of Unified CVP Post-Routed Call by a SIP Agent to Another SIP Agent is Queued at a Unified IP IVR	Verifies that a Unified CVP Post-Routed call routed via an H.323 Gateway to a SIP Agent can be 1) conferenced (ad hoc) using the Unified ICM Dialed Number Plan, 2) queued at a Unified IP IVR when an agent is unavailable, and 3) then transferred to an available SIP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CVP->Gateway(VXML), Stage 5: Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	
CO10.CVP.111	Conference	Ad hoc Conference of a Unified CVP Post-Routed Call by an SCCP Agent to a SIP Agent	Verifies that a SIP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call via an H.323 Gateway to an SCCP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.112	Conference	Ad hoc Conference of Unified CVP Post-Routed Call by a SCCP Agent to Another SIP Agent	Verifies that a Unified CVP Post-Routed call routed via and H.323 Gateway to an SCCP Agent can be conferenced (ad hoc) to a SIP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Agent B	Passed	
CO10.CVP.113	Conference	Ad hoc Conference of Unified CVP Post-Routed Call by SCCP Agent to SIP Agent is Queued at Unified IP IVR	Verifies that a Unified CVP Post-Routed call routed via an H.323 Gateway to an SCCP Agent can be 1) conferenced (ad hoc) using the Unified ICM Dialed Number Plan, 2) queued at a Unified IP IVR when an agent is unavailable, and 3) then transferred to an available SIP Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CVP->Gateway(VXML), Stage 5: Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	
CO10.CVP.114	Conference	Ad hoc Conference of a Unified CVP Post-Routed Call by a SIP Agent to a SIP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a SIP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call via an H.323 Gateway to a SIP Agent in a different Unified CallManager cluster across an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.115	Conference	Ad hoc Conference of a Unified CVP Post-Routed Call by a SIP Agent to an SCCP Agent via an H.323 Gatekeeper-controlled Trunk	Verifies that a SIP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call via an H.323 Gateway to an SCCP Agent in a different Unified CallManager cluster across an H.323 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.116	Conference	Ad hoc Conference of Unified CVP Post-Routed Call by SCCP Agent to SIP Agent via H.323 Gatekeeper-controlled Trunk	Verifies that a Unified CVP Post-Routed call routed via an H.323 Gateway to an SCCP Agent can be conferenced (ad hoc) to a SIP Agent in a different Unified CallManager cluster via an H.323 Gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.117	Conference	Ad hoc Conference of a Unified CVP Post-Routed Call by a SIP Agent to a SIP Agent via a SIP Trunk	Verifies that a SIP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call via an H.323 Gateway to a SIP Agent in a different Unified CallManager cluster across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.CVP.118	Conference	Ad hoc Conference of a Unified CVP Post-Routed Call by a SIP Agent to an SCCP Agent via a SIP Trunk	Verifies that a SIP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call via an H.323 Gateway to an SCCP Agent in a different Unified CallManager cluster across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.119	Conference	Ad hoc Conference of a Unified CVP Post-Routed Call by an SCCP Agent to a SIP Agent via a SIP Trunk	Verifies that an SCCP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call via an H.323 Gateway to a SIP Agent in a different Unified CallManager cluster across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Gatekeeper->Unified CallManager->Agent B	Passed	
CO10.CVP.120	Conference	Ad hoc Conference of a Unified CVP Post-Routed Call by a SIP Agent to an Agent Call is Queued at a VXML Gateway and then Transferred to an Available SIP Agent	Verifies that a SIP Agent can initiate the ad hoc conference of a Unified CVP Post-Routed call via an H.323 Gateway using the Unified ICM Dialed Number Plan, 2) the call is queued at a VXML gateway since an agent is not available in the targeted skill group, and 3) the call is later transferred to a SIP Agent who becomes available.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->Unified CVP->Unified CallManager->Agent A, Stage 4: Agent A->Unified ICM->Unified CallManager->Unified CVP, Stage 5: Unified ICM->Unified CVP->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.OOF.003	Outbound Calls	Outbound Call Transfer via MGCP Gateway to SCCP Agent upon Live Customer Contact when Unified Outbound Dialer set to PREDICTIVE_BLENDED	Verifies that an Unified OUTD call routed via an MGCP Gateway upon contact with live customer is transferred to an SCCP Agent when the outbound dialing mode is set to PREDICTIVE_BLENDED.	Stage 1: DialerPort1->Unified ICM, Stage 2: DialerPort1->Unified CallManager->Agent, Stage 3: DialerPort2->Unified CallManager->Gateway->PSTN, Stage 4: DialerPort2->Transfer->Unified CallManager->Agent A	Passed	
CO10.OOF.006	Outbound Calls	Outbound Call by an SCCP Agent with Dialing Mode Set as DIRECT_PREVIEW_ONLY	Verifies that a Unified OUTD call by an SCCP Agent with the dialing mode set to DIRECT_PREVIEW_ONLY is successfully delivered to a live customer.	Stage 1: DialerPort1->Unified ICM, Stage 2: DialerPort1->Unified CallManager->Agent, Stage 3: Agent->Unified CallManager->Gateway->PSTN	Passed	
CO10.OOF.007	Outbound Calls	Outbound Call to a Busy Number by an SCCP Agent with Dialing Mode Set as DIRECT_PREVIEW	Verifies that a Unified OUTD call by an SCCP Agent with the dialing mode set to DIRECT_PREVIEW is delivered to a busy number.	Stage 1: DialerPort1->Unified ICM, Stage 2: DialerPort1->Unified CallManager->Agent, Stage 3: Agent->Unified CallManager->Gateway->PSTN	Passed	
CO10.OOF.024	Outbound Calls	Answering Machine Detection with Agent-based Campaign Default is to Abandon Call	Verifies that the Unified ICM Dialer abandons answering machine calls rather than transferring them to an agent and proceeds to the next number in the Unified ICM Dialed Number Plan.	Stage 1: DialerPort1->Unified ICM, Stage 2: DialerPort1->Unified CallManager->Agent, Stage 3: DialerPort2->Unified CallManager->Gateway->PSTN, Stage 4: DialerPort2->Transfer->Unified CallManager->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.OOF.028	Outbound Calls	Do-Not-Call List during Agent-based Campaign	Verifies that an agent-based Campaign does not call customers that are on the Do-Not-Call list.	Stage 1: DialerPort1->Unified ICM, Stage 2: DialerPort1->Unified CallManager->Agent, Stage 3: DialerPort2->Unified CallManager->Gateway->PSTN, Stage 4: DialerPort2->XFER->Unified CallManager->Agent	Passed	
CO10.OOF.037	Outbound Calls	Personal Callback when Agent Not Available is Rescheduled during Agent-based Campaign	Verifies that when an agent who scheduled a personal callback to a specific customer is unavailable, the personal callback is rescheduled for the same time the next business day.	Stage 1: DialerPort1->Unified ICM, Stage 2: DialerPort1->Unified CallManager->Agent, Stage 3: DialerPort2->Unified CallManager->Gateway->PSTN, Stage 4: DialerPort2->Transfer->Unified CallManager->Agent	Passed	
CO10.OOF.040	Outbound Calls	System Callback to Agent during Agent-based Campaign	Verifies that when an agent who scheduled a callback to a specific customer is reserved during a running campaign, the customer receives a callback from any available agent who can leave a message upon encountering an answering machine.	Stage 1: DialerPort1->Unified ICM, Stage 2: DialerPort1->Unified CallManager->Agent, Stage 3: DialerPort2->Unified CallManager->Gateway->PSTN, Stage 4: DialerPort2->XFER->Unified CallManager->Agent	Passed	
CO10.OOF.057	Outbound Calls	Creation and Import of the Do-Not-Call List during Agent-based Campaign	Verifies that an agent-based campaign allows the creation and import of the Do-Not-Call list.	Stage 1: DialerPort1->Unified ICM, Stage 2: DialerPort1->Unified CallManager->Agent, Stage 3: DialerPort2->Unified CallManager->Gateway->PSTN, Stage 4: DialerPort2->XFER->Unified CallManager->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
CO10.PTC.000	Parent/Child Call Flow	Call from Parent to Child to Agent	Verifies that a PSTN call is delivered to the Parent Unified ICM and then to a Child Unified Contact Center Enterprise (Unified CCE) Agent.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway(VXML), Stage 3: Unified ICM->IPCC->Unified CallManager->Agent	Passed	
CO10.PTC.010	Parent/Child Call Flow	Child Agent Consult Transfer	Verifies that a PSTN call is passed from a Parent Unified ICM to a Child Unified CCE Agent that initiates a consult transfer to another agent.		Passed	
CO10.PTC.012	Parent/Child Call Flow	Child Agent Conference Call	Verifies that a PSTN call is passed from a Parent Unified ICM to a Child Unified CCE Agent that initiates a conference with another agent.		Passed	
GB42.CAD.002	Basic Call Flow	Unified CallManager (Unified IP IVR) Call to a Cisco Agent Desktop Agent, Agent Disconnects Call	Verifies that a call is routed to a CAD Agent and agent disconnects the call.		Passed	
GB42.CAD.006	Transfer	Unified CallManager Post-Routed Call Queued at Unified IP IVR and Redirected to CAD Agent	Verifies that a Unified CallManager Post-Routed call can be queued at a Unified IP IVR port and then redirected to a CAD Agent in the same Unified CallManager cluster.		Passed	
GB42.CAD.010	Transfer	Consult Transfer of Unified CallManager Post-Routed Call to Local CAD Agent	Verifies that a that a Unified CallManager Post-Routed call can be transferred (consult) by a CAD Agent to another CAD agent in the same Unified CallManager cluster.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
GB42.CAD.012	Conference	Conference of Unified CallManager Post-Routed Call to Local CAD Agent	Verifies that a Unified CallManager Post-Routed call can be conferenced by a CAD Agent to another CAD Agents in the same skill group in the same Unified CallManager cluster.		Passed	
GB42.CAD.014	Transfer	Blind Transfer of Unified CallManager Post-Routed Call to Remote CAD Agent	Verifies that a Unified CallManager Post-Routed call can be transferred (blind) to a CAD Agent in a different Unified CallManager cluster.		Passed	
GB42.CAD.015	Transfer	Consult Transfer of Unified CallManager Post-Routed Call to Remote CAD Agent	Verifies that a that a Unified CallManager Post-Routed call can be transferred (consult) by a CAD Agent to another CAD agent in a different Unified CallManager cluster.		Passed	
GB42.CAD.033	Basic Call Flow	Unified CallManager Post-Routed Call Queued at Unified IP IVR, Redirected to Remote IP Phone Agent in same Unified CallManager Cluster	Verifies that a Unified CallManager Post-Routed call can be queued at a Unified IP IVR port prior to being redirected to a remote IP Phone Agent in the same Unified CallManager cluster.		Passed	
GB42.CAD.034	Basic Call Flow	Unified CallManager Post-Routed Call is Queued at Unified IP IVR and Redirected to Local IP Phone Agent	Verifies that a call can be queued at a Unified IP IVR port before being redirected to a local IP Phone Agent.		Passed	
GB42.CAD.056	Basic Call Flow	Unified CallManager Post-Routed Call to CAD Agent, Calling Party Disconnect	Verifies that PSTN calls to CAD agent desktops as terminating endpoints function as expected.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
GB42.CAD.057	Basic Call Flow	Unified CallManager Post-Routed Call Queued at Unified IP IVR, Redirected to Local CAD Agent	Unified CallManager Post-Routed call can be queued at a Unified IP IVR port before it gets routed to a local CAD agent.		Passed	
GB42.CAD.060	Basic Call Flow	Unified CallManager Post-Routed Call to CAD Agent, Agent Disconnects after Call is Placed On Hold	Verifies that a call is routed to a CAD agent and agent disconnects the call after it is placed on hold.		Passed	
GB42.CAD.061	Basic Call Flow	Unified CallManager (Unified IP IVR) Call Queued at Unified IP IVR, Redirected to Remote CAD Agent in same Unified CallManager Cluster	Verifies that a Unified CallManager Post-Routed call can be queued at a Unified IP IVR port prior to being redirected to a CAD agent in the same Unified CallManager cluster.		Passed	
GB42.OOF.045	Outbound Calls	Unified CVP Post-Routed Connect with Live Customer to Agent when Unified Outbound Dialer Mode set to PROGRESSIVE_BLENDED	Verifies that a Unified CVP Post-Routed call can be routed from a live customer to an agent when the outbound dialing mode is set to PROGRESSIVE_BLENDED.		Passed w/ Exception	CSCsi05452
GB42.OOF.419	Outbound Calls	Unified CVP Post-Routed Agent Phone Initiates Calls to Customer when Unified Outbound Dialer Mode set to PREVIEW_DIRECT_ONLY	Verifies that the agent can initiate Unified OUTD calls to a customer with the outbound dialing mode set to PREVIEW_DIRECT_ONLY.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OXI51.FRR.012	Failover	Unified CVP Post-Routed Call Peripheral Gateway Server Failure	Verifies that when an active Unified CallManager Peripheral Gateway server in the Unified CVP test bed fails, the standby Unified CallManager Peripheral Gateway takes over call processing.		Passed	
OXI51.FRR.013	Failover	Unified CVP Post-Routed Call Active Gatekeeper (Alternate Gatekeeper) Failure	Verifies that when an active Gatekeeper in the Unified CVP test bed fails, the standby Gatekeeper starts handling calls.		Passed	
OXI51.FRR.016	Failover	Unified CallManager Post-Routed Call Central Controller Failure	Verifies that when an active Central Controller in a Unified CallManager test bed fails, the standby Central Controller handles call processing.		Passed	
OXI51.FRR.018	Failover	Unified CallManager Post-Routed Call Unified CallManager (CTI Manager Server for Unified ICM) Failure	Verifies that when a Unified CallManager subsequent node with CTI Manager enabled in the Unified CallManager test bed fails, it causes the Unified CallManager Peripheral Gateway to failover.		Passed	
OXI51.LDT.003	Load Test	5-day Unified Outbound Dailer (Unified OUTD) Campaign and Unified CVP Post-Routed Call Flow Load Test	Verifies that a Unified OUTD Campaign and load test of a Unified CVP Post-Routed call to CAD and CTI OS agents is successful over a period of 120 hours.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OXI51.LDT.004	Load Test	5-day Unified Outbound Dailer (Unified OUTD) Campaign, Unified CallManager Post-Routed Call Flow and Parent/Child Call Flow Load Test with a BHCA of 19600	Verifies that a Unified OUTD Campaign and load test of Unified CallManager Post-Routed and Parent/Child calls to CAD and CTI OS agents are successful over a period of 120 hours.		Passed	
OXI51.MAC.002	Basic Call Flow	Unified CallManager Post-Routed Call to PSTN Nailed Mobile Agent using SIP and H.323 Gateways	Verifies that a Unified CallManager Post-Routed inbound call is routed to the PSTN via a SIP Gateway and then to a Mobile Agent via an H.323 Gateway using the Nailed call delivery mode.	PSTN->SIP Gateway->Unified CallManager->Unified ICM->Unified CallManager->H.323 Gateway->Agent A	Passed	
OXI51.MAC.003	Basic Call Flow	Unified CallManager Post-Routed Call to PSTN Nailed Mobile Agent using MGCP Gateways	Verifies that a Unified CallManager Post-Routed inbound call is routed to the PSTN and then to a Mobile Agent via MGCP Gateway using the Nailed call delivery mode.	PSTN->MGCP Gateway->Unified CallManager->Unified ICM->Unified CallManager->MGCP Gateway->Agent A	Passed	
OXI51.MAC.006	Basic Call Flow	Unified CallManager Post-Routed Call using MGCP Gateway to Call by Call Non-controlled Unified SIP IP Phone in Different Unified CallManager Cluster via H.323 Trunk	Verifies that a Unified CallManager Post-Routed inbound call is routed via an MGCP Gateway to a Mobile Agent with a non-controlled Unified SIP IP Phone in a different Unified CallManager cluster via an H.323 trunk using the Call by Call delivery mode.	PSTN->MGCP Gateway->Unified CallManager->Unified ICM->Unified CallManager->H.323 Trunk->Unified CallManager->Agent A	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OXI51.MAC.009	Basic Call Flow	Unified CallManager Post-Routed Call using H.323 Gateway to Call by Call Non-controlled Unified SCCP IP Phone	Verifies that a Unified CallManager Post-Routed inbound call is routed via an H.323 Gateway to a Mobile Agent with a non-controlled Unified SCCP IP Phone using the Call by Call delivery mode.	PSTN->H.323 Gateway->Unified CallManager->Unified ICM->Unified CallManager->Agent A	Passed	
OXI51.MAC.016	Hold/Retrieve	Unified CallManager Post-Routed Call using MGCP Gateway to Non-controlled Unified SCCP IP Phone in Different Unified CallManager Cluster via H.323 Trunk on Hold by Agent	Verifies that a Unified CallManager Post-Routed inbound call routed to the PSTN via an MGCP Gateway and then to a Mobile Agent with a non-controlled Unified SCCP IP Phone in a different Unified CallManager cluster via an H.323 trunk using the Call by Call delivery mode can be put on hold by the agent.	PSTN->MGCP Gateway->Unified CallManager->Unified ICM->Unified CallManager->H.323 Trunk->Unified CallManager->Agent A	Passed	
OXI51.MAC.018	Hold/Retrieve	Unified CallManager Post-Routed Call using SIP Gateway to Non-controlled Unified SIP IP Phone in Different Unified CallManager Cluster via SIP Trunk on Hold by Agent	Verifies that a Unified CallManager Post-Routed inbound call routed via a SIP Gateway to a Mobile Agent with a non-controlled Unified SIP IP Phone in a different Unified CallManager cluster via a SIP trunk using the Nailed call delivery mode can be put on hold by the agent.	PSTN->SIP Gateway->Unified CallManager->Unified ICM->Unified CallManager->SIP Trunk->Unified CallManager->Agent A	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OXI51.MAC.021	Transfer	Blind Transfer of Unified CallManager Post-Routed Call to PSTN Call by Call Mobile Agent using H.323 Gateways to SCCP Agent	Verifies that when a Unified CallManager Post-Routed inbound call is routed to the PSTN and then to a Mobile Agent via H.323 Gateways using the Call by Call delivery mode, the agent can transfer (blind) the call to an SCCP Agent.	PSTN->H.323 Gateway->Unified CallManager->Unified ICM->Unified CallManager->H.323 Gateway->Agent A->H.323 Gateway->Unified CallManager->Agent B	Passed	
OXI51.MAC.023	Transfer	Blind Transfer of Unified CallManager Post-Routed Call using SIP Gateway to PSTN Nailed Mobile Agent using MGCP Gateway to PSTN Nailed Mobile Agent using H.323 Gateway	Verifies that when a Unified CallManager Post-Routed inbound call is routed to the PSTN via a SIP Gateway and then to a Mobile Agent via an MGCP Gateway using the Nailed call delivery mode, the agent can transfer (blind) the call to another Mobile Agent.	PSTN->SIP Gateway->Unified CallManager->Unified ICM->Unified CallManager->MGCP Gateway->Agent A->MGCP Gateway->Unified CallManager->H.323 Gateway->Agent B	Passed	
OXI51.MAC.035	Transfer	Consult Transfer of Unified CallManager Post-Routed Call to PSTN Nailed Mobile Agent using H.323 and MGCP Gateways and then to PSTN Nailed Mobile Agent using MGCP Gateway	Verifies that a Unified CallManager Post-Routed inbound call routed to the PSTN via an H.323 Gateway and a Mobile Agent via an MGCP Gateway using the Nailed call delivery mode can be transferred (consultative) to a Mobile Agent via an MGCP Gateway using the Nailed call delivery mode.	PSTN->H.323 Gateway->Unified CallManager->Unified ICM->Unified CallManager->MGCP Gateway->Agent A->Unified CallManager->MGCP Gateway->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OXI51.MAC.038	Transfer	Consult Transfer of Unified CallManager Post-Routed Call to PSTN Nailed Mobile Agent using MGCP and SIP Gateways to Call by Call Non-controlled Unified SIP IP Phone via H.323 Trunk	Verifies that a Unified CallManager Post-Routed inbound call routed to the PSTN via an MGCP Gateway and a Mobile Agent via a SIP Gateway using the Nailed call delivery mode can be transferred (consultative) to a non-controlled Unified SIP IP Phone via an H.323 trunk using the Call by Call delivery mode.	PSTN->MGCP Gateway->Unified CallManager->Unified ICM->Unified CallManager->MGCP Gateway->Agent A->Unified CallManager->SIP Trunk->Agent B	Passed	
OXI51.MAC.042	Transfer	Consult Transfer of Unified CallManager Post-Routed Call using H.323 Gateway to Nailed Non-controlled Unified SIP IP Phone in Different Unified CallManager Cluster via H.323 Trunk to PSTN Call by Call Mobile Agent using H.323 Gateway	Verifies that a Unified CallManager Post-Routed inbound call routed via an H.323 Gateway to a non-controlled Unified SIP IP Phone in a different Unified CallManager cluster via an H.323 trunk using the Nailed call delivery mode can be transferred (consultative) to a Mobile Agent via an H.323 Gateway using the Call by Call delivery mode.	PSTN->H.323 Gateway->Unified CallManager->Unified ICM->Unified CallManager->H.323 Trunk->Agent A->Unified CallManager->H.323 Gateway->Agent B	Passed	
OXI51.MAC.046	Transfer	Consult Transfer of Unified CallManager Post-Routed Call to PSTN Nailed Mobile Agent to another PSTN Nailed Mobile Agent using SIP Gateways	Verifies that a Unified CallManager Post-Routed inbound call routed to the PSTN via a SIP Gateway and a Mobile Agent using the Nailed call delivery mode can be transferred (consultative) to another Mobile Agent via a SIP Gateway using the Nailed call delivery mode.	PSTN->SIP Gateway->Unified CallManager->Unified ICM->Unified CallManager->SIP Gateway->Agent A->SIP Gateway->Unified CallManager->SIP Gateway->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OXI51.MAC.050	Conference	Ad hoc Conference of Unified CallManager Post-Routed Call to PSTN Call by Call Mobile Agent using H.323 Gateways with Nailed Non-controlled Unified SCCP IP Phone	Verifies that a Unified CallManager Post-Routed inbound call routed to the PSTN and a Mobile Agent via H.323 Gateways using the Call by Call delivery mode can be conferenced (ad hoc) with a non-controlled Unified SCCP IP Phone using the Nailed call delivery mode.	PSTN->H.323 Gateway->Unified CallManager->Unified ICM->Unified CallManager->H.323 Gateway->Agent A->H.323 Gateway->Unified CallManager->Agent B	Passed	
OXI51.MAC.053	Conference	Ad hoc Conference of Unified CallManager Post-Routed Call to PSTN Call by Call Mobile Agent using MGCP and SIP Gateways with Call by Call Non-controlled Unified SIP IP Phone via H.323 Trunk	Verifies that a Unified CallManager Post-Routed inbound call routed to the PSTN via an MGCP Gateway and a Mobile Agent via a SIP Gateway using the Call by Call delivery mode can be conferenced (ad hoc) with a non-controlled Unified SIP IP Phone via an H.323 trunk using the Call by Call delivery mode.	PSTN->MGCP Gateway->Unified CallManager->Unified ICM->Unified CallManager->SIP Gateway->Agent A->SIP Gateway->Unified CallManager->H.323 Trunk->Unified CallManager->Agent B	Passed	
OXI51.MAC.058	Conference	Ad hoc Conference of Unified CallManager Post-Routed Call using H.323 Gateway to Nailed Non-controlled Unified SIP IP Phone in Different Unified CallManager Cluster via H.323 Trunk with PSTN Call by Call Mobile Agent using H.323 Gateway	Verifies that a Unified CallManager Post-Routed inbound call via an H.323 Gateway routed to a non-controlled Unified SIP IP Phone in a different Unified CallManager cluster via an H.323 trunk using the Nailed call delivery mode can be conferenced (ad hoc) with a Mobile Agent via an H.323 Gateway using the Call by Call delivery mode.	PSTN->H.323 Gateway->Unified CallManager->Unified ICM->Unified CallManager->H.323 Trunk->Agent A->H.323 Gateway->Unified CallManager->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OXI51.MAC.060	Conference	Ad hoc Conference of Unified CallManager Post-Routed Call using MGCP Gateway to Nailed Non-controlled Unified SIP IP Phone in Different Unified CallManager Cluster via SIP Trunk with SIP Agent via SIP Trunk	Verifies that a Unified CallManager Post-Routed inbound call routed via an MGCP Gateway to a non-controlled Unified SIP IP Phone in a different Unified CallManager cluster via a SIP trunk using the Call by Call delivery mode can be conferenced (ad hoc) with a controlled SIP phone via a SIP trunk.	PSTN->MGCP Gateway->Unified CallManager->Unified ICM->Unified CallManager->SIP Trunk->Agent A->SIP Trunk->Unified CallManager->Agent B	Passed	
OXI51.MAP.002	Basic Call Flow	Unified CVP Post-Routed Call Queued then Redirected to PSTN Nailed Mobile Agent using H.323 Gateways	Verifies that a Unified CVP Post-Routed inbound call is queued and then routed to the PSTN and a Mobile Agent via H.323 Gateways using the Nailed call delivery mode.	PSTN->H.323 Gateway->VXML Gateway->Unified CallManager->H.323 Gateway->Agent A	Passed	
OXI51.MAP.004	Basic Call Flow	Unified CVP Post-Routed Call Queued then Redirected to PSTN Call by Call Mobile Agent using H.323 Gateways	Verifies that a Unified CVP Post-Routed inbound call is queued and then routed to the PSTN and a Mobile Agent via H.323 Gateways using the Call by Call delivery mode.	PSTN->H.323 Gateway->VXML Gateway->Unified CallManager->H.323 Gateway->Agent A	Passed	
OXI51.MAP.006	Basic Call Flow	Unified CVP Post-Routed Call Queued then Redirected to PSTN Nailed Mobile Agent using H.323 Gateways with Non-controlled Unified SIP IP Phone	Verifies that a Unified CVP Post-Routed inbound call is queued and then redirected via an H.323 Gateway to a Mobile Agent with a non-controlled SIP IP Phone using the Nailed call delivery mode.	PSTN->H.323 Gateway->VXML Gateway->Unified CallManager->Agent A	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OXI51.MAP.008	Basic Call Flow	Unified CVP Post-Routed Call Queued then Redirected to PSTN Call by Call Mobile Agent using H.323 Gateways with Non-controlled Unified SIP IP Phone	Verifies that a Unified CVP Post-Routed inbound call is queued and then redirected via an H.323 Gateway to a Mobile Agent with a non-controlled Unified SIP IP Phone using the Call by Call delivery mode.	PSTN->H.323 Gateway->VXML Gateway->Unified CallManager->Agent A	Failed	
OXI51.MAP.009	Basic Call Flow	Unified CVP Post-Routed Call using H.323 Gateways to PSTN Nailed Mobile Agent in Different CallManager Cluster via H.323 Trunk with Non-controlled Unified SIP IP Phone	Verifies that a Unified CVP Post-Routed inbound call is routed via an H.323 Gateway to a Mobile Agent in a different Unified CallManager cluster with a non-controlled Unified SIP IP Phone via an H.323 trunk using the Nailed call delivery mode.	PSTN->H.323 Gateway->Unified CallManager->H.323 Trunk->Unified CallManager->Agent A	Passed	
OXI51.MAP.010	Basic Call Flow	Unified CVP Post-Routed Call using H.323 Gateways to PSTN Nailed Mobile Agent in Different CallManager Cluster via SIP Trunk with Non-controlled Unified SIP IP Phone	Verifies that a Unified CVP Post-Routed inbound call is routed to a Mobile Agent via an H.323 Gateway in a different Unified CallManager cluster with a non-controlled SIP IP phone via a SIP trunk using the Nailed call delivery mode.	PSTN->H.323 Gateway->Unified CallManager->SIP Trunk->Unified CallManager->Agent A	Passed	
OXI51.MAP.011	Basic Call Flow	Unified CVP Post-Routed Call to PSTN Nailed Mobile Agent using H.323 Gateways on Hold By Agent	Verifies that a Unified CVP Post-Routed inbound call routed to the PSTN and a Mobile Agent via H.323 Gateways using the Nailed call delivery mode can be put on hold by the agent.	PSTN->H.323 Gateway->Unified CallManager->H.323 Gateway->Agent A	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OXI51.MAP.012	Basic Call Flow	Unified CVP Post-Routed Call using H.323 Gateways to PSTN Nailed Mobile Agent in Different CallManager Cluster with Non-controlled Unified SIP IP Phone via H.323 Trunk on Hold by Agent	Verifies that a Unified CVP Post-Routed inbound call routed via an H.323 Gateway to a Mobile Agent with a non-controlled Unified SIP IP Phone in a different Unified CallManager cluster via an H.323 trunk using the Nailed call delivery mode can be put on hold by the agent.	PSTN->H.323 Gateway->Unified CallManager->H.323 Trunk->Unified CallManager->Agent A	Passed	
OXI51.MAP.013	Transfer	Blind Transfer of Unified CVP Post-Routed Call to PSTN Nailed Mobile Agent using H.323 Gateways to SCCP Agent	Verifies that a Unified CVP Post-Routed inbound call routed to the PSTN and a Mobile Agent via H.323 Gateways using the Nailed call delivery mode can be transferred (blind) to an SCCP Agent.	PSTN->H.323 Gateway->Unified CallManager->Unified ICM->Unified CallManager->H.323 Gateway->Agent A	Passed	
OXI51.MAP.016	Transfer	Blind Transfer of Unified CVP Post-Routed Call to PSTN Call by Call Mobile Agent with Non-controlled Unified SIP IP Phone using H.323 Gateways to SCCP Agent	Verifies that a Unified CVP Post-Routed inbound call routed to a non-controlled Unified SIP IP Phone and a Mobile Agent via H.323 Gateways using the Call by Call delivery mode can be transferred (blind) to an SCCP Agent.	PSTN->H.323 Gateway->Unified CallManager->Unified ICM->Unified CallManager->H.323 Gateway->Agent A	Passed	
OXI51.MAP.018	Transfer	Consult Transfer of Unified CVP Post-Routed Call to PSTN Call by Call Mobile Agent using H.323 Gateways to SCCP Agent	Verifies that a Unified CVP Post-Routed inbound call routed to the PSTN and a Mobile Agent via an H.323 Gateway using the Call by Call delivery mode can be transferred (consultative) to an SCCP Agent.	PSTN->H.323 Gateway->Unified CallManager->Unified ICM->Unified CallManager->H.323 Gateway->Agent A	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OXI51.MAP.020	Transfer	Consult Transfer of Unified CVP Post-Routed Call to PSTN Call by Call Mobile Agent with Non-controlled Unified SIP IP Phone using H.323 Gateways to SCCP Agent	Verifies that a Unified CVP Post-Routed inbound call routed to a non-controlled Unified SIP IP Phone and a Mobile Agent via H.323 Gateways using the Call by Call delivery mode can be transferred (consultative) to an SCCP Agent.	PSTN->H.323 Gateway->Unified CallManager->Unified ICM->Unified CallManager->H.323 Gateway->Agent A	Passed	
OXI51.MAP.021	Conference	Ad hoc Conference of Unified CVP Post-Routed Call to PSTN Nailed Mobile Agent using H.323 Gateways to SCCP Agent	Verifies that a Unified CVP Post-Routed inbound call routed to the PSTN and a Mobile Agent via H.323 Gateways using the Nailed call delivery mode can be conferenced (ad hoc) to an SCCP Agent.	PSTN->H.323 Gateway->Unified CallManager->Unified ICM->Unified CallManager->H.323 Gateway->Agent A	Passed	
OXI51.MAP.023	Conference	Ad hoc Conference of Unified CVP Post-Routed Call to PSTN Nailed Mobile Agent with Non-controlled Unified SIP IP Phone using H.323 Gateways to SCCP Agent	Verifies that a Unified CVP Post-Routed inbound call routed to a non-controlled Unified SIP IP Phone and a Mobile Agent via H.323 Gateways using the Nailed call delivery mode can be conferenced (ad hoc) to an SCCP Agent.	PSTN->H.323 Gateway->Unified CallManager->Unified ICM->Unified CallManager->H.323 Gateway->Agent A	Passed	
OXI51.OOD.002	Outbound Calls	Unified OUTD Call to PSTN Nailed Mobile Agent using PREDICTIVE Mode and H.323 Gateways	Verifies that a Unified OUTD call is routed to the PSTN via an H.323 Gateway and then to a Mobile Agent using the Nailed call delivery mode and PREDICTIVE dialing mode.	DialerPort1->Unified ICM DialerPort1->Unified CallManager->Agent DialerPort2->Unified CallManager->Gateway->PSTN DialerPort2->Transfer->Unified CallManager->Agent A	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OXI51.OOD.004	Outbound Calls	Unified OUTD Call to PSTN Nailed Mobile Agent using H.323 Gateways and Non-controlled SCCP IP Phone in Different Unified CallManager Cluster across H.323 Inter-Cluster Trunk	Verifies that a Unified OUTD call is routed to the PSTN via an H.323 Gateway and then to a Mobile Agent with a non-controlled IP phone in a different Unified CallManager cluster across an H.323 inter-cluster trunk using the Nailed call delivery mode.	DialerPort1->Unified ICM DialerPort1->Unified CallManager->Agent DialerPort2->Unified CallManager->Gateway->PSTN DialerPort2->Transfer->Unified CallManager->Agent A	Passed	
OXI51.OOD.006	Outbound Calls	Unified OUTD Call to Busy Number to PSTN Nailed Mobile Agent using H.323 Gateways	Verifies that a Unified OUTD call is routed to a busy PSTN number via an H.323 Gateway and then to a Mobile Agent using the Nailed call delivery mode.	DialerPort1->Unified ICM DialerPort1->Unified CallManager->Agent DialerPort2->Unified CallManager->Gateway->PSTN	Passed	
OXI51.OOD.007	Outbound Calls	Unified OUTD call to No Answer Number to PSTN Call by Call Mobile Agent using H.323 Gateways	Verifies that a Unified OUTD call is routed to a No Answer PSTN number via an H.323 Gateway and then to a Mobile Agent using the Call by Call delivery mode.	DialerPort1->Unified ICM DialerPort1->Unified CallManager->Agent DialerPort2->Unified CallManager->Gateway->PSTN DialerPort2->Transfer->Unified CallManager->Agent A	Passed	
OXI51.OOD.009	Outbound Calls	Unified OUTD call to Answering Machine to PSTN Nailed Mobile Agent using H.323 Gateways and Non-controlled Unified SCCP IP Phone	Verifies that a Unified OUTD call routed to the PSTN via an H.323 Gateway and then to a Mobile Agent with a non-controlled SCCP IP phone using the Nailed call delivery mode is answered by an answering machine.	DialerPort1->Unified ICM DialerPort1->Unified CallManager->Agent DialerPort2->Unified CallManager->Gateway->PSTN DialerPort2->Transfer->Unified CallManager->Agent A	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OX151.OOD.016	Outbound Calls	Unified OUTD Call to PSTN Nailed Mobile Agent using MGCP Gateways	Verifies that an Unified OUTD call is routed to the PSTN via an MGCP Gateway and then to a Mobile Agent using the Nailed call delivery mode.	DialerPort1->Unified ICM DialerPort1->Unified CallManager->Agent DialerPort2->Unified CallManager->Gateway->PSTN DialerPort2->Transfer->Unified CallManager->Agent A	Passed	
OX151.OOD.018	Outbound Calls	Unified OUTD Call to PSTN Nailed Mobile Agent using MGCP Gateways and Non-controlled Unified SIP IP Phone	Verifies that a Unified OUTD call is routed to the PSTN via an MGCP Gateway and then to a Mobile Agent with a non-controlled SIP IP phone using the Nailed call delivery mode.	DialerPort1->Unified ICM DialerPort1->Unified CallManager->Agent DialerPort2->Unified CallManager->Gateway->PSTN DialerPort2->Transfer->Unified CallManager->Agent A	Passed	
OX151.OOD.021	Outbound Calls	Unified OUTD Call to Busy Number to PSTN Nailed Mobile Agent using MGCP Gateways	Verifies that a Unified OUTD call is routed to a busy PSTN number via an MGCP Gateway and then to a Mobile Agent using the Nailed call delivery mode.	DialerPort1->Unified ICM DialerPort1->Unified CallManager->Agent DialerPort2->Unified CallManager->Gateway->PSTN	Passed	
OX151.OOD.023	Outbound Calls	Unified OUTD Call to Answering Machine to PSTN Nailed Mobile Agent using MGCP Gateways with Non-controlled SCCP IP Phone	Verifies that a Unified OUTD call routed to the PSTN via an MGCP Gateway and then to a Mobile Agent using the Nailed call delivery mode and a non-controlled SCCP IP phone can be answered by an answering machine.	DialerPort1->Unified ICM DialerPort1->Unified CallManager->Agent DialerPort2->Unified CallManager->Gateway->PSTN DialerPort2->Transfer->Unified CallManager->Agent A	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OX151.OOD.025	Outbound Calls	Personal Callback to PSTN Nailed Mobile Agent using MGCP Gateways	Verifies that 1) a Mobile Agent using the Nailed call delivery mode can schedule a personal callback to a specific customer and 2) when the agent is reserved during a running agent-based campaign, the customer receives a callback from the same agent that initiated the contact.	DialerPort1->Unified ICM DialerPort1->Unified CallManager->Agent DialerPort2->Unified CallManager->Gateway->PSTN DialerPort2->Transfer->Unified CallManager->Agent A	Passed	