

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.SFT.001	Automated Speech Recognition	Consult Transfer of Unified CVP Post-Routed Call via H.323 Gateway by Cisco IP Communicator Agent to another IP Communicator Agent via Gatekeeper-controlled H.225 Trunk	Verifies that a Cisco IP Communicator Agent can transfer (consult) a Unified CVP Post-Routed Call via an H.323 Gateway to another IP Communicator Agent via a Gatekeeper-controlled H.225 trunk.		Passed	
OHI60.SFT.006	Automated Speech Recognition	Consult Transfer of Unified CVP Post-Routed Call via H.323 Gateway by one IP Communicator Agent to another IP Communicator Agent and then to an agent using SCCP Unified IP Phone via H.323 Trunk	Verifies that a Cisco IP Communicator Agent 1 can transfer (consult) transfer a Unified CVP Post-Routed Call via an H.323 SIP Gateway to a SCCP Agent via Gatekeeper-controlled H.225 trunk.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.CTI.100	Dynamic Reskilling	PSTN Call to Cisco Unified Communications Manager Post-Routed Agent After Agent Reskilling	Verifies that dynamic reskilling of agent does not have an impact on the delivery of a call to an agent when the Longest Available Agent (LAA) node is used in a Unified Contact Center Enterprise (Unified CCE) script.	PSTN->Gateway->Unified CVP->Unified ICM->Unified CM->Agent A	Failed	CSCsk69914

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DAY61.FRR.100	Reporting	Cisco Unified Communications Manager PIM Failover Impact on Real-time Data	Verifies that the real-time date in the supervisor desktop and WebView reporting remains accurate during a Unified Communications Manager PIM failover.		Passed	
OHI60.FRR.002	Failover and Redundancy	Unified CVP Post-Routed Call Flow, Private Media Routing Peripheral Gateway (MR PG) Clustering over the WAN (CoW) Connection Failover	Verifies that Unified CVP Post-Routed call flows continue to function properly after the private MR PG CoW connection fails.		Passed	
OHI60.FRR.003	Failover and Redundancy	Unified CVP Post-Routed Call Flow, Unified ICM Rogger Failover and Recovery	Verifies that Unified CVP Post-Routed call flows continue to function properly after the Unified ICM Rogger failover and recovery occurs.		Passed	
OHI60.FRR.004	Failover and Redundancy	Unified CVP Post-Routed Call Flow, Cisco Unified Communications Manager Subsequent Node Failover	Verifies that Unified CVP Post-Routed call flows continue to function properly after the Unified Communications Manager subsequent node failover and recovery occurs.		Passed	
OHI60.FRR.005	Failover and Redundancy	Unified CVP Post-Routed Call Flow, CTI Manager Failover	Verifies that Unified CVP Post-Routed call flows continue to function properly after CTI Manager failover and recovery occurs.		Passed	
OHI60.FRR.006	Failover and Redundancy	Unified CVP Post-Routed Call Flow, Unified CVP VoiceXML Server Connection is Broken and Restored	Verifies that Unified CVP Post-Routed call flows continue to function properly after Unified CVP VoiceXML Server connection is broken and restored.		Passed	

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OHI60.FRR.007	Failover and Redundancy	Unified CVP Post-Routed Call Flow, Unified CVP Call Server Connection is Broken and Restored	Verifies that Unified CVP Post-Routed call flows continue to function properly after Unified CVP Call Server connection is broken and restored.		Passed	
OHI60.FRR.009	Failover and Redundancy	Unified CVP Post-Routed Call Flow, Cisco Unified Presence Connection Failover and Recovery	Verifies that Unified CVP Post-Routed call flows continue to function properly after Unified Presence SIP Proxy Server connection failover and recovery occurs.		Passed	
OHI60.FRR.010	Failover and Redundancy	Unified CVP Post-Routed Call Flow, Voice Response Unit (VRU) Failover	Verifies that Unified CVP Post-Routed call flows continue to function properly after VRU failover and recovery occurs.		Passed	
OHI60.FRR.012	Failover and Redundancy	Unified CVP Post-Routed Call Flow, Cisco Unified Communications Manager Peripheral Gateway (PG) Failover and Recovery	Verifies that Unified CVP Post-Routed call flows continue to function properly after Cisco Unified Communications Manager PG failover and recovery occurs.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.IUP.001	Installation and Upgrade	Unified Communications Manager Post-Routed Functional Test Bed: Upgrade WAN Core Routers, Switches and Gateways to Unified Communications System Release 6.1(1)	Verifies the upgrade of IOS and CATOS software on routers, switches and gateways from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.002	Installation and Upgrade	Unified Communications Manager Post-Routed Functional Test Bed: Upgrade Unified ICM components (Roggers, RTAW/HDS, PGs and Unified Outbound Dialers) to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Unified ICM components from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.003	Installation and Upgrade	Unified Communications Manager Post-Routed Functional Test Bed: Upgrade CAD Server, Agent and Supervisor Upgrade to Unified Communications System Release 6.1(1)	Verifies the upgrade of the CAD server and desktop software from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.IUP.004	Installation and Upgrade	Unified Communications Manager Post-Routed Functional Test Bed: Upgrade CTI OS Server, Agents and Supervisor Upgrade to Unified Communications System Release 6.1(1)	Verifies the upgrade of the CTI OS server and desktop software from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.005	Installation and Upgrade	Unified Communications Manager Post-Routed Functional Test Bed: Upgrade Unified Communications Manager Cluster to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Unified Communications Manager cluster from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.006	Installation and Upgrade	Unified Communications Manager Post-Routed Functional Test Bed: Upgrade Customer Response Solutions (Unified IP IVR) to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Unified IP IVR system from Unified Communications System Release 6.0(1) to Unified Communication System Release 6.1(1).		Passed	

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DAY61.IUP.008	Installation and Upgrade	Parent/Child Functional Test Bed: Upgrade Unified System Contact Center (Unified SCC) to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Unified SCC from Unified Communications System Release 6.0(1) to Unified Communication System Release 6.1(1).		Passed	
DAY61.IUP.009	Installation and Upgrade	Parent/Child Functional Test Bed: Upgrade Parent Unified ICM System Upgrade to Unified Communications System Release 6.1(1)	Verifies the upgrade of the parent Unified ICM system from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.010	Installation and Upgrade	Parent/Child Functional Test Bed: Upgrade Unified Contact Center Gateway Enterprise (Unified CCGE) to Unified Communications System Release 6.1(1)	Verifies the upgrade of Unified CCGE from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.011	Installation and Upgrade	Parent/Child Functional Test Bed: Upgrade VXML Gateways IOS Software to Unified Communications System Release 6.1(1)	Verifies the upgrade of the IOS software on the VXML gateways from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	

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DAY61.IUP.012	Installation and Upgrade	Parent/Child Functional Test Bed: Upgrade Unified CVP Call Server to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Unified CVP Call Server and Voice Browser from Unified Communications System Release 6.0(1) to Unified Communication System Release 6.1(1).		Passed	
DAY61.IUP.013	Installation and Upgrade	Unified CVP Post-Routed Load Test Bed: Upgrade WAN Core Routers, Switches and Gateways to (i.e. 7200, 3570, 38xx, 37xx, 650x) to Unified Communications System Release 6.1(1)	Verifies the upgrade of IOS and CAT OS software on routers, switches and gateways from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.014	Installation and Upgrade	Unified CVP Post-Routed Load Test Bed: Upgrade Unified ICM Components (Roggers, RTAW/HDS, PGs and Unified Outbound Dialers) to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Unified ICM Components from Unified Communications System Release 6.0(1) to Unified Communication System Release 6.1(1).		Passed	

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DAY61.IUP.015	Installation and Upgrade	Unified CVP Post-Routed Load Test Bed: Upgrade CAD Server, Agents, and Supervisor to Unified Communications System Release 6.1(1)	Verifies the upgrade of the CAD server and desktop software from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.016	Installation and Upgrade	Unified CVP Post-Routed Load Test Bed: Upgrade CTI OS Server, Agents and Supervisor to Unified Communications System Release 6.1(1)	Verifies the upgrade of the CTI OS Server and Desktop software from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.017	Installation and Upgrade	Unified CVP Post-Routed Load Test Bed: Upgrade Unified Communications Manager Cluster to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Unified Communications Manager cluster from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.018	Installation and Upgrade	Unified CVP Post-Routed Load Test Bed: Upgrade Cisco Unified Presence (SIP Proxy Feature) to Unified Communications System Release 6.1(1)	Verifies the upgrade of Unified Presence and the SIP Proxy feature from Unified Communications System Release 6.0(1) to Unified Communication System Release 6.1(1).		Failed	CSCsk85285

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DAY61.IUP.019	Installation and Upgrade	Unified CVP Post-Routed Load Test Bed: Upgrade Firewall Services Module to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Firewall Services Module software from Unified Communications System Release 6.0(1) to Unified Communication System Release 6.1(1).		Passed	
DAY61.IUP.020	Installation and Upgrade	Unified CVP Post-Routed Load Test Bed: Upgrade Adaptive Security Appliance 5540 to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Adaptive Security Appliance 5540 software to Unified Communication System Release 6.1(1).		Passed	
DAY61.IUP.021	Installation and Upgrade	Unified CVP Post-Routed Load Test Bed: One-hour Load Test after Upgrading Unified Communications Manager Cluster, Firewall Services Module	Verifies the component upgrades by running heavy traffic load for an hour.		Passed	

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DAY61.IUP.022	Installation and Upgrade	Unified Communications Manager Post-Routed Load Test Bed: Upgrade IOS and CATOS Software on WAN Core Routers, Switches and Gateways to Unified Communications System Release 6.1(1)	Verifies the upgrade of IOS and CATOS software on routers, switches and gateways from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.023	Installation and Upgrade	Unified Communications Manager Post-Routed Load Test Bed: Upgrade IOS Software on MGCP, CMM, SIP, and H.323 Gateways to Unified Communications System Release 6.1(1)	Verifies the upgrade of the IOS software on MGCP, CMM, SIP, and H.323 gateways from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.024	Installation and Upgrade	Unified Communications Manager Post-Routed Load Test Bed: Upgrade IOS Software on H.323 Gatekeeper to Unified Communications System Release 6.1(1)	Verifies the upgrade of the IOS software on the H.323 Gatekeeper from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	

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DAY61.IUP.025	Installation and Upgrade	Unified Communications Manager Post-Routed Load Test Bed: Upgrade Unified ICM Rogger to Unified Communications System Release 6.1(1)	Verifies the upgrade of Unified ICM Rogger from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.026	Installation and Upgrade	Unified Communications Manager Post-Routed Load Test Bed: Upgrade Unified ICM Real-Time Administration Workstation/Historical Database Server to Unified Communications System Release 6.1(1).	Verifies the upgrade of Unified ICM RTAW/HDS from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.027	Installation and Upgrade	Unified Communications Manager Post-Routed Load Test Bed: Upgrade Unified Communications Manager PG, VRU PG and MR PG to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Unified ICM Peripheral Gateways from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	

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DAY61.IUP.028	Installation and Upgrade	Unified Communications Manager Post-Routed Load Test Bed: Upgrade Cisco Unified Outbound Dialer (Unified OUTD) to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Unified OUTD software from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.029	Installation and Upgrade	Unified Communications Manager Post-Routed Load Test Bed: Upgrade Agent Server and Desktop (CAD & CTI OS) to Unified Communications System Release 6.1(1)	Verifies the upgrade of the CAD and CTI OS server and desktop software from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.030	Installation and Upgrade	Unified Communications Manager Post-Routed Load Test Bed: Upgrade Unified Communications Manager Cluster to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Unified Communications Manager cluster from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	

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DAY61.IUP.031	Installation and Upgrade	Unified Communications Manager Post-Routed Load Test Bed: Upgrade Customer Response Solutions (Unified IP IVR) to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Unified IP IVR system from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.032	Installation and Upgrade	Unified Communications Manager Post-Routed Load Test Bed: One-hour Load Test of Unified Communications Manager Cluster, CRS, Unified ICM and Other Components	Verifies the component upgrades by running heavy traffic load for an hour.		Passed	
DAY61.IUP.033	Installation and Upgrade	Parent/Child Load Test Bed: Upgrade IOS Software on VXML Gateways to Unified Communications System Release 6.1(1)	Verifies the upgrade of IOS software on VXML Gateways from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	

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DAY61.IUP.034	Installation and Upgrade	Parent/Child Load Test Bed: Upgrade Unified CVP Call Server and Voice Browser to Unified Communications System Release 6.1(1)	Verifies the upgrade of Unified CVP Call Server and Voice Browser from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.035	Installation and Upgrade	Parent/Child Load Test Bed: Upgrade Cisco Unified System Contact Center (Unified SCC) Child System to Unified Communications System Release 6.1(1)	Verifies the upgrade of Unified SCC child system from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.036	Installation and Upgrade	Parent/Child Load Test Bed: Upgrade Parent Unified ICM System to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Parent Unified ICM system from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.037	Installation and Upgrade	Parent/Child Load Test Bed: One-hour Load Test of Parent/Child System	Verifies the upgrades of parent/child system components by running heavy traffic for an hour.		Passed	

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DAY61.IUP.038	Installation and Upgrade	Unified CVP Post-Routed Functional Test Bed: Upgrade WAN Core Routers, Switches and Gateways to Unified Communications System Release 6.1(1)	Verifies the upgrade of IOS and CATOS software on routers, switches and gateways from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.0(1).		Passed	
DAY61.IUP.039	Installation and Upgrade	Unified CVP Post-Routed Functional Test Bed: Upgrade VXML, MGCP, and SIP Gateways IOS Software to Unified Communications System Release 6.1(1)	Verifies the upgrade of the IOS software on the Gateways from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.040	Installation and Upgrade	Unified CVP Post-Routed Functional Test Bed: Upgrade H.323 Gatekeeper to Unified Communications System Release 6.1(1)	Verifies the upgrade of the IOS software on the H.323 Gatekeeper Router from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.041	Installation and Upgrade	Unified CVP Post-Routed Functional Test Bed: Upgrade Unified ICM Rogger to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Unified ICM Rogger from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	

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DAY61.IUP.042	Installation and Upgrade	Unified CVP Post-Routed Functional Test Bed: Upgrade Unified ICM Real-Time Administration Workstation/Historical Database Server (RTAW/HDS) to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Unified ICM RTAW/HDS from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.043	Installation and Upgrade	Unified CVP Post-Routed Functional Test Bed: Upgrade Unified ICM System, Unified Communications Manager VRU, MR PG to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Unified ICM Peripheral Gateways from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.045	Installation and Upgrade	Unified CVP Post-Routed Functional Test Bed: Upgrade Unified Outbound Dialer (Unified OUTD) to Unified Communications System Release 6.1(1)	Verifies the upgrade of Unified OUTD from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	

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DAY61.IUP.046	Installation and Upgrade	Unified CVP Post-Routed Functional Test Bed: Upgrade Unified Communications System Release Agent Server and Desktop (CAD & CTI OS) to Unified Communications 6.1(1) Release	Verifies the upgrade of the CTI OS and CAD Server and desktop software from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.047	Installation and Upgrade	Unified CVP Post-Routed Functional Test Bed: Upgrade Unified Communications Manager Cluster to Unified Communications System Release 6.1(1)	Verifies the upgrade of Unified Communications Manager cluster from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.048	Installation and Upgrade	Unified CVP Post-Routed Functional Test Bed: Upgrade Unified CVP Call Server and Voice Browser to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Unified CVP Call Server and Voice Browser from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Dropped	

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DAY61.IUP.049	Installation and Upgrade	Unified CVP Post-Routed Functional Test Bed: Upgrade Unified Presence to Unified Communications System Release 6.1(1)	Verifies the upgrade of Unified Presence from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
OHI60.IUP.007	Installation and Upgrade	Unified Communications Manager Post-Routed Functional Test Bed: Upgrade IPC System Release 4.4 Cisco Unified System Contact Center Gateway (Unified SCCG) System Peripheral Gateway to Unified Communications System Release 6.0(1)	Verifies the upgrade of the Unified SCCG System Peripheral Gateway software from IPC System Release 4.4 to Unified Communication System Release 6.0(1).		Passed	
OHI60.IUP.059	Installation and Upgrade	One-hour Load Test after Upgrading WAN Routers, IOS Gateways, and Gatekeepers	Verifies multi-stage upgrades by running heavy traffic load for one hour.		Passed	
OHI60.IUP.062	Installation and Upgrade	One-hour Load Test after Upgrading Unified ICM and Unified ICM RTAW/HDS	Verifies multi-stage upgrades by running heavy traffic load for one hour.		Passed	
OHI60.IUP.069	Installation and Upgrade	One-hour Load Test after Upgrading PGs and CAD/CTI OS Server Software	Verifies multi-stage upgrades by running heavy traffic load for one hour.		Passed	

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DAY61.INT.001	Basic Call Flow	Unified Communications Manager 5.1(1) Post-Routed Call via MGCP Gateway to Unified Communications Manager 6.1(1a) SIP Agent Across SIP Trunk	Verifies that a Unified Communications Manager 5.1(1) Post-Routed call flow is successfully delivered via an MGCP Gateway to a Unified Communications Manager 6.1(1a) SIP Agent across a SIP trunk.	Stage 1: PSTN->Gateway->Unified Communications Manager 5.1(1)->Unified ICM, Stage 2: Unified ICM->Unified Communications Manager 5.1(1)->SIP Trunk->Unified Communications Manager 6.1(1a)->Agent	Passed	
DAY61.INT.002	Basic Call Flow	Unified Communications Manager 5.1(1) Post-Routed Call via MGCP Gateway to Unified Communications Manager 6.1(1a) SCCP Agent Across H.225 Gatekeeper-Controlled Trunk	Verifies that a Unified Communications Manager 5.1(1) Post-Routed call flow is successfully delivered via an MGCP Gateway to a Unified Communications Manager 6.1(1a) SCCP Agent across a H.225 Gatekeeper Controlled trunk.	Stage 1: PSTN->Gateway->Unified Communications Manager 5.1(1)->Unified ICM, Stage 2: Unified ICM->Unified Communications Manager 5.1(1)->H.225 Gatekeeper-Controlled Trunk->Unified CM 6.1(1a)->Agent	Passed	
DAY61.INT.003	Basic Call Flow	Unified Communications Manager 5.1(1) Post-Routed Call via MGCP Gateway to Unified Communications Manager 6.1(1a) SCCP Agent Across SIP Trunk	Verifies that a Unified Communications Manager 5.1(1) Post-Routed call flow is successfully delivered via an MGCP Gateway to a Unified Communications Manager 6.1(1a) SCCP Agent across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CM 5.1(1)->Unified ICM, Stage 2: Unified ICM->Unified CM 5.1(1)(1)->SIP Trunk->Unified CM 6.1(1a)->Agent	Passed	

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DAY61.INT.004	Basic Call Flow	Unified Communications Manager 6.1(1a) Post-Routed Call via MGCP Gateway to Unified Communications Manager 5.1(1) SCCP Agent Across H.225 Trunk	Verifies that a Unified Communications Manager 6.1(1a) Post-Routed call flow is successfully delivered via an MGCP Gateway to a Unified Communications Manager 5.1(1) SCCP Agent across an H.225 Gatekeeper-Controlled trunk.	Stage 1: PSTN->Gateway->Unified CM 5.1(1)->Unified ICM, Stage 2: Unified ICM->Unified CM 5.1(1)->H.225 Gatekeeper-Controlled Trunk->Unified CM 6.1(1a)->Agent	Passed	
DAY61.INT.005	Basic Call Flow	Unified Communications Manager 6.1(1a) Post-Routed Call via MGCP Gateway to Unified Communications Manager 5.1(1) SCCP Agent Across SIP Trunk	Verifies that a Unified Communications Manager 6.1(1a) Post-Routed call flow is successfully delivered via an MGCP Gateway to a Unified Communications Manager 5.1(1) SCCP Agent across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CM 6.1(1a)->Unified ICM, Stage 2: Unified ICM->Unified CM 5.1(1)->SIP Trunk->Unified CM 5.1(1)->Agent	Passed	
DAY61.INT.006	Basic Call Flow	Unified Communications Manager 5.1(1) Post-Routed Call via H.323 Gateway to Unified Communications Manager 6.1(1a) SIP Agent Across H.225 Gatekeeper-Controlled Trunk	Verifies that a Unified Communications Manager 5.1(1) Post-Routed call flow is successfully delivered via an H.323 Gateway to a Unified Communications Manager 6.1(1a) SIP Agent across an H.225 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CM 5.1(1)->Unified ICM, Stage 2: Unified ICM->Unified CM 6.1(1a)->H.225 Gatekeeper-Controlled Trunk->Unified CM 6.1(1a)->Agent	Passed	

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DAY61.INT.007	Basic Call Flow	Unified Communications Manager 5.1(1) Post-Routed Call via H.323 Gateway to Unified Communications Manager 6.1(1a) SIP Agent Across SIP Trunk	Verifies that a Unified Communications Manager 5.1(1) Post-Routed call flow is successfully delivered via an H.323 Gateway to a Unified Communications Manager 6.1(1a) SIP Agent across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CM 5.1(1)->Unified ICM, Stage 2: Unified ICM->Unified CM 6.1(1a)->SIP Trunk->Unified CM 6.1(1a)->Agent	Passed	
DAY61.INT.008	Basic Call Flow	Unified Communications Manager 5.1(1) Post-Routed Call via H.323 Gateway to Unified Communications Manager 6.1(1a) SCCP Agent Across SIP Trunk	Verifies that a Unified Communications Manager 5.1(1) Post-Routed call flow is successfully delivered via an H.323 Gateway to a Unified Communications Manager 6.1(1a) SCCP Agent across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CM 5.1(1)->Unified ICM, Stage 2: Unified ICM->Unified CM 6.1(1a)->SIP Trunk->Unified CM 6.1(1a)->Agent	Passed	
DAY61.INT.009	Basic Call Flow	Unified Communications Manager 6.1(1a) Post-Routed Call via H.323 Gateway to Unified Communications Manager 5.1(1) SCCP Agent Across H.225 Gatekeeper-Controlled Trunk	Verifies that a Unified Communications Manager 6.1(1a) Post-Routed call flow is successfully delivered via an H.323 Gateway to a Unified Communications Manager 5.1(1) SCCP Agent across an H.225 Gatekeeper-Controlled trunk.	Stage 1: PSTN->Gateway->Unified CM 6.1(1a)->Unified ICM, Stage 2: Unified ICM->Unified CM 5.1(1)->H.225 Gatekeeper-Controlled Trunk->Unified CM 5.1(1)->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.INT.010	Basic Call Flow	Unified Communications Manager 6.1(1a) Post-Routed Call via H.323 Gateway to Unified Communications Manager 5.1(1) SCCP Agent Across SIP Trunk	Verifies that a Unified Communications Manager 6.1(1a) Post-Routed call flow is successfully delivered via an H.323 Gateway to a Unified Communications Manager 5.1(1) SCCP Agent across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CM 6.1(1a)->Unified ICM, Stage 2: Unified ICM->Unified CM 5.1(1)->SIP Trunk->Unified CM 5.1(1)->Agent	Passed	
DAY61.INT.011	Basic Call Flow	Unified Communications Manager 6.1(1a) Post-Routed Call via SIP Gateway to Unified Communications Manager 5.1(1) SCCP Agent Across H.225 Gatekeeper-Controlled Trunk	Verifies that a Unified Communications Manager 6.1(1a) Post-Routed call flow is successfully delivered via a SIP Gateway to a Unified Communications Manager 5.1(1) SCCP Agent across a H.225 Gatekeeper Controlled trunk.	Stage 1: PSTN->Gateway->Unified CM 6.1(1a)->Unified ICM, Stage 2: Unified ICM->Unified CM 6.1(1a)->H.225 Gatekeeper-Controlled Trunk->Unified CM 5.1(1)->Agent	Passed	
DAY61.INT.012	Basic Call Flow	Unified Communications Manager 6.1(1a) Post-Routed Call via SIP Gateway to Unified Communications Manager 5.1(1) SCCP Agent Across SIP Trunk	Verifies that a Unified Communications Manager 6.1(1a) Post-Routed call flow is successfully delivered via a SIP Gateway to a Unified Communications Manager 5.1(1) SCCP Agent across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CM 6.1(1a)->Unified ICM, Stage 2: Unified ICM->Unified CM 5.1(1)->SIP Trunk->Unified CM 5.1(1)->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.INT.013	Transfer	Blind Transfer of Unified Communications Manager 5.1(1) Post-Routed Call via MGCP Gateway by Unified Communications Manager 6.1(1a) SIP Agent to Another SIP Agent Across H.225 Gatekeeper-Controlled Trunk	Verifies that a Unified Communications Manager 5.1(1) Post-Routed call flow routed via an MGCP Gateway to a Unified Communications Manager 6.1(1a) SIP Agent can be transferred (blind) across a H.225 gatekeeper-controlled trunk to another SIP Agent.	Stage 1: PSTN->Gateway->Unified CM 6.1(1a)->Unified ICM, Stage 2: Unified ICM->Unified CM 6.1(1a)->H.225 Gatekeeper-Controlled Trunk->Unified CM 6.1(1a)->Agent	Passed	
DAY61.INT.014	Transfer	Blind Transfer of Unified Communications Manager 5.1(1) Post-Routed Call via MGCP Gateway by Unified Communications Manager 6.1(1a) SIP Agent to Another SIP Agent Across SIP Trunk	Verifies that a Unified Communications Manager 5.1(1) Post-Routed call flow routed via an MGCP Gateway to a Unified Communications Manager 6.1(1a) SIP Agent can be transferred (blind) across a SIP trunk to another SIP Agent.	Stage 1: PSTN->Gateway->Unified CM 5.1(1)->Unified ICM, Stage 2: Unified ICM->Unified CM 6.1(1a)->SIP Trunk->Unified CM 6.1(1a)->Agent	Passed	
DAY61.INT.015	Basic Call Flow	Blind Transfer of Unified Communications Manager 5.1(1) Post-Routed Call via MGCP Gateway by Unified Communications Manager 6.1(1a) SCCP Agent to Another SCCP Agent Across SIP Trunk	Verifies that a Unified Communications Manager 5.1(1) Post-Routed call flow routed via an MGCP Gateway to a Unified Communications Manager 6.1(1a) SCCP Agent can be transferred (blind) across a SIP trunk to another SCCP Agent.	Stage 1: PSTN>Gateway>Unified CM 5.1(1)>Unified ICM, Stage 2: Unified ICM>Unified CM 6.1(1a)>Agent A, Stage 3: Agent A->Unified ICM->Unified CM 6.1(1a)->SIP Trunk>Unified CM 6.1(1a)>Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.INT.016	Basic Call Flow	Blind Transfer of Unified Communications Manager 6.1(1a) Post-Routed Call via MGCP Gateway by SCCP Agent to Unified Communications Manager 5.1(1) SCCP Agent Across H.225 Gatekeeper-Controlled Trunk	Verifies that a Unified Communications Manager 6.1(1a) Post-Routed call routed via an MGCP Gateway to a Unified Communications Manager 6.1(1a) SCCP Agent can be transferred (blind) across an H.225 gatekeeper-controlled trunk to a Unified Communications Manager 5.1(1) SCCP agent.	Stage 1: PSTN>Gateway>Unified CM 6.1(1a)>Unified ICM, Stage 2: Unified ICM>Unified CM 6.1(1a)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 5.1(1)>H.225 Gatekeeper-Controlled Trunk>Unified CM 5.1(1)>Agent B	Passed	
DAY61.INT.017	Basic Call Flow	Blind Transfer of Unified Communications Manager 5.1(1) Post-Routed Call via Unified H.323 Gateway by SIP Agent to Unified Communications Manager 6.1(1a) SIP Agent Across SIP Trunk	Verifies that a Unified Communications Manager 5.1(1) Post-Routed call routed via an H.323 Gateway to a Unified Communications Manager 5.1(1) SIP Agent can be transferred (blind) across a SIP trunk to a Unified Communications Manager 6.1(1a) SIP Agent.	Stage 1: PSTN>Gateway>Unified CM 5.1(1)>Unified ICM, Stage 2: Unified ICM>Unified CM 5.1(1)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 6.1(1a)->SIP Trunk >Unified CM 6.1(1a)>Agent B	Passed	
DAY61.INT.018	Basic Call Flow	Blind Transfer of Unified Communications Manager 5.1(1) Post-Routed Call via H.323 Gateway to SCCP Agent to a Unified Communications Manager 6.1(1a) SCCP Agent Across H.225 Gatekeeper-Controlled Trunk	Verifies that a Unified Communications Manager 5.1(1) Post-Routed call routed via an H.323 Gateway to a Unified Communications Manager 5.1(1) SCCP Agent can be transferred (blind) across an H.225 gatekeeper-controlled trunk to a Unified Communications Manager 6.1(1a) SCCP Agent.	Stage 1: PSTN>Gateway>Unified CM 5.1(1)>Unified ICM, Stage 2: Unified ICM>Unified CM 5.1(1)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 6.1(1a)>H.225 Gatekeeper- Controlled Trunk>Unified CM 6.1(1a)>Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.INT.020	Transfer	Blind Transfer of Unified CVP Post-Routed Call via SIP Gateway by Unified Communications Manager 6.1(1a) SCCP Agent to Unified Communications Manager 5.1(1) SCCP Agent via H.225 Gatekeeper- Controlled Trunk	Verifies that a 6.1(1a) SCCP agent can transfer (blind) a Unified CVP Post-Routed Call routed via a SIP Gateway to another 5.1(1) SCCP agent via an H.225 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CM 6.1(1a)>Unified ICM, Stage 2: Unified ICM>Unified CM 6.1(1a)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 5.1(1)>H.225 Gatekeeper-controlled trunk >Unified CM 5.1(1)>Agent B	Passed	
DAY61.INT.021	Transfer	Blind Transfer of Unified CVP Post-Routed Call via SIP Gateway by Unified Communications Manager 5.1(1) SCCP Agent to Unified Communications Manager 6.1(1a) SIP Agent via H.225 Gatekeeper- Controlled Trunk	Verifies that a 5.1(1) SCCP agent can transfer (blind) a Unified CVP Post-Routed Call routed via a SIP Gateway to a 6.1(1a) SIP agent via an H.225 gatekeeper-controlled trunk.	Stage 1: PSTN>Gateway>Unified CM 5.1(1)>Unified ICM, Stage 2: Unified ICM>Unified CM 5.1(1)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 6.1(1a)>H.225 gatekeeper-controlled >Unified CM 6.1(1a)>Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.INT.022	Transfer	Consult Transfer of Unified CVP Post-Routed Call via SIP Gateway by Unified Communications Manager 5.1(1) SCCP Agent to Unified Communications Manager 6.1(1a) SIP Agent via H.225 Gatekeeper- Controlled Trunk	Verifies that a 5.1(1) SCCP agent can transfer (consult) a Unified CVP Post-Routed Call routed via a SIP Gateway to a 6.1(1a) SIP agent via an H.225 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CM 5.1(1)>Unified ICM, Stage 2: Unified ICM>Unified CM 5.1(1)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 6.1(1a)>H.225 Gatekeeper-controlled trunk >Unified CM 6.1(1a)>Agent B	Failed	CSCsk69914
DAY61.INT.023	Transfer	Consult Transfer of Unified CVP Post-Routed Call via SIP Gateway by Unified Communications Manager 6.1(1a) SIP Agent to Unified Communications Manager 5.1(1) SCCP Agent via SIP Trunk	Verifies that a 6.0(1) SIP agent can transfer (consult) a Unified CVP Post-Routed Call routed via a SIP Gateway to a 5.1(1) SCCP agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CM 6.1(1a)>Unified ICM, Stage 2: Unified ICM>Unified CM 6.1(1a)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 5.1(1)>SIP trunk >Unified CM 5.1(1)>Agent B	Failed	CSCsk69914
DAY61.INT.024	Conference	Conference of Unified CVP Post-Routed Call via SIP Gateway by Unified Communications Manager 6.1(1a) SCCP Agent with Unified Communications Manager 5.1(1) SCCP Agent via H.225 Gatekeeper- Controlled Trunk	Verifies that a 6.1(1a) SCCP agent can conference a Unified CVP Post-Routed Call routed via a SIP Gateway with a 5.1(1) SCCP agent via an H.225 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CM 6.1(1a)>Unified ICM, Stage 2: Unified ICM>Unified CM 6.1(1a)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 6.1(1a)>H.225 Gatekeeper-controlled trunk >Unified CM 5.1(1)>Agent B	Failed	CSCsk69914

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.INT.025	Conference	Conference of Unified CVP Post-Routed Call via SIP Gateway by Unified Communications Manager 5.1(1) SCCP Agent with Unified Communications Manager 6.1(1a) SCCP Agent via SIP Trunk	Verifies that a 5.1(1) SCCP agent can conference a Unified CVP Post-Routed Call routed via a SIP Gateway with a 6.1(1a) SCCP agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CM 5.1(1)>Unified ICM, Stage 2: Unified ICM>Unified CM 5.1(1)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 6.1(1a)> SIP trunk >Unified CM 6.1(1a)>Agent B	Failed	CSCsk69914
DAY61.INT.026	Transfer	Blind Transfer of Unified CVP Post-Routed Call via SIP Gateway by Unified Communications Manager 6.1(1a) SIP Agent to Unified Communications Manager Release 4.2(3) SCCP Agent via H.225 Gatekeeper- Controlled Trunk	Verifies that a 6.1(1a) SIP agent can transfer (blind) a Unified CVP Post-Routed Call routed via a SIP Gateway to a 4.2(3) SCCP agent via an H.225 Gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CM 6.1(1a)>Unified ICM, Stage 2: Unified ICM>Unified CM 4.2(3)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 4.2(3)>H.225 Gatekeeper-controlled trunk>Unified CM 4.2(3)>Agent B	Passed	
DAY61.INT.027	Transfer	Blind Transfer of Unified CVP Post-Routed Call via SIP Gateway by Unified Communications Manager 4.2(3) SCCP Agent to Unified Communications Manager 6.1(1a) SIP Agent via SIP Trunk	Verifies that a 4.2(3) SCCP agent can transfer (blind) a Unified CVP Post-Routed Call routed via a SIP Gateway to a 6.1(1a) SIP agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CM 4.2(3)>Unified ICM, Stage 2: Unified ICM>Unified CM 4.2(3)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 4.2(3)>H.225 Gatekeeper-controlled trunk >Unified CM 6.1(1a)>SIP trunk>Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.INT.028	Transfer	Blind Transfer of Unified CVP Post-Routed Call via SIP Gateway by Unified Communications Manager 4.2(3) SCCP Agent to Unified Communications Manager 6.1(1a) SCCP Agent via SIP Trunk	Verifies that a 4.2(3) SCCP agent can transfer (blind) a Unified CVP Post-Routed Call routed via a SIP Gateway to a 6.1(1a) SCCP agent via a gatekeeper SIP trunk.	Stage 1: PSTN->Gateway->Unified CM 4.2(3)>Unified ICM, Stage 2: Unified ICM>Unified CM 4.2(3)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 6.1(1a)>SIP trunk >Unified CM 6.1(1a)>Agent B	Passed	
DAY61.INT.029	Transfer	Consult Transfer of Unified CVP Post-Routed Call via SIP Gateway by Unified Communications Manager 6.1(1a) SCCP Agent to Unified Communications Manager 4.2(3) SCCP Agent via H.225 Gatekeeper-Controlled Trunk	Verifies that a 6.1(1a) SCCP agent can transfer (consult) a Unified CVP Post-Routed Call routed via a SIP Gateway to a 4.2(3) SCCP agent via an H.225 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CM 6.1(1a)>Unified ICM, Stage 2: Unified ICM>Unified CM 6.1(1a)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 6.1(1a)>H.225 Gatekeeper-controlled trunk >Unified CM 4.2(3)>Agent B	Failed	CSCsk52410
DAY61.INT.030	Transfer	Consult Transfer of Unified CVP Post-Routed Call via SIP Gateway by Unified Communications Manager 6.1(1a) SIP Agent to Unified Communications Manager 4.2(3) SCCP Agent via SIP Trunk	Verifies that a 6.1(1a) SIP agent can transfer (consult) a Unified CVP Post-Routed Call routed via a SIP Gateway to a 4.2(3) SCCP agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CM 6.1(1a)>Unified ICM, Stage 2: Unified ICM>Unified CM 6.1(1a)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 6.1(1a)>SIP trunk >Unified CM 4.2(3)>Agent B	Failed	CSCsk52410

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.INT.031	Conference	Conference of Unified CVP Post-Routed Call via SIP Gateway by Unified Communications Manager 6.1(1a) SCCP Agent with Unified Communications Manager 4.2(3) SCCP Agent via SIP Trunk	Verifies that a 6.1(1a) SCCP agent can conference a Unified CVP Post-Routed Call routed via a SIP Gateway with a 4.2(3) SCCP agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CM 6.1(1a)>Unified ICM, Stage 2: Unified ICM>Unified CM 6.1(1a)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 4.2(3)>H.225 Gatekeeper-controlled trunk >Unified CM 4.2(3)>SIP trunk>Agent B	Failed	CSCsk52410
DAY61.INT.032	Conference	Conference of Unified CVP Post-Routed Call via SIP Gateway by Unified Communications Manager 4.2(3) SCCP Agent with Unified Communications Manager 6.1(1a) SIP Agent via SIP Trunk	Verifies that a 4.2(3) SCCP agent can conference a Unified CVP Post-Routed Call routed via a SIP Gateway with a 6.1(1a) SIP agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CM 6.1(1a)>Unified ICM, Stage 2: Unified ICM>Unified CM 6.1(1a)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 4.2(3)>H.225 Gatekeeper-controlled trunk >Unified CM 4.2(3)>SIP trunk>Agent B	Failed	CSCsk52410
DAY61.INT.100	Interoperability	PSTN Call to Cisco Unified Communications Manager Post-Routed Agent with Peripheral Gateway Operating with Post-Routed Unified CCE Software Release	Verifies that call delivery is successful with PG's using a build prior to central controller build.	Signaling: PSTN > H.225 Gatekeeper >MGCP Gateway > Unified CM > Generic PG > Unified ICM > Agent> SIP Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.INT.019	Interoperability	Blind Transfer of Unified Communications Manager 6.0(1) Post-Routed Call via MGCP Gateway by SCCP Agent to Unified Communications Manager 5.1(1) SCCP Agent Across H.225 Gatekeeper-Controlled Trunk	Verifies that a Unified Communications Manager 6.0(1) Post-Routed call routed via an MGCP Gateway to a Unified Communications Manager 6.0(1) SCCP Agent can be transferred (blind) across an H.225 gatekeeper-controlled trunk to a Unified Communications Manager 5.1(1) SCCP Agent.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.REL.001	Load	Unified CVP Post-Routed 24-hour SIP and H.323/SIP Hybrid Load Test	Verifies that SIP and H.323/SIP Hybrid of a Unified CVP Post-Routed call flow to CAD and CTI OS agents is successful by running heavy traffic for a 24-hour period.		Passed	
OHI60.REL.002	Load	Unified CVP Post-Routed 5-day Load Test with SIP	Verifies that SIP of a Unified CVP Post-Routed Call flow to CAD and CTI OS agents by running heavy traffic for a 5-day period.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.NME.001	Network Management	Upgrade Cisco Unified Operations Manager (Unified Operations Manager) to Unified Communications System Release 6.1(1)	Verify the upgrade of Unified Operations Manager from Unified Communications System Release 6.0(1) to Release 6.1(1)		Passed	
DAY61.NME.002	Network Management	Unified Operations Manager Auto-Discovery and Monitoring of Unified Contact Center Enterprise Devices	Verifies that Unified Operations Manager can automatically discovers and places devices in monitored state for all device types used in typical Unified Contact Center Enterprise deployments (such as Unified Communications Manager and Unified CVP Post-Routed, Parent/Child, Unified Contact Center Express etc.)		Passed	
DAY61.NME.003	Network Management	Unified Operations Manager: Capturing and Displaying of Unified Contact Center Enterprise Devices	Verifies that Unified Operations Manager can automatically capture and display detailed information about all the Unified Contact Center Enterprise device types correctly.		Passed	
DAY61.NME.004	Network Management	Unified Operations Manager: Service Level View (SLV) Properly Displays Unified Contact Center Enterprise Configurations	Verifies that the SLV display of various Unified Contact Center Enterprise configurations is correct		Passed w/ Exception	CSCsi77016 CSCsi77087 CSCsi93562
DAY61.NME.005	Network Management	Unified Operations Manager: Displaying Alerts and Events	Verifies that alerts and events are displayed and then cleared properly in Unified Operations Manager.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.NME.006	Network Management	Unified Operations Manager: Discovery and Status Reporting of Unified IP Phones	Verifies that Unified Operations Manager reports and displays Unified IP Phone discovery and status correctly.		Passed	
OHI60.NME.019	Network Management	IOS Day Light Savings Time Changes	Verify that IOS properly adjust the clock on Day Light Savings time.		Passed	
OHI60.NME.020	Network Management	Windows Day Light Savings Times Changes	Verify that Windows System change Day Light Savings time properly after applying Windows Day Light Savings patch.		Passed	
OHI60.NME.021	Network Management	Unified Operations Manager Day Light Savings Time Changes	Verify Proper Time Operation in Unified Operations Manager - in Particular that Day Light Savings time changes are observed.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.OOF.100	Outbound Calls	Outbound Calls: Personal Callback to Busy PSTN Phone	Verifies that the Unified Outbound Dialer continues to call a PSTN phone that is busy.	Dialer Port>Unified CM>Gateway>PSTN	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.PTC.100	Parent/Child Call Flow	Run WebView reports against Parent with Child in Different Time Zones	Verifies that reports reflect the parent system time correctly in different time zones.		Passed	
DAY61.PTC.101	Parent/Child Call Flow	Load Test: Multiple Child CTI OS Agents Simultaneous Login Attempt and Available Agent Detection	Verifies that under heavy traffic conditions that 1) multiple CTI OS agents can simultaneously log in and connect, disconnect, re-connect in a short amount of time, and 2) Unified ICM Parent is able to detect available agents.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified IP IVR->Unified CM->SIP Agent, Stage 4: Unified ICM->Unified CM->SIP Agent	Failed	CSCsk82758
OHI60.PTC.024	Parent/Child Call Flow	Blind Transfer of Parent Unified CVP Post-Routed Call via H.323 Gateway by Child SIP Agent to Child Unified IP IVR, Redirected to Another SIP agent in Same Child	Verifies that a parent Unified ICM Post-Routed call routed via an H.323 Gateway to an agent with a SIP Unified IP Phone can be transferred (blind) to a child Unified IP IVR and then redirected to another agent with a SIP Unified IP Phone in the same child system.		Passed	
OHI60.PTC.031	Parent/Child Call Flow	Blind Transfer of Parent Unified CVP Post-Routed Call via SIP Gateway by Child SIP Agent to SCCP Agent in Different Child	Verifies that a PSTN Unified CVP Post-Routed call routed via a SIP Gateway and a parent Unified ICM to an agent with a SIP Unified IP Phone can be transferred (blind) to another agent with an SCCP Unified IP Phone in a different child system.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.PTC.032	Parent/Child Call Flow	Blind Transfer of Parent Unified CVP Post-Routed Call via SIP Gateway by Child SIP Agent to Child Unified IP IVR, Redirected to SCCP agent in Same Child	Verifies that a parent Unified ICM Post-Routed call routed via a SIP Gateway to an agent with a SIP Unified IP Phone can be transferred (blind) to a child Unified IP IVR and then redirected to another agent with an SCCP Unified IP Phone in the same child system.		Passed	
OHI60.PTC.038	Parent/Child Call Flow	Consult Transfer of Parent Unified CVP Post-Routed Call via H.323 Gateway by Child SIP Agent to Child Unified IP IVR, Redirected to SCCP Agent in Same Child	Verifies that a parent Unified ICM Post-Routed call routed via an H.323 Gateway to an agent with a SIP Unified IP Phone can be transferred (consult) to a child Unified IP IVR and then redirected to another agent with an SCCP Unified IP Phone in the same child system.		Passed	
OHI60.PTC.039	Parent/Child Call Flow	Consult Transfer of Parent Unified CVP Post-Routed Call via H.323 Gateway by Child SCCP Agent to SIP Agent in Same Child	Verifies that a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM to an agent with an SCCP Unified IP Phone can be transferred (consult) to another agent with a SIP Unified IP Phone in the same child system.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.PTC.040	Parent/Child Call Flow	Consult Transfer of Parent Unified CVP Post-Routed Call via H.323 Gateway by Child SCCP Agent to Child Unified IP IVR, Redirected to Another SIP Agent in Same Child	Verifies that a parent Unified ICM Post-Routed call routed via an H.323 Gateway to an agent with an SCCP Unified IP Phone can be transferred (consult) to a child Unified IP IVR and then redirected to another agent with a SIP Unified IP Phone in the same child system.		Passed	
OHI60.PTC.042	Parent/Child Call Flow	Consult Transfer of Parent Unified CVP Post-Routed Call via SIP Gateway by Child SIP Agent to Child Unified IP IVR, Redirected to Another SIP Agent in Same Child	Verifies that a parent Unified ICM Post-Routed call routed via a SIP Gateway to an agent with a SIP Unified IP Phone can be transferred (consult) to a child Unified IP IVR and then redirected to another agent with a SIP Unified IP Phone in the same child system.		Passed	
OHI60.PTC.043	Parent/Child Call Flow	Consult Transfer of Parent Unified CVP Post-Routed Call via SIP Gateway by Child SIP Agent to SCCP Agent in Different Child	Verifies that a PSTN Unified CVP Post-Routed call routed via a SIP Gateway and a parent Unified ICM to an agent with a SIP Unified IP Phone can be transferred (consult) to another agent with an SCCP Unified IP Phone in a different child system.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.PTC.046	Parent/Child Call Flow	Consult Transfer of Parent Unified CVP Post-Routed Call via SIP Gateway by Child SCCP Agent to Child Unified IP IVR, Redirected to Another SIP Agent in Same Child	Verifies that a parent Unified ICM Post-Routed call routed via a SIP Gateway to an agent with an SCCP Unified IP Phone can be transferred (consult) to a child Unified IP IVR and then redirected to another agent with a SIP Unified IP Phone in the same child system.		Passed	
OHI60.PTC.047	Parent/Child Call Flow	Ad hoc Conference of Parent Unified CVP Post-Routed Call via H.323 Gateway by Child SCCP Agent to Child Unified IP IVR, Redirected to Another SIP Agent in Same Child	Verifies that a parent Unified ICM Post-Routed call routed via an H.323 Gateway to an agent with an SCCP Unified IP Phone can be conferenced (ad hoc) to a child Unified IP IVR and then redirected to another agent with a SIP Unified IP Phone in the same child system.		Passed	
OHI60.PTC.048	Parent/Child Call Flow	Ad hoc Conference of Unified CVP Post-Routed Parent Call via H.323 Gateway by Child SIP Agent to Another SIP Agent in Different Child Across H.323 Inter-Cluster Trunks (ICT)	Verifies that a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM to an agent with a SIP Unified IP Phone can be conferenced (ad hoc) to another agent with a SIP Unified IP Phone in a different child system across an H.323 ICT.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.PTC.049	Parent/Child Call Flow	Ad hoc Conference of Unified CVP Post-Routed Parent Call via H.323 Gateway by Child SCCP Agent to Another SCCP Agent in Different Child Across H.323 ICT	Verifies that a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM to an agent with a SIP Unified IP Phone can be conferenced (ad hoc) to another agent with an SCCP Unified IP Phone in a different child system across an H.323 ICT.		Passed	
OHI60.PTC.050	Parent/Child Call Flow	Ad hoc Conference of Unified CVP Post-Routed Parent Call via H.323 Gateway by Child SCCP Agent To Another SCCP Agent in Different Child Across H.323 ICT	Verifies that a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM to an agent with an SCCP Unified IP Phone can be conferenced (ad hoc) to another agent with an SCCP Unified IP Phone in a different child system across an H.323 ICT.		Passed	
OHI60.PTC.051	Parent/Child Call Flow	Ad hoc Conference of Unified CVP Post-Routed Parent Call via H.323 Gateway by Child SIP Agent to Another SIP Agent in Different Child Across SIP Trunk	Verifies that a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM to an agent with a SIP Unified IP Phone can be conferenced (ad hoc) to another agent with a SIP Unified IP Phone in a different child system across a SIP trunk.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.PTC.052	Parent/Child Call Flow	Ad hoc Conference of Unified CVP Post-Routed Parent Call via H.323 Gateway by Child SIP Agent to SCCP Agent in Different Child Across SIP Trunk	Verifies that a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM to an agent with a SIP Unified IP Phone can be conferenced (ad hoc) to another agent with an SCCP Unified IP Phone in a different child system across a SIP trunk.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.RPT.003	Reporting	Configuring and Licensing of Unified CVP Reporting Server using OAMP	Verifies the licensing and configuring of the Unified CVP Reporting Server using OAMP.		Passed	
OHI60.RPT.009	Reporting	Restart Unified CVP Call Server using Unified CVP OAMP	Verifies the ability to restart servers using Unified CVP OAMP.		Passed	
OHI60.RPT.012	Reporting	Unified OAMP Bulk Administration File Transfer and Copying of VXML Files	Verifies the ability to execute Unified CVP OAMP Bulk Administration file transfers and bulk copying of VXML files to multiple devices at once.		Passed	
OHI60.RPT.013	Reporting	Unified CVP OAMP IOS Commands	Verifies the ability to execute IOS commands on gateways using Unified CVP OAMP.		Passed	
OHI60.RPT.014	Reporting	Unified CVP OAMP Statistics: Unified CVP Infrastructure and Unified ICM, SIP, IP IVR, Reporting, VXML, and H.323 Services	Verifies OAMP statistics with Unified ICM and Unified CVP reporting data.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.SEC.001	Security	Unified CVP Post-Routed PSTN Call Routing via H.323 Gateway with Gatekeeper Routing through Cisco ASA 5540 Services to CTI OS Agent	Verifies that a Unified CVP Post-Routed PSTN call can be routed via an H.323 Gateway through Cisco ASA 5540 Services to a CTI OS Agent.	Stage 1: PSTN->Gateway->Unified CVP-Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified CVP->Unified CM->Agent	Passed	
DAY61.SEC.002	Security	Unified CVP Post-Routed PSTN Call via H.323 Gateway with Gatekeeper Routing through Cisco ASA 5540 Services to CAD Agent	Verifies that a Unified CVP Post-Routed PSTN call can be routed via an H.323 Gateway through Cisco ASA 5540 Services to a CAD Agent.	Stage 1: PSTN->Gateway->Unified CVP-Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified CVP->Unified CM->Agent	Passed	
DAY61.SEC.003	Security	Unified CVP Post-Routed PSTN Call via SIP Gateway with SIP Proxy Routing through Cisco ASA 5540 Services to CTI OS Agent	Verifies that Unified CVP Post-Routed PSTN call can be routed via a SIP Gateway through Cisco ASA 5540 services to a CTI OS Agent.	Stage 1: PSTN->Gateway->Unified CVP-Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified CVP->Unified CM->Agent	Passed	
DAY61.SEC.004	Security	Unified CVP Post-Routed PSTN Call via SIP Gateway with SIP Proxy Routing through Cisco ASA 5540 Services to CAD Agent	Verifies that a Unified CVP Post-Routed PSTN call can be routed via a SIP Gateway through Cisco ASA 5540 Services to a CAD Agent.	Stage 1: PSTN->Gateway->Unified CVP-Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified CVP->Unified CM->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.SEC.005	Security	Blind Transfer of Unified CVP Post-Routed PSTN Call via H.323 Gateway with Gatekeeper Routing through Cisco ASA 5540 Services by CTI OS Agent to Another CTI OS Agent.	Verifies that a Unified CVP Post-Routed PSTN call routed via an H.323 Gateway through Cisco ASA 5540 Services can be transferred (blind) by one CTI OS Agent to another CTI OS Agent.	Stage 1: PSTN->Gateway->Unified CVP-Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified CVP->Unified CM->Agent	Passed	
DAY61.SEC.006	Security	Blind Transfer of Unified CVP Post-Routed PSTN Call via H.323 Gateway with Gatekeeper Routing through Cisco ASA 5540 Services by CAD Agent to Another CAD Agent	Verifies that a Unified CVP Post-Routed PSTN call routed via an H.323 Gateway through Cisco ASA 5540 Services can be transferred (blind) by one CAD Agent to another CAD Agent.	Stage 1: PSTN->Gateway->Unified CVP-Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified CVP->Unified CM->Agent	Passed	
DAY61.SEC.007	Security	Blind Transfer of Unified CVP Post-Routed PSTN via SIP Gateway with SIP Proxy Routing through Cisco ASA 5540 Services by CTI OS Agent to Another CTI OS Agent.	Verifies that a Unified CVP Post-Routed PSTN call routed via a SIP Gateway through Cisco ASA 5540 Services can be transferred (blind) by one CTI OS Agent to Another CTI OS Agent.	Stage 1: PSTN->Gateway->Unified CVP-Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified CVP->Unified CM->Agent	Passed	
DAY61.SEC.008	Security	Blind Transfer of Unified CVP Post-Routed PSTN Call via SIP Gateway with SIP Proxy Routing through ASA 5540 Services Module by CAD Agent to Another CAD Agent	Verifies that a Unified CVP Post-Routed PSTN call routed via a SIP Gateway through Cisco ASA 5540 Services can be transferred (blind) by one CAD Agent to another CAD Agent.	Stage 1: PSTN->Gateway->Unified CVP-Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified CVP->Unified CM->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.SEC.009	Security	Conference of Unified CVP Post-Routed PSTN Call via H.323 Gateway with Gatekeeper Routing through Cisco ASA 5540 Services by CTI OS Agent with Another CTI OS Agent	Verifies that a CTI OS Agent can conference a Unified CVP Post-Routed PSTN call routed via an H.323 Gateway through Cisco ASA 5540 Services with another CTI OS Agent.	Stage 1: PSTN->Gateway->Unified CVP-Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified CVP->Unified CM->Agent	Passed	
DAY61.SEC.010	Security	Conference of Unified CVP Post-Routed PSTN Call via H.323 Gateway with Gatekeeper Routing through Cisco ASA 5540 Services by CAD Agent with Another CAD Agent	Verifies that a CAD Agent can conference a Unified CVP Post-Routed PSTN call routed via an H.323 Gateway through Cisco ASA 5540 Services with another CAD Agent.	Stage 1: PSTN->Gateway->Unified CVP-Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified CVP->Unified CM->Agent	Passed	
DAY61.SEC.011	Security	Conference of Unified CVP Post-Routed PSTN Call via SIP Gateway with SIP Proxy Routing through Cisco ASA 5540 Services to CTI OS Agent with Another CTI OS Agent	Verifies that a CTI OS Agent can conference a Unified CVP Post-Routed PSTN call via a SIP Gateway through Cisco ASA 5540 services with another CTI OS Agent.	Stage 1: PSTN->Gateway->Unified CVP-Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified CVP->Unified CM->Agent	Passed	
DAY61.SEC.012	Security	Conference of Unified CVP Post-Routed PSTN Call via SIP Gateway with SIP Proxy Routing through Cisco ASA 5540 Services to CAD Agent with Another CAD Agent	Verifies that a CAD Agent can conference a Unified CVP Post-Routed PSTN call routed via a SIP Gateway through Cisco ASA 5540 services with another CAD Agent.	Stage 1: PSTN->Gateway->Unified CVP-Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified CVP->Unified CM->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.SEC.004	Security	Unified CVP Post-Routed PSTN Call Routing via SIP Gateway with SIP Proxy through FWSM to CTI OS Agent	Verifies that a Unified CVP Post-Routed PSTN call can be routed via a SIP Gateway with SIP Proxy feature and through a FWSM to a CTI OS Agent.		Passed	
OHI60.SEC.023	Security	Unified CVP Post-Routed PSTN Call Routing via SIP Gateway through Cisco ASA 5540 Services to CAD Agent	Verifies that a Unified CVP Post-Routed PSTN call can be routed via a SIP Gateway through Cisco ASA 5540 Services to a CAD Agent.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.CRC.001	Call Recording	Witness Impact 360 Server Recording of Incoming Call to CTI OS SCCP Agent	Verifies that the Witness Impact 360 Server can record an incoming call to a CTI OS SCCP Agent.		Passed	
OHI60.CRC.002	Call Recording	Witness Impact 360 Server Recording of Incoming Call to CAD SIP Agent	Verifies that the Witness Impact 360 Server can record an incoming call to a CAD SIP Agent.		Passed	
OHI60.CRC.003	Call Recording	Call Recording of Agent's Call Invoked through Witness Server	Verifies that the recording of an agent's call can be initiated through the Witness Impact 360 Server.		Passed	
OHI60.CRC.006	Call Recording	CAD SIP Agent Holds and Resumes Call During Call Recording Session	Verifies system behavior when a CAD SIP Agent places the caller on hold and resumes the call during a call recording session.		Passed	
OHI60.CRC.007	Call Recording	Ad hoc Conference by CTI OS SCCP Agent to CTI OS SIP Agent in Same Unified Communications Manager Cluster During Call Recording Session	Verifies that the Witness Impact 360 Server can record the ad hoc conference call by a CTI OS SCCP Agent to a CTI OS SIP Agent.		Passed	
OHI60.CRC.008	Call Recording	Simultaneous Monitoring and Recording Sessions	Verifies that the CTI OS system can simultaneously monitor and record a CTI OS Agent's call.		Passed	
OHI60.SMN.001	Silent Monitoring	Silent Monitoring of CTI OS SCCP Agent by CTI OS Supervisor	Verifies that a CTI OS Supervisor can silently monitor the conversation between a CTI OS SCCP Agent and the called party.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.SMN.002	Silent Monitoring	Notification Tone Upon Initiation of Silent Call Monitoring Session	Verifies that both the Supervisor and Agent get a notification tone upon initiation of a silent call monitoring session.		Passed	
OHI60.SMN.004	Silent Monitoring	CTI OS SIP Agent Places Call on Hold and Resumes Call While Being Monitored by CTI OS SIP Supervisor	Verifies system behavior when CTI OS SIP Agent places the caller on hold and resumes the call while being monitored by a CTI OS SIP Supervisor.		Passed	
OHI60.SMN.005	Silent Monitoring	CTI OS Supervisor Fails in Attempt to Monitor Call on Hold	Verifies that the system rejects an attempt by CTI OS Supervisor to monitor a call that is on hold.		Passed	
OHI60.SMN.006	Silent Monitoring	CTI OS Supervisor Places a Monitored Call on Hold	Verifies that a CTI OS Supervisor can place a call that is being monitored on hold.		Failed	CSCsk52410
OHI60.SMN.007	Silent Monitoring	Internal Caller Places Call to Agent on Hold while Call is Being Monitored by CTI OS Supervisor	Verifies system behavior when internal caller puts the call to agent on hold while being monitored by CTI OS Supervisor.		Passed	
OHI60.SMN.008	Silent Monitoring	CTI OS Supervisor Monitors Ad hoc Conference by CTI OS SCCP Agent with CTI OS SIP Agent in Same Unified Communications Manager Cluster	Verifies that a CTI OS Supervisor can monitor a CTI OS SCCP Agent's ad hoc conference call with a CTI OS SIP Agent in the same Unified Communications Manager cluster.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.SMN.009	Silent Monitoring	CTI OS Supervisor Monitors Ad hoc Conference by CTI OS SCCP Agent with CTI OS SIP Agent in Different Unified Communications Manager Cluster via H.225 Gatekeeper-controlled Trunk	Verifies that a CTI OS Supervisor can monitor a CTI OS SCCP Agent's ad hoc conference call with a CTI OS SIP Agent in a different Unified Communications Manager cluster via an H.225 Gatekeeper-controlled trunk.		Passed	
OHI60.SMN.010	Silent Monitoring	CTI OS Supervisor Monitors Ad hoc Conference by CTI OS SCCP Agent with CTI OS SIP Agent in Different Unified Communications Manager Cluster via SIP Trunk	Verifies that a CTI OS Supervisor can monitor a CTI OS SCCP Agent's ad hoc conference call with a CTI OS SIP Agent in a different Unified Communications Manager cluster via a SIP trunk.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.CCX.009	Parent/Child Call Flow	Parent Unified ICM PSTN Unified CVP Post-Routed Call Routed via H.323 Gateway, Queued by Child Unified CCX using Music-on-Hold (MOH), and Routed to Child Unified CCX SCCP Agent	Verifies that a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM is first queued by Unified CCX using MoH before being delivered to a Unified CCX SCCP Agent in the child system.	PSTN>Parent Unified ICM>Unified CVP Gateway (VXML)>Unified CCX>SCCP Agent	Passed	
OHI60.CCX.010	Parent/Child Call Flow	Parent Unified ICM PSTN Unified CVP Post-Routed Call Routed via H.323 Gateway, Queued by Child Unified CCX using Music-on-Hold (MOH), and Routed to Child Unified CCX SIP Agent	Verifies that a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM is first queued by Unified CCX using MoH before being delivered to a Unified CCX SIP Agent in the child system.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified CVP->Unified CM->Agent 1	Passed	
OHI60.CCX.011	Parent/Child Call Flow	Parent Unified ICM PSTN Unified CVP Post-Routed Call Routed via H.323 Gateway, Queued by Child Unified CCX using .wav Files, and Routed to Unified CCX Child SCCP Agent	Verifies that a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM is first queued by Unified CCX using .wav files before being delivered to a Unified CCX SCCP Agent in the child system.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.CCX.012	Parent/Child Call Flow	Parent Unified ICM PSTN Unified CVP Post-Routed Call Routed via H.323 Gateway, Queued by Child Unified CCX using .wav Files, and Routed to Unified CCX Child SIP Agent	Verifies that a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM is first queued by Unified CCX using .wav files before being delivered to a Unified CCX SIP Agent in the child system.		Passed	
OHI60.CCX.013	Parent/Child Call Flow	Blind Transfer of Parent Unified ICM PSTN Unified CVP Post-Routed Call Routed via H.323 Gateway by Child Unified CCX SIP Agent to Another SIP Agent in Same Child	Verifies that a Unified CCX SIP Agent can transfer (blind) a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM to another SIP Agent in the same child system.		Passed	
OHI60.CCX.014	Parent/Child Call Flow	Blind Transfer of a Parent Unified ICM PSTN Unified CVP Post-Routed Call via H.323 Gateway by Child Unified CCX SIP Agent to another Child Unified CCX SIP Agent in Different Child System using Parent Unified ICM System	Verifies that a Unified CCX SIP Agent can transfer (blind) a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM to another SIP Agent in a different child system using the parent Unified ICM system.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.CCX.015	Parent/Child Call Flow	Blind Transfer of a Parent Unified ICM PSTN Unified CVP Post-Routed Call via H.323 Gateway by Child Unified CCX SIP Agent to Child Unified CCX SCCP Agent in Different Child System using Parent Unified ICM System	Verifies that a Unified CCX SIP Agent can transfer (blind) a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM to an SCCP Agent in a different child system using the parent Unified ICM system.		Passed	
OHI60.CCX.019	Parent/Child Call Flow	Blind Transfer of Parent Unified ICM PSTN Unified CVP Post-Routed Call via H.323 Gateway by Child Unified CCX SCCP Agent to another SCCP Agent using Unified CCX Child System	Verifies that a Unified CCX SCCP Agent can transfer (blind) a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM to an SCCP Agent in the same child system using the Unified CCX system.		Passed	
OHI60.CCX.022	Parent/Child Call Flow	Blind Transfer of Parent Unified ICM PSTN Unified CVP Post-Routed Call via H.323 Gateway by Child Unified CCX SCCP Agent to Child Unified CCX SIP Agent in Same Child using Unified CCX Child System	Verifies that a Unified CCX SCCP Agent can transfer (blind) a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM to a SIP Agent in the same child system using the Unified CCX child system.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.CCX.023	Parent/Child Call Flow	Consult Transfer of Parent Unified ICM PSTN Unified CVP Post-Routed Call Routed via H.323 Gateway by Child Unified CCX SIP Agent to Another SIP Agent at Same Child	Verifies that a Unified CCX SIP Agent can transfer (consultative) a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM to another SIP Agent in the same child system.		Passed	
OHI60.CCX.025	Parent/Child Call Flow	Consult Transfer of Parent Unified ICM PSTN Unified CVP Post-Routed Call Routed via H.323 Gateway by Child Unified CCX SIP Agent to Another SIP Agent at Same Child to SCCP Agent in Different Unified CCX System	Verifies that a Unified CCX SIP Agent can transfer (consultative) a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM to another SIP Agent in the same child system, and then, to an SCCP Agent in a different child Unified CCX system.		Passed	
OHI60.CCX.027	Parent/Child Call Flow	Consult Transfer of Parent Unified ICM PSTN Unified CVP Post-Routed Call Routed via H.323 Gateway by Child Unified CCX SIP Agent to SCCP Agent in Same Child using Child Unified CCX System	Verifies that a Unified CCX SIP Agent can transfer (consultative) a Unified CVP Post-Routed PSTN call routed via an H.323 Gateway and a parent Unified ICM to an SCCP Agent in the same child system using the Unified CCX system.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.CCX.028	Parent/Child Call Flow	Ad hoc Conference of Parent Unified ICM PSTN Unified CVP Post-Routed Call Routed via H.323 Gateway by Child Unified CCX SCCP Agent with Two Other SCCP Agents in Same Child	Verifies that a Unified CCX SCCP Agent can conference (ad hoc) a Unified CVP Post-Routed PSTN call routed via an H.323 Gateway and a parent Unified ICM to two other SCCP Agents in the same child system.		Passed	
OHI60.CCX.029	Parent/Child Call Flow	Ad hoc Conference of Parent Unified ICM PSTN Unified CVP Post-Routed Call via H.323 Gateway by Child Unified CCX SCCP Agent with Two SCCP Agents in Different Child	Verifies that a Unified CCX SCCP Agent can conference (ad hoc) a Unified CVP Post-Routed PSTN call routed via an H.323 Gateway and a parent Unified ICM to two other SCCP Agents in a different child system.		Passed	
OHI60.CCX.030	Parent/Child Call Flow	Unified CCX Child Agents Skill Group Reporting at Parent Unified ICM	Verifies that the child Unified Contact Center Enterprise (Unified CCX) Agents Skill Group reporting functions properly at the parent Unified ICM system.		Passed	
OHI60.CCX.031	Parent/Child Call Flow	Unified CCX Child Call Type Reporting at Parent Unified ICM	Verifies that the child Unified Contact Center Enterprise (Unified CCX) Call Type reporting functions properly at the parent Unified ICM system.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.CVP.001	Basic Call Flow	Unified CVP Post-Routed Call to SIP Agent in Remote Site is Put On Hold by Agent and After 60 Seconds PSTN Caller Hangs Up	Verifies that a Unified CVP Post-Routed call routed via a SIP gateway placed on hold by a SIP agent can be terminated by the PSTN caller after 60 seconds.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A	Passed	
DAY61.CVP.002	Basic Call Flow	Unified CVP SIP Post-Routed Call to SIP Agent in Remote Site is Put On Hold by Customer	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP gateway to a SIP agent using a SIP Unified IP Phone can be placed on hold and then retrieved by the customer.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A	Passed	
DAY61.CVP.003	Basic Call Flow	Unified CVP SIP Post-Routed Call to SIP Agent in Remote Site is Put On Hold by PSTN Caller and After 60 Seconds, Agent Hangs Up.	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP gateway to a SIP agent using a SIP Unified IP Phone and placed on hold by the PSTN Caller can be terminated by the agent.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A	Passed	
DAY61.CVP.004	Basic Call Flow	Unified CVP SIP Post-Routed Call to SCCP Agent in Remote Site is Put On Hold by Agent	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP gateway to an SCCP agent using a SCCP Unified IP Phone can be placed on hold and then retrieved from hold by the agent.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A	Passed	
DAY61.CVP.005	Basic Call Flow	Long Call from Customer to Remote Agent in Unified CVP Post-Routed environment	Verifies that the CAC (Call Admission Control) location bandwidth is correct after the call is established and after the call is released.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.CVP.006	Conference	Ad hoc Conference of Unified CVP SIP Post-Routed Call by SCCP Agent to Remote SIP Agent via SIP Trunk and then Transfer to Remote Agent	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP gateway to an SCCP agent using a SCCP Unified IP Phone can be conferenced (ad hoc) with a SIP agent using a SIP Unified IP Phone across a SIP trunk and then transferred to a remote agent.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A	Failed	CSCsk69914
DAY61.CVP.007	Conference	Ad hoc Conference of Unified CVP SIP Post-Routed Call by SIP Agent to Remote SCCP Agent, Call is Queued at Unified CVP	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP gateway to a SIP agent using a SIP Unified IP Phone can be queued and then conferenced (ad hoc) with an SCCP agent using a remote SCCP Unified IP Phone.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A	Failed	CSCsk69914
DAY61.CVP.008	Conference	Ad hoc Conference of Unified CVP SIP Post-Routed Call by SIP Agent to Remote SIP Agent in the Same Cluster	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP gateway to a SIP agent using a SIP Unified IP Phone can be conferenced (ad hoc) with another SIP remote agent.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A	Failed	CSCsk69914
DAY61.CVP.009	Conference	Ad hoc Conference of Unified CVP SIP Post-Routed Call by SIP Agent to SIP Agent in Different Cluster via SIP Trunk	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP gateway to a SIP agent using a SIP Unified IP Phone can be conferenced (ad hoc) with another SIP agent across a SIP trunk.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A	Failed	CSCsk69914

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.CVP.010	Transfer	Blind Transfer of Unified CVP SIP Post-Routed Call by SCCP Agent to Remote SIP Agent After the Call Queued at CVP and then Transfer Back to Originating Site	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP gateway to an SCCP agent using a SCCP Unified IP Phone can be transferred (blind) with a SIP remote agent using a SIP Unified IP Phone and then transferred back to the originating site.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A	Passed	
DAY61.CVP.011	Transfer	Blind Transfer of Unified CVP SIP Post-Routed Call by SCCP Agent to SIP Agent via SIP Trunk	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP gateway to an SCCP agent using an SCCP Unified IP Phone can be transferred (blind) with a SIP agent using a SIP Unified IP Phone across a SIP trunk.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A	Passed	
DAY61.CVP.012	Transfer	Blind Transfer of Unified CVP SIP Post-Routed Call by SIP Agent to Remote SCCP Agent	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP gateway to a SIP agent using a SIP Unified IP Phone can be transferred (blind) with an SCCP remote agent.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A	Passed	
DAY61.CVP.013	Transfer	Consult Transfer of Unified CVP SIP Post-Routed Call by SCCP Agent to Remote SCCP Agent Call is Queued at Unified CVP	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP gateway to an SCCP agent using an SCCP Unified IP Phone can be transferred (consultative) with another SCCP agent after being queued.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A	Failed	CSCsk69914

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.CVP.014	Conference	Consult Transfer of Unified CVP SIP Post-Routed Call by SCCP Agent to a SIP Agent via SIP Trunk in Another Cluster.	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP gateway to an SCCP agent using a SCCP Unified IP Phone can be transferred (consultative) with a SIP agent using a SIP Unified IP Phone across a SIP trunk.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A->Unified ICM->Unified CM->Agent B	Failed	CSCsk69914
DAY61.CVP.015	Basic Call	Unified CVP SIP Post-Routed Call to PSTN Nailed Mobile Analog PSTN Agent Using SIP Gateways	Verifies that a Unified CVP Post-Routed inbound call is routed via a SIP gateway to the PSTN and a Mobile Agent using the nailed call delivery mode.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A->Unified ICM->Unified CVP->Unified CM->Agent B	Passed	
DAY61.CVP.016	Basic Call	Unified CVP SIP Post-Routed Call Queued then Redirected to PSTN Nailed Mobile Agent Using SIP Gateways with Non-Controlled SIP Unified IP Phone in Another Cluster.	Verifies that a Unified CVP Post-Routed inbound call is queued and then routed via a SIP gateway to the PSTN and a Mobile Agent using the nailed call delivery method and a non-controlled SIP Unified IP phone in another cluster.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A->Unified ICM->Unified CM->Agent B	Passed	
DAY61.CVP.017	Basic Call	Unified CVP SIP Post-Routed Call to Nailed Mobile Agent Using SIP Gateways with Non-Controlled SCCP Unified IP Phone in Another Window-based Cisco Unified Communications Manager Cluster via SIP Trunk	Verifies that a Unified CVP Post-Routed inbound call can be routed via a SIP gateway to the PSTN and a Mobile Agent using the nailed call delivery mode and a non-controlled Unified SCCP IP Phone in a different Windows-based Cisco Unified Communications Manager cluster.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A->Unified ICM->Unified CVP->Unified CM->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.CVP.018	Basic Call	Unified CVP SIP Post-Routed Call Using a SIP Nailed Mobile Agent in Another Cluster with Non Controlled SIP Unified IP Phone via SIP Trunk and Then Hold and Resume by an Agent, After that Transfer to an Agent in a Different Cluster	Verifies that a Unified CVP Post-Routed call routed via a SIP gateway to the PSTN and a Mobile Agent using the nailed call delivery method can be placed on hold, retrieved, and then transferred to another agent in a different cluster.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A->Unified ICM->Unified CM->H.225 Trunk->Unified CM->Agent B	Passed	
DAY61.CVP.019	Transfer	Blind Transfer of Unified CVP SIP Post-Routed Call to PSTN Nailed Mobile Agent Using SIP Trunk to SCCP Agent in Another Cluster.	Verifies that a Unified CVP SIP Post-Routed inbound call routed via a SIP trunk to the PSTN and a Mobile Agent using the nailed call delivery mode can be transferred (blind) to an SCCP agent in another cluster.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A->Unified ICM->Unified CM->SIP Trunk->Unified CM->Agent B	Passed	
DAY61.CVP.020	Transfer	Consult Transfer of Unified CVP SIP Post-Routed Call to PSTN Call by Call Mobile Agent Using SIP Gateways to Remote Non-Controlled SCCP Phone, Transfer Back to Originating Site	Verifies that a Unified CVP SIP Post-Routed inbound call routed via a SIP gateway to the PSTN and a Mobile Agent using the call-by-call delivery mode can be transferred (consultative) to a remote SCCP agent and transferred back to the originating site.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A->Unified ICM->Unified CM->Agent B	Failed	CSCsk69914
DAY61.CVP.021	Conference	Ad hoc Conference of Unified CVP SIP Post-Routed Call to PSTN Nailed Mobile Agent Using SIP Gateways to Remote SCCP Agent	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP gateway to the PSTN and a Mobile Agent using the nailed call delivery mode can be conferenced (ad hoc) to a remote SCCP agent.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A->Unified ICM->Unified CM->Agent B	Failed	CSCsk69914

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.CVP.100		Blind Transfer of Unified CVP SIP Post-Routed Call to PSTN Nailed Mobile Agent Using MTP Resources.	Verifies that the Nailed Unified Mobile Agent solution works properly with adequate MTP resources.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A->blind transfer->Unified ICM->Unified CM->Agent B	Passed	
DAY61.CVP.101	Transfer	Consult Transfer of Unified CVP Post-Routed Call to PSTN Call-by-Call Mobile Agent Using MTP Resources	Verifies that the Call-by-Call Unified Mobile Agent solution works properly with adequate MTP resources.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A->consult transfer->Unified ICM->Unified CM->Agent B	Failed	CSCsk69914
DAY61.CVP.102	Reliability	PSTN Call to Unified CVP SIP Agent with Multiple Call Variables Configured	Verifies that a call completes properly when all the call variables are used and that the date is correct.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CM->Agent A	Failed	CSCsk85285
DAY61.CVP.103	Transfer	Consult Transfer of Unified CVP SIP Post-Routed Call by SCCP Agent to Remote SCCP Agent, Caller Abandons the Call	Verifies that a SCCP Agent can 1) transfer (consultative) a call to another remote SCCP Agent, 2) and caller abandons the call while on hold, the call is cleared from the consult session.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CM->Agent A->Consult transfer->Unified ICM->Unified CCM->SIP Trunk->Unified CCM->Agent B	Failed	CSCsk69914
DAY61.CVP.104	Transfer	Consult Transfer of Unified CVP SIP Post-Routed Call by SCCP Agent to Remote SCCP Agent and Call is Placed On Hold with MOH	Verifies that a SCCP Agent can transfer (consultative) a call to another remote SCCP Agent and the caller can hear music after the call is placed on hold.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CM->Agent A->Consult transfer->Unified ICM->Unified CCM->SIP Trunk->Unified CCM->Agent B	Failed	CSCsk69914
DAY61.CVP.105	Transfer	Unified CVP SIP Post-Routed Call to PSTN Nailed Mobile Agent After Failure of Mobile Agent Connection	Verifies that a Mobile Agent can no longer be viewed as being available for a blind transfer after a connection failure.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CM->Agent A->Blind Transfer->Unified ICM->Unified CCM->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.CVP.106	Conference	Conference of Unified CVP SIP Post-Routed Call between Nailed Mobile Agents	Verifies that a conference call and voice connections can be correctly established between multiple Nailed Mobile Agents.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CM->Agent A->Consult Transfer->Unified ICM->Unified CM->Agent B->Consult Transfer->Unified ICM->Unified CM->Agent C ...	Failed	CSCsk69914
DAY61.CVP.107	Transfer	Unified CCE Agent Transfers Call Direct to Agent Phone	Verifies that an agent receives a direct call and the Termination Call Detail (TCD) record is updated correctly.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CM->Agent A->transfer->Unified CCM->Agent B	Failed	CSCsk69914
DAY61.CVP.108	Transfer	Consult Transfer by CAD Agent to CAD Agent and Cannot Complete Transfer While Still in Ringing State	Verifies that a CAD agent is precluded from completing a transfer (consultative) before the call is answered by the other agent.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CM->Agent A->Consult transfer->Unified ICM->Unified CM->Agent B	Failed	CSCsk69914
OHI60.CVP.002	Basic Call Flow	Unified CVP SIP Post-Routed Call Routed via SIP Gateway to SIP IP Phone Agent	Verifies that a Unified CVP Post-Routed inbound call can be routed via a SIP Gateway to an agent using a SIP Unified IP Phone with IP Phone Agent.		Passed	
OHI60.CVP.006	Basic Call Flow	Unified CVP SIP Post-Routed Call Routed via SIP Gateway to SIP Agent, Call Placed on Mutual Hold	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP Gateway to an agent using a SIP Unified IP Phone can be placed and retrieved from mutual hold by both the agent and the customer.		Passed	
OHI60.CVP.008	Basic Call Flow	Unified CVP SIP Post-Routed Call Routed via SIP Gateway to SCCP IP Phone Agent	Verifies that a Unified CVP Post-Routed inbound call can be routed via a SIP Gateway to an agent using an SCCP Unified IP Phone with IP Phone Agent.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.CVP.013	Basic Call Flow	Long Call from Customer to an Agent Routed via a SIP Gateway in a Unified CVP Post-Routed Environment	Verifies that an established call from an agent to a customer does not abnormally disconnect.		Passed	
OHI60.CVP.018	Conference	Ad hoc Conference of Unified CVP Post-Routed Call Routed via SIP Gateway by SCCP Agent to SIP Agent via H.225 Gatekeeper-controlled Trunk	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP Gateway to an agent using an SCCP Unified IP Phone can be conferenced (ad hoc) with an agent using a SIP Unified IP Phone across an H.225 Gatekeeper-controlled trunk.		Passed	
OHI60.CVP.024	Conference	Ad hoc Conference of Unified CVP Post-Routed Call Routed via SIP Gateway by SIP Agent to SCCP Agent via SIP Trunk	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP Gateway to an agent using a SIP Unified IP Phone can be conferenced (ad hoc) with an agent using an SCCP Unified IP Phone across a SIP trunk.		Passed	
OHI60.CVP.030	Transfer	Blind Transfer of Unified CVP Post-Routed Call Routed via SIP Gateway by SCCP Agent to SCCP Agent, Call is Queued at Unified CVP	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP Gateway to an agent using an SCCP Unified IP Phone can be transferred (blind) to an agent using an SCCP Unified IP Phone after being queued at Unified CVP.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.CVP.034	Transfer	Blind Transfer of Unified CVP Post-Routed Call Routed via SIP Gateway by SCCP Agent to SIP Agent via SIP Trunk	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP Gateway to an agent using an SCCP Unified IP Phone can be transferred (blind) to an agent using a SIP Unified IP Phone across a SIP trunk.		Passed	
OHI60.CVP.040	Transfer	Blind Transfer of Unified CVP Post-Routed Call Routed via SIP Gateway by SIP Agent to SIP Agent, Call is Queued at Unified CVP	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP Gateway to an agent using a SIP Unified IP Phone can be transferred (blind) to an agent using a SIP Unified IP Phone after being queued at Unified CVP.		Passed	
OHI60.CVP.043	Transfer	Blind Transfer of Unified CVP Post-Routed Call Routed via SIP Gateway by SIP IP Phone Agent to SCCP IP Phone Agent	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP Gateway to an agent using a SIP Unified IP Phone with IP Phone Agent can be transferred (blind) to an agent using an SCCP Unified IP Phone with IP Phone Agent.		Passed	
OHI60.CVP.054	Transfer	Consult Transfer of Unified CVP Post-Routed Call Routed via SIP Gateway by SIP Agent to SIP Agent	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP Gateway to an agent using a SIP Unified IP Phone can be transferred (consult) to an agent using a SIP Unified IP Phone.		Failed	CSCsk69914

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.CVP.062	Basic Call Flow	Unified CVP Post-Routed Call Routed via SIP Gateways, Queued then Redirected to PSTN Call by Call Mobile Agent	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP Gateway can be queued and then routed to the PSTN and a mobile agent using the Call by Call delivery mode		Failed	CSCsk85285
OHI60.CVP.070	Basic Call Flow	Unified CVP SIP Post-Routed Call using SIP Gateways to PSTN Nailed Mobile Agent in Different CallManager Cluster with Non-controlled SIP Unified IP Phone via SIP Trunk on Hold by Agent	Verifies that a Unified CVP SIP Post-Routed inbound call routed via a SIP Gateway to a Mobile Agent with a non-controlled SIP Unified IP Phone in a different Unified Communications Manager cluster via a SIP trunk using the Nailed Call delivery mode can be put on hold by the agent.		Failed	CSCsk85285
OHI60.CVP.071	Transfer	Blind Transfer of Unified CVP SIP Post-Routed Call to PSTN Nailed Mobile Agent using SIP Gateways to SCCP Agent	Verifies that a Unified CVP SIP Post-Routed inbound call routed to the PSTN and a Mobile Agent via SIP Gateways using the Nailed Call delivery mode can be transferred (blind) to an SCCP Agent.		Failed	CSCsk85285
OHI60.CVP.076	Transfer	Consult Transfer of Unified CVP SIP Post-Routed Call to PSTN Call by Call Mobile Agent using SIP Gateways to SCCP Agent	Verifies that a Unified CVP SIP Post-Routed inbound call routed to the PSTN and a Mobile Agent via a SIP Gateway using the Call by Call delivery mode can be transferred (consultative) to an SCCP Agent.		Failed	CSCsk69914

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.CVP.082	Conference	Ad hoc Conference of Unified CVP SIP Post-Routed Call to PSTN Call by Call Mobile Agent using SIP Gateways to SCCP Agent	Verifies that a Unified CVP SIP Post-Routed inbound call routed to a non-controlled SIP Unified IP Phone and a Mobile Agent via SIP Gateways using the Call by Call delivery mode can be conferenced (ad hoc) to an SCCP Agent.		Failed	CSCsk69914
OHI60.CVP.090	Basic Call Flow	Unified OUTD Call via MGCP Gateway Transferred to Unified CVP	Verifies that an Unified OUTD call is routed to the PSTN via an MGCP Gateway and then transferred to Unified CVP.		Passed	
OHI60.CVP.096	Basic Call Flow	Unified CVP Post-Routed Call Routed via MGCP Gateway to SCCP Agent with IP Phone Agent, Blind Transfer and Queued for Another SCCP Agent with IP Phone Agent via IP-IP Gateway	Verifies that a PSTN Unified CVP Post-Routed call routed via an MGCP Gateway can be directed from Unified Communications Manager to Unified CVP and then to an agent with an SCCP Unified IP Phone with IP Phone Agent who transfers (blind) and queues the call for another agent with an SCCP Unified IP Phone with IP Phone Agent.		Passed	
OHI60.CVP.103	Basic Call Flow	Unified CVP Post-Routed Call Routed via MGCP Gateway to SIP Agent, Conference to Unified CVP and Redirected to SIP Agent via IP-IP Gateway	Verifies that a PSTN Unified CVP Post-Routed call routed via an MGCP Gateway can be directed from Unified Communications Manager to Unified CVP and then to an agent with a SIP Unified IP Phone.		Failed	CSCsk69914

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.CIP.021	Unified IP Phones	Unified Communications Manager Post-Routed Call via H.323 Gateway to Remote SCCP Unified IP Phone Remote Agent with SCCP Unified IP Phone	Verifies that a PSTN Unified CVP Post-Routed call can be routed via a H.323 Gateway to an SCCP Unified IP Phone Remote Agent with SCCP Unified IP Phone.		Passed	
OHI60.CIP.022	Unified IP Phones	Unified Communications Manager Post-Routed Call via H.323 Gateway to Remote Agent with SIP Unified IP Phone	Verifies that a PSTN Unified CVP Post-Routed call can be routed via an H.323 Gateway to a SIP Unified IP Phone Remote Agent with SIP Unified IP Phone.		Passed	
OHI60.CIP.023	Unified IP Phones	Unified Communications Manager Post-Routed Call via SIP Gateway to Remote Agent with SCCP Unified IP Phone	Verifies that a PSTN Unified CVP Post-Routed call can be routed via a SIP Gateway to an SCCP Unified IP Phone Remote Agent with SCCP Unified IP Phone.		Passed	
OHI60.CIP.024	Unified IP Phones	Unified Communications Manager Post-Routed Call via SIP Gateway to Remote Agent with SIP Unified IP Phone	Verifies that a PSTN Unified CVP Post-Routed call can be routed via a SIP Gateway to a SIP Unified IP Phone Remote Agent with SCCP Unified IP Phone.		Passed	
OHI60.CIP.025	Unified IP Phones	Unified Communications Manager Post-Routed Call via SIP Gateway to Remote SCCP IP Communicator Agent	Verifies that a Unified CVP Post-Routed call can be routed via a SIP Gateway to a Remote Agent with an SCCP Cisco IP Communicator.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.CIP.026	Unified IP Phones	Unified Communications Manager Post-Routed Call via H.323 Gateway to Remote SIP IP Communicator Agent	Verifies that a Unified CVP Post-Routed call can be routed via a H.323 Gateway to a Remote Agent with an SCCP Cisco IP Communicator.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.CTI.100	Dynamic Reskilling	PSTN Call to Cisco Unified Communications Manager Post-Routed Agent After Agent Reskilling	Verifies that dynamic reskilling of agent does not have an impact on the delivery of a call to an agent when the Longest Available Agent (LAA) node is used in a Unified Contact Center Enterprise (Unified CCE) script.	PSTN->Gateway->Unified CVP->Unified ICM->Unified CM->Agent A	Failed	CSCsk69914
DAY61.CVP.001	Basic Call Flow	Unified CVP Post-Routed Call to SIP Agent in Remote Site is Put On Hold by Agent and After 60 Seconds PSTN Caller Hangs Up	Verifies that a Unified CVP Post-Routed call routed via a SIP gateway placed on hold by a SIP agent can be terminated by the PSTN caller after 60 seconds.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A	Passed	
DAY61.CVP.002	Basic Call Flow	Unified CVP SIP Post-Routed Call to SIP Agent in Remote Site is Put On Hold by Customer	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP gateway to a SIP agent using a SIP Unified IP Phone can be placed on hold and then retrieved by the customer.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A	Passed	
DAY61.CVP.003	Basic Call Flow	Unified CVP SIP Post-Routed Call to SIP Agent in Remote Site is Put On Hold by PSTN Caller and After 60 Seconds, Agent Hangs Up.	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP gateway to a SIP agent using a SIP Unified IP Phone and placed on hold by the PSTN Caller can be terminated by the agent.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.CVP.004	Basic Call Flow	Unified CVP SIP Post-Routed Call to SCCP Agent in Remote Site is Put On Hold by Agent	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP gateway to an SCCP agent using a SCCP Unified IP Phone can be placed on hold and then retrieved from hold by the agent.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A	Passed	
DAY61.CVP.005	Basic Call Flow	Long Call from Customer to Remote Agent in Unified CVP Post-Routed environment	Verifies that the CAC (Call Admission Control) location bandwidth is correct after the call is established and after the call is released.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A	Passed	
DAY61.CVP.006	Conference	Ad hoc Conference of Unified CVP SIP Post-Routed Call by SCCP Agent to Remote SIP Agent via SIP Trunk and then Transfer to Remote Agent	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP gateway to an SCCP agent using a SCCP Unified IP Phone can be conferenced (ad hoc) with a SIP agent using a SIP Unified IP Phone across a SIP trunk and then transferred to a remote agent.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A	Failed	CSCsk69914
DAY61.CVP.007	Conference	Ad hoc Conference of Unified CVP SIP Post-Routed Call by SIP Agent to Remote SCCP Agent, Call is Queued at Unified CVP	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP gateway to a SIP agent using a SIP Unified IP Phone can be queued and then conferenced (ad hoc) with an SCCP agent using a remote SCCP Unified IP Phone.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A	Failed	CSCsk69914

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.CVP.008	Conference	Ad hoc Conference of Unified CVP SIP Post-Routed Call by SIP Agent to Remote SIP Agent in the Same Cluster	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP gateway to a SIP agent using a SIP Unified IP Phone can be conferenced (ad hoc) with another SIP remote agent.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A	Failed	CSCsk69914
DAY61.CVP.009	Conference	Ad hoc Conference of Unified CVP SIP Post-Routed Call by SIP Agent to SIP Agent in Different Cluster via SIP Trunk	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP gateway to a SIP agent using a SIP Unified IP Phone can be conferenced (ad hoc) with another SIP agent across a SIP trunk.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A	Failed	CSCsk69914
DAY61.CVP.010	Transfer	Blind Transfer of Unified CVP SIP Post-Routed Call by SCCP Agent to Remote SIP Agent After the Call Queued at CVP and then Transfer Back to Originating Site	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP gateway to an SCCP agent using a SCCP Unified IP Phone can be transferred (blind) with a SIP remote agent using a SIP Unified IP Phone and then transferred back to the originating site.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A	Passed	
DAY61.CVP.011	Transfer	Blind Transfer of Unified CVP SIP Post-Routed Call by SCCP Agent to SIP Agent via SIP Trunk	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP gateway to an SCCP agent using an SCCP Unified IP Phone can be transferred (blind) with a SIP agent using a SIP Unified IP Phone across a SIP trunk.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.CVP.012	Transfer	Blind Transfer of Unified CVP SIP Post-Routed Call by SIP Agent to Remote SCCP Agent	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP gateway to a SIP agent using a SIP Unified IP Phone can be transferred (blind) with an SCCP remote agent.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A	Passed	
DAY61.CVP.013	Transfer	Consult Transfer of Unified CVP SIP Post-Routed Call by SCCP Agent to Remote SCCP Agent Call is Queued at Unified CVP	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP gateway to an SCCP agent using an SCCP Unified IP Phone can be transferred (consultative) with another SCCP agent after being queued.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A	Failed	CSCsk69914
DAY61.CVP.014	Conference	Consult Transfer of Unified CVP SIP Post-Routed Call by SCCP Agent to a SIP Agent via SIP Trunk in Another Cluster.	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP gateway to an SCCP agent using a SCCP Unified IP Phone can be transferred (consultative) with a SIP agent using a SIP Unified IP Phone across a SIP trunk.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A->Unified ICM->Unified CM->Agent B	Failed	CSCsk69914
DAY61.CVP.015	Basic Call	Unified CVP SIP Post-Routed Call to PSTN Nailed Mobile Analog PSTN Agent Using SIP Gateways	Verifies that a Unified CVP Post-Routed inbound call is routed via a SIP gateway to the PSTN and a Mobile Agent using the nailed call delivery mode.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A->Unified ICM->Unified CVP->Unified CM->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.CVP.016	Basic Call	Unified CVP SIP Post-Routed Call Queued then Redirected to PSTN Nailed Mobile Agent Using SIP Gateways with Non-Controlled SIP Unified IP Phone in Another Cluster.	Verifies that a Unified CVP Post-Routed inbound call is queued and then routed via a SIP gateway to the PSTN and a Mobile Agent using the nailed call delivery method and a non-controlled SIP Unified IP phone in another cluster.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A->Unified ICM->Unified CM->Agent B	Passed	
DAY61.CVP.017	Basic Call	Unified CVP SIP Post-Routed Call to Nailed Mobile Agent Using SIP Gateways with Non-Controlled SCCP Unified IP Phone in Another Window-based Cisco Unified Communications Manager Cluster via SIP Trunk	Verifies that a Unified CVP Post-Routed inbound call can be routed via a SIP gateway to the PSTN and a Mobile Agent using the nailed call delivery mode and a non-controlled Unified SCCP IP Phone in a different Windows-based Cisco Unified Communications Manager cluster.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A->Unified ICM->Unified CVP->Unified CM->Agent B	Passed	
DAY61.CVP.018	Basic Call	Unified CVP SIP Post-Routed Call Using a SIP Gateway to PSTN Nailed Mobile Agent in Another Cluster with Non Controlled SIP Unified IP Phone via SIP Trunk and Then Hold and Resume by an Agent, After that Transfer to an Agent in a Different Cluster	Verifies that a Unified CVP Post-Routed call routed via a SIP gateway to the PSTN and a Mobile Agent using the nailed call delivery method can be placed on hold, retrieved, and then transferred to another agent in a different cluster.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A->Unified ICM->Unified CM->H.225 Trunk->Unified CM->Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.CVP.019	Transfer	Blind Transfer of Unified CVP SIP Post-Routed Call to PSTN Nailed Mobile Agent Using SIP Trunk to SCCP Agent in Another Cluster.	Verifies that a Unified CVP SIP Post-Routed inbound call routed via a SIP trunk to the PSTN and a Mobile Agent using the nailed call delivery mode can be transferred (blind) to an SCCP agent in another cluster.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A->Unified ICM->Unified CM->SIP Trunk->Unified CM->Agent B	Passed	
DAY61.CVP.020	Transfer	Consult Transfer of Unified CVP SIP Post-Routed Call to PSTN Call by Call Mobile Agent Using SIP Gateways to Remote Non-Controlled SCCP Phone, Transfer Back to Originating Site	Verifies that a Unified CVP SIP Post-Routed inbound call routed via a SIP gateway to the PSTN and a Mobile Agent using the call-by-call delivery mode can be transferred (consultative) to a remote SCCP agent and transferred back to the originating site.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A->Unified ICM->Unified CM->Agent B	Failed	CSCsk69914
DAY61.CVP.021	Conference	Ad hoc Conference of Unified CVP SIP Post-Routed Call to PSTN Nailed Mobile Agent Using SIP Gateways to Remote SCCP Agent	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP gateway to the PSTN and a Mobile Agent using the nailed call delivery mode can be conferenced (ad hoc) to a remote SCCP agent.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A->Unified ICM->Unified CM->Agent B	Failed	CSCsk69914
DAY61.CVP.100		Blind Transfer of Unified CVP SIP Post-Routed Call to PSTN Nailed Mobile Agent Using MTP Resources.	Verifies that the Nailed Unified Mobile Agent solution works properly with adequate MTP resources.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A->blind transfer->Unified ICM->Unified CM->Agent B	Passed	
DAY61.CVP.101	Transfer	Consult Transfer of Unified CVP Post-Routed Call to PSTN Call-by-Call Mobile Agent Using MTP Resources	Verifies that the Call-by-Call Unified Mobile Agent solution works properly with adequate MTP resources.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A->consult transfer->Unified ICM->Unified CM->Agent B	Failed	CSCsk69914

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.CVP.102	Reliability	PSTN Call to Unified CVP SIP Agent with Multiple Call Variables Configured	Verifies that a call completes properly when all the call variables are used and that the date is correct.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CM->Agent A	Failed	CSCsk85285
DAY61.CVP.103	Transfer	Consult Transfer of Unified CVP SIP Post-Routed Call by SCCP Agent to Remote SCCP Agent, Caller Abandons the Call	Verifies that a SCCP Agent can 1) transfer (consultative) a call to another remote SCCP Agent, 2) and caller abandons the call while on hold, the call is cleared from the consult session.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CM->Agent A->Consult transfer->Unified ICM->Unified CCM->SIP Trunk->Unified CCM->Agent B	Failed	CSCsk69914
DAY61.CVP.104	Transfer	Consult Transfer of Unified CVP SIP Post-Routed Call by SCCP Agent to Remote SCCP Agent and Call is Placed On Hold with MOH	Verifies that a SCCP Agent can transfer (consultative) a call to another remote SCCP Agent and the caller can hear music after the call is placed on hold.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CM->Agent A->Consult transfer->Unified ICM->Unified CCM->SIP Trunk->Unified CCM->Agent B	Failed	CSCsk69914
DAY61.CVP.105	Transfer	Unified CVP SIP Post-Routed Call to PSTN Nailed Mobile Agent After Failure of Mobile Agent Connection	Verifies that a Mobile Agent can no longer be viewed as being available for a blind transfer after a connection failure.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CM->Agent A->Blind Transfer->Unified ICM->Unified CCM->Agent B	Passed	
DAY61.CVP.106	Conference	Conference of Unified CVP SIP Post-Routed Call between Nailed Mobile Agents	Verifies that a conference call and voice connections can be correctly established between multiple Nailed Mobile Agents.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CM->Agent A->Consult Transfer->Unified ICM->Unified CM->Agent B->Consult Transfer->Unified ICM->Unified CM->Agent C ...	Failed	CSCsk69914
DAY61.CVP.107	Transfer	Unified CCE Agent Transfers Call Direct to Agent Phone	Verifies that an agent receives a direct call and the Termination Call Detail (TCD) record is updated correctly.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CM->Agent A->transfer->Unified CCM->Agent B	Failed	CSCsk69914

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.CVP.108	Transfer	Consult Transfer by CAD Agent to CAD Agent and Cannot Complete Transfer While Still in Ringing State	Verifies that a CAD agent is precluded from completing a transfer (consultative) before the call is answered by the other agent.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CM->Agent A->Consult transfer->Unified ICM->Unified CM->Agent B	Failed	CSCsk69914
DAY61.FRR.100	Reporting	Cisco Unified Communications Manager PIM Failover Impact on Real-time Data	Verifies that the real-time date in the supervisor desktop and WebView reporting remains accurate during a Unified Communications Manager PIM failover.		Passed	
DAY61.INT.001	Basic Call Flow	Unified Communications Manager 5.1(1) Post-Routed Call via MGCP Gateway to Unified Communications Manager 6.1(1a) SIP Agent Across SIP Trunk	Verifies that a Unified Communications Manager 5.1(1) Post-Routed call flow is successfully delivered via an MGCP Gateway to a Unified Communications Manager 6.1(1a) SIP Agent across a SIP trunk.	Stage 1: PSTN->Gateway->Unified Communications Manager 5.1(1)->Unified ICM, Stage 2: Unified ICM->Unified Communications Manager 5.1(1)->SIP Trunk->Unified Communications Manager 6.1(1a)->Agent	Passed	
DAY61.INT.002	Basic Call Flow	Unified Communications Manager 5.1(1) Post-Routed Call via MGCP Gateway to Unified Communications Manager 6.1(1a) SCCP Agent Across H.225 Gatekeeper-Controlled Trunk	Verifies that a Unified Communications Manager 5.1(1) Post-Routed call flow is successfully delivered via an MGCP Gateway to a Unified Communications Manager 6.1(1a) SCCP Agent across a H.225 Gatekeeper Controlled trunk.	Stage 1: PSTN->Gateway->Unified Communications Manager 5.1(1)->Unified ICM, Stage 2: Unified ICM->Unified Communications Manager 5.1(1)->H.225 Gatekeeper-Controlled Trunk->Unified CM 6.1(1a)->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.INT.003	Basic Call Flow	Unified Communications Manager 5.1(1) Post-Routed Call via MGCP Gateway to Unified Communications Manager 6.1(1a) SCCP Agent Across SIP Trunk	Verifies that a Unified Communications Manager 5.1(1) Post-Routed call flow is successfully delivered via an MGCP Gateway to a Unified Communications Manager 6.1(1a) SCCP Agent across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CM 5.1(1)->Unified ICM, Stage 2: Unified ICM->Unified CM 5.1(1)(1)->SIP Trunk->Unified CM 6.1(1a)->Agent	Passed	
DAY61.INT.004	Basic Call Flow	Unified Communications Manager 6.1(1a) Post-Routed Call via MGCP Gateway to Unified Communications Manager 5.1(1) SCCP Agent Across H.225 Trunk	Verifies that a Unified Communications Manager 6.1(1a) Post-Routed call flow is successfully delivered via an MGCP Gateway to a Unified Communications Manager 5.1(1) SCCP Agent across an H.225 Gatekeeper-Controlled trunk.	Stage 1: PSTN->Gateway->Unified CM 5.1(1)->Unified ICM, Stage 2: Unified ICM->Unified CM 5.1(1)->H.225 Gatekeeper-Controlled Trunk->Unified CM 6.1(1a)->Agent	Passed	
DAY61.INT.005	Basic Call Flow	Unified Communications Manager 6.1(1a) Post-Routed Call via MGCP Gateway to Unified Communications Manager 5.1(1) SCCP Agent Across SIP Trunk	Verifies that a Unified Communications Manager 6.1(1a) Post-Routed call flow is successfully delivered via an MGCP Gateway to a Unified Communications Manager 5.1(1) SCCP Agent across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CM 6.1(1a)->Unified ICM, Stage 2: Unified ICM->Unified CM 5.1(1)->SIP Trunk->Unified CM 5.1(1)->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.INT.006	Basic Call Flow	Unified Communications Manager 5.1(1) Post-Routed Call via H.323 Gateway to Unified Communications Manager 6.1(1a) SIP Agent Across H.225 Gatekeeper-Controlled Trunk	Verifies that a Unified Communications Manager 5.1(1) Post-Routed call flow is successfully delivered via an H.323 Gateway to a Unified Communications Manager 6.1(1a) SIP Agent across an H.225 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CM 5.1(1)->Unified ICM, Stage 2: Unified ICM->Unified CM 6.1(1a)->H.225 Gatekeeper-Controlled Trunk->Unified CM 6.1(1a)->Agent	Passed	
DAY61.INT.007	Basic Call Flow	Unified Communications Manager 5.1(1) Post-Routed Call via H.323 Gateway to Unified Communications Manager 6.1(1a) SIP Agent Across SIP Trunk	Verifies that a Unified Communications Manager 5.1(1) Post-Routed call flow is successfully delivered via an H.323 Gateway to a Unified Communications Manager 6.1(1a) SIP Agent across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CM 5.1(1)->Unified ICM, Stage 2: Unified ICM->Unified CM 6.1(1a)->SIP Trunk->Unified CM 6.1(1a)->Agent	Passed	
DAY61.INT.008	Basic Call Flow	Unified Communications Manager 5.1(1) Post-Routed Call via H.323 Gateway to Unified Communications Manager 6.1(1a) SCCP Agent Across SIP Trunk	Verifies that a Unified Communications Manager 5.1(1) Post-Routed call flow is successfully delivered via an H.323 Gateway to a Unified Communications Manager 6.1(1a) SCCP Agent across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CM 5.1(1)->Unified ICM, Stage 2: Unified ICM->Unified CM 6.1(1a)->SIP Trunk->Unified CM 6.1(1a)->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.INT.009	Basic Call Flow	Unified Communications Manager 6.1(1a) Post-Routed Call via H.323 Gateway to Unified Communications Manager 5.1(1) SCCP Agent Across H.225 Gatekeeper-Controlled Trunk	Verifies that a Unified Communications Manager 6.1(1a) Post-Routed call flow is successfully delivered via an H.323 Gateway to a Unified Communications Manager 5.1(1) SCCP Agent across an H.225 Gatekeeper-Controlled trunk.	Stage 1: PSTN->Gateway->Unified CM 6.1(1a)->Unified ICM, Stage 2: Unified ICM->Unified CM 5.1(1)->H.225 Gatekeeper-Controlled Trunk->Unified CM 5.1(1)->Agent	Passed	
DAY61.INT.010	Basic Call Flow	Unified Communications Manager 6.1(1a) Post-Routed Call via H.323 Gateway to Unified Communications Manager 5.1(1) SCCP Agent Across SIP Trunk	Verifies that a Unified Communications Manager 6.1(1a) Post-Routed call flow is successfully delivered via an H.323 Gateway to a Unified Communications Manager 5.1(1) SCCP Agent across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CM 6.1(1a)->Unified ICM, Stage 2: Unified ICM->Unified CM 5.1(1)->SIP Trunk->Unified CM 5.1(1)->Agent	Passed	
DAY61.INT.011	Basic Call Flow	Unified Communications Manager 6.1(1a) Post-Routed Call via SIP Gateway to Unified Communications Manager 5.1(1) SCCP Agent Across H.225 Gatekeeper-Controlled Trunk	Verifies that a Unified Communications Manager 6.1(1a) Post-Routed call flow is successfully delivered via a SIP Gateway to a Unified Communications Manager 5.1(1) SCCP Agent across a H.225 Gatekeeper Controlled trunk.	Stage 1: PSTN->Gateway->Unified CM 6.1(1a)->Unified ICM, Stage 2: Unified ICM->Unified CM 6.1(1a)->H.225 Gatekeeper-Controlled Trunk->Unified CM 5.1(1)->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.INT.012	Basic Call Flow	Unified Communications Manager 6.1(1a) Post-Routed Call via SIP Gateway to Unified Communications Manager 5.1(1) SCCP Agent Across SIP Trunk	Verifies that a Unified Communications Manager 6.1(1a) Post-Routed call flow is successfully delivered via a SIP Gateway to a Unified Communications Manager 5.1(1) SCCP Agent across a SIP trunk.	Stage 1: PSTN->Gateway->Unified CM 6.1(1a)->Unified ICM, Stage 2: Unified ICM->Unified CM 5.1(1)->SIP Trunk->Unified CM 5.1(1)->Agent	Passed	
DAY61.INT.013	Transfer	Blind Transfer of Unified Communications Manager 5.1(1) Post-Routed Call via MGCP Gateway by Unified Communications Manager 6.1(1a) SIP Agent to Another SIP Agent Across H.225 Gatekeeper-Controlled Trunk	Verifies that a Unified Communications Manager 5.1(1) Post-Routed call flow routed via an MGCP Gateway to a Unified Communications Manager 6.1(1a) SIP Agent can be transferred (blind) across a H.225 gatekeeper-controlled trunk to another SIP Agent.	Stage 1: PSTN->Gateway->Unified CM 6.1(1a)->Unified ICM, Stage 2: Unified ICM->Unified CM 6.1(1a)->H.225 Gatekeeper-Controlled Trunk->Unified CM 6.1(1a)->Agent	Passed	
DAY61.INT.014	Transfer	Blind Transfer of Unified Communications Manager 5.1(1) Post-Routed Call via MGCP Gateway by Unified Communications Manager 6.1(1a) SIP Agent to Another SIP Agent Across SIP Trunk	Verifies that a Unified Communications Manager 5.1(1) Post-Routed call flow routed via an MGCP Gateway to a Unified Communications Manager 6.1(1a) SIP Agent can be transferred (blind) across a SIP trunk to another SIP Agent.	Stage 1: PSTN->Gateway->Unified CM 5.1(1)->Unified ICM, Stage 2: Unified ICM->Unified CM 6.1(1a)->SIP Trunk->Unified CM 6.1(1a)->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.INT.015	Basic Call Flow	Blind Transfer of Unified Communications Manager 5.1(1) Post-Routed Call via MGCP Gateway by Unified Communications Manager 6.1(1a) SCCP Agent to Another SCCP Agent Across SIP Trunk	Verifies that a Unified Communications Manager 5.1(1) Post-Routed call flow routed via an MGCP Gateway to a Unified Communications Manager 6.1(1a) SCCP Agent can be transferred (blind) across a SIP trunk to another SCCP Agent.	Stage 1: PSTN>Gateway>Unified CM 5.1(1)>Unified ICM, Stage 2: Unified ICM>Unified CM 6.1(1a)>Agent A, Stage 3: Agent A->Unified ICM->Unified CM 6.1(1a)->SIP Trunk >Unified CM 6.1(1a)>Agent B	Passed	
DAY61.INT.016	Basic Call Flow	Blind Transfer of Unified Communications Manager 6.1(1a) Post-Routed Call via MGCP Gateway by SCCP Agent to Unified Communications Manager 5.1(1) SCCP Agent Across H.225 Gatekeeper-Controlled Trunk	Verifies that a Unified Communications Manager 6.1(1a) Post-Routed call routed via an MGCP Gateway to a Unified Communications Manager 6.1(1a) SCCP Agent can be transferred (blind) across an H.225 gatekeeper-controlled trunk to a Unified Communications Manager 5.1(1) SCCP agent.	Stage 1: PSTN>Gateway>Unified CM 6.1(1a)>Unified ICM, Stage 2: Unified ICM>Unified CM 6.1(1a)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 5.1(1)>H.225 Gatekeeper-Controlled Trunk>Unified CM 5.1(1)>Agent B	Passed	
DAY61.INT.017	Basic Call Flow	Blind Transfer of Unified Communications Manager 5.1(1) Post-Routed Call via Unified H.323 Gateway by SIP Agent to Unified Communications Manager 6.1(1a) SIP Agent Across SIP Trunk	Verifies that a Unified Communications Manager 5.1(1) Post-Routed call routed via an H.323 Gateway to a Unified Communications Manager 5.1(1) SIP Agent can be transferred (blind) across a SIP trunk to a Unified Communications Manager 6.1(1a) SIP Agent.	Stage 1: PSTN>Gateway>Unified CM 5.1(1)>Unified ICM, Stage 2: Unified ICM>Unified CM 5.1(1)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 6.1(1a)->SIP Trunk >Unified CM 6.1(1a)>Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.INT.018	Basic Call Flow	Blind Transfer of Unified Communications Manager 5.1(1) Post-Routed Call via H.323 Gateway to SCCP Agent to a Unified Communications Manager 6.1(1a) SCCP Agent Across H.225 Gatekeeper-Controlled Trunk	Verifies that a Unified Communications Manager 5.1(1) Post-Routed call routed via an H.323 Gateway to a Unified Communications Manager 5.1(1) SCCP Agent can be transferred (blind) across an H.225 gatekeeper- controlled trunk to a Unified Communications Manager 6.1(1a) SCCP Agent.	Stage 1: PSTN>Gateway>Unified CM 5.1(1)>Unified ICM, Stage 2: Unified ICM>Unified CM 5.1(1)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 6.1(1a)>H.225 Gatekeeper- Controlled Trunk>Unified CM 6.1(1a)>Agent B	Passed	
DAY61.INT.020	Transfer	Blind Transfer of Unified CVP Post-Routed Call via SIP Gateway by Unified Communications Manager 6.1(1a) SCCP Agent to Unified Communications Manager 5.1(1) SCCP Agent via H.225 Gatekeeper- Controlled Trunk	Verifies that a 6.1(1a) SCCP agent can transfer (blind) a Unified CVP Post-Routed Call routed via a SIP Gateway to another 5.1(1) SCCP agent via an H.225 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CM 6.1(1a)>Unified ICM, Stage 2: Unified ICM>Unified CM 6.1(1a)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 5.1(1)>H.225 Gatekeeper-controlled trunk >Unified CM 5.1(1)>Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.INT.021	Transfer	Blind Transfer of Unified CVP Post-Routed Call via SIP Gateway by Unified Communications Manager 5.1(1) SCCP Agent to Unified Communications Manager 6.1(1a) SIP Agent via H.225 Gatekeeper- Controlled Trunk	Verifies that a 5.1(1) SCCP agent can transfer (blind) a Unified CVP Post-Routed Call routed via a SIP Gateway to a 6.1(1a) SIP agent via an H.225 gatekeeper-controlled trunk.	Stage 1: PSTN>Gateway>Unified CM 5.1(1)>Unified ICM, Stage 2: Unified ICM>Unified CM 5.1(1)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 6.1(1a)>H.225 gatekeeper-controlled >Unified CM 6.1(1a)>Agent B	Passed	
DAY61.INT.022	Transfer	Consult Transfer of Unified CVP Post-Routed Call via SIP Gateway by Unified Communications Manager 5.1(1) SCCP Agent to Unified Communications Manager 6.1(1a) SIP Agent via H.225 Gatekeeper- Controlled Trunk	Verifies that a 5.1(1) SCCP agent can transfer (consult) a Unified CVP Post-Routed Call routed via a SIP Gateway to a 6.1(1a) SIP agent via an H.225 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CM 5.1(1)>Unified ICM, Stage 2: Unified ICM>Unified CM 5.1(1)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 6.1(1a)>H.225 Gatekeeper-controlled trunk >Unified CM 6.1(1a)>Agent B	Failed	CSCsk69914
DAY61.INT.023	Transfer	Consult Transfer of Unified CVP Post-Routed Call via SIP Gateway by Unified Communications Manager 6.1(1a) SIP Agent to Unified Communications Manager 5.1(1) SCCP Agent via SIP Trunk	Verifies that a 6.0(1) SIP agent can transfer (consult) a Unified CVP Post-Routed Call routed via a SIP Gateway to a 5.1(1) SCCP agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CM 6.1(1a)>Unified ICM, Stage 2: Unified ICM>Unified CM 6.1(1a)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 5.1(1)>SIP trunk >Unified CM 5.1(1)>Agent B	Failed	CSCsk69914

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.INT.024	Conference	Conference of Unified CVP Post-Routed Call via SIP Gateway by Unified Communications Manager 6.1(1a) SCCP Agent with Unified Communications Manager 5.1(1) SCCP Agent via H.225 Gatekeeper- Controlled Trunk	Verifies that a 6.1(1a) SCCP agent can conference a Unified CVP Post-Routed Call routed via a SIP Gateway with a 5.1(1) SCCP agent via an H.225 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CM 6.1(1a)>Unified ICM, Stage 2: Unified ICM>Unified CM 6.1(1a)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 6.1(1a)>H.225 Gatekeeper-controlled trunk >Unified CM 5.1(1)>Agent B	Failed	CSCsk69914
DAY61.INT.025	Conference	Conference of Unified CVP Post-Routed Call via SIP Gateway by Unified Communications Manager 5.1(1) SCCP Agent with Unified Communications Manager 6.1(1a) SCCP Agent via SIP Trunk	Verifies that a 5.1(1) SCCP agent can conference a Unified CVP Post-Routed Call routed via a SIP Gateway with a 6.1(1a) SCCP agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CM 5.1(1)>Unified ICM, Stage 2: Unified ICM>Unified CM 5.1(1)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 6.1(1a)> SIP trunk >Unified CM 6.1(1a)>Agent B	Failed	CSCsk69914
DAY61.INT.026	Transfer	Blind Transfer of Unified CVP Post-Routed Call via SIP Gateway by Unified Communications Manager 6.1(1a) SIP Agent to Unified Communications Manager Release 4.2(3) SCCP Agent via H.225 Gatekeeper- Controlled Trunk	Verifies that a 6.1(1a) SIP agent can transfer (blind) a Unified CVP Post-Routed Call routed via a SIP Gateway to a 4.2(3) SCCP agent via an H.225 Gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CM 6.1(1a)>Unified ICM, Stage 2: Unified ICM>Unified CM 4.2(3)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 4.2(3)>H.225 Gatekeeper-controlled trunk>Unified CM 4.2(3)>Agent B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.INT.027	Transfer	Blind Transfer of Unified CVP Post-Routed Call via SIP Gateway by Unified Communications Manager 4.2(3) SCCP Agent to Unified Communications Manager 6.1(1a) SIP Agent via SIP Trunk	Verifies that a 4.2(3) SCCP agent can transfer (blind) a Unified CVP Post-Routed Call routed via a SIP Gateway to a 6.1(1a) SIP agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CM 4.2(3)>Unified ICM, Stage 2: Unified ICM>Unified CM 4.2(3)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 4.2(3)>H.225 Gatekeeper-controlled trunk >Unified CM 6.1(1a)>SIP trunk>Agent B	Passed	
DAY61.INT.028	Transfer	Blind Transfer of Unified CVP Post-Routed Call via SIP Gateway by Unified Communications Manager 4.2(3) SCCP Agent to Unified Communications Manager 6.1(1a) SCCP Agent via SIP Trunk	Verifies that a 4.2(3) SCCP agent can transfer (blind) a Unified CVP Post-Routed Call routed via a SIP Gateway to a 6.1(1a) SCCP agent via a gatekeeper SIP trunk.	Stage 1: PSTN->Gateway->Unified CM 4.2(3)>Unified ICM, Stage 2: Unified ICM>Unified CM 4.2(3)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 6.1(1a)>SIP trunk >Unified CM 6.1(1a)>Agent B	Passed	
DAY61.INT.029	Transfer	Consult Transfer of Unified CVP Post-Routed Call via SIP Gateway by Unified Communications Manager 6.1(1a) SCCP Agent to Unified Communications Manager 4.2(3) SCCP Agent via H.225 Gatekeeper-Controlled Trunk	Verifies that a 6.1(1a) SCCP agent can transfer (consult) a Unified CVP Post-Routed Call routed via a SIP Gateway to a 4.2(3) SCCP agent via an H.225 gatekeeper-controlled trunk.	Stage 1: PSTN->Gateway->Unified CM 6.1(1a)>Unified ICM, Stage 2: Unified ICM>Unified CM 6.1(1a)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 6.1(1a)>H.225 Gatekeeper-controlled trunk >Unified CM 4.2(3)>Agent B	Failed	CSCsk52410

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.INT.030	Transfer	Consult Transfer of Unified CVP Post-Routed Call via SIP Gateway by Unified Communications Manager 6.1(1a) SIP Agent to Unified Communications Manager 4.2(3) SCCP Agent via SIP Trunk	Verifies that a 6.1(1a) SIP agent can transfer (consult) a Unified CVP Post-Routed Call routed via a SIP Gateway to a 4.2(3) SCCP agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CM 6.1(1a)>Unified ICM, Stage 2: Unified ICM>Unified CM 6.1(1a)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 6.1(1a)>SIP trunk >Unified CM 4.2(3)>Agent B	Failed	CSCsk52410
DAY61.INT.031	Conference	Conference of Unified CVP Post-Routed Call via SIP Gateway by Unified Communications Manager 6.1(1a) SCCP Agent with Unified Communications Manager 4.2(3) SCCP Agent via SIP Trunk	Verifies that a 6.1(1a) SCCP agent can conference a Unified CVP Post-Routed Call routed via a SIP Gateway with a 4.2(3) SCCP agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CM 6.1(1a)>Unified ICM, Stage 2: Unified ICM>Unified CM 6.1(1a)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 4.2(3)>H.225 Gatekeeper-controlled trunk >Unified CM 4.2(3)>SIP trunk>Agent B	Failed	CSCsk52410
DAY61.INT.032	Conference	Conference of Unified CVP Post-Routed Call via SIP Gateway by Unified Communications Manager 4.2(3) SCCP Agent with Unified Communications Manager 6.1(1a) SIP Agent via SIP Trunk	Verifies that a 4.2(3) SCCP agent can conference a Unified CVP Post-Routed Call routed via a SIP Gateway with a 6.1(1a) SIP agent via a SIP trunk.	Stage 1: PSTN->Gateway->Unified CM 6.1(1a)>Unified ICM, Stage 2: Unified ICM>Unified CM 6.1(1a)>Agent A, Stage 3: Agent A>Unified ICM>Unified CM 4.2(3)>H.225 Gatekeeper-controlled trunk >Unified CM 4.2(3)>SIP trunk>Agent B	Failed	CSCsk52410

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.INT.100	Interoperability	PSTN Call to Cisco Unified Communications Manager Post-Routed Agent with Peripheral Gateway Operating with Post-Routed Unified CCE Software Release	Verifies that call delivery is successful with PG's using a build prior to central controller build.	Signaling: PSTN > H.225 Gatekeeper >MGCP Gateway > Unified CM > Generic PG > Unified ICM > Agent> SIP Agent	Passed	
DAY61.IUP.001	Installation and Upgrade	Unified Communications Manager Post-Routed Functional Test Bed: Upgrade WAN Core Routers, Switches and Gateways to Unified Communications System Release 6.1(1)	Verifies the upgrade of IOS and CATOS software on routers, switches and gateways from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.002	Installation and Upgrade	Unified Communications Manager Post-Routed Functional Test Bed: Upgrade Unified ICM components (Roggers, RTAW/HDS, PGs and Unified Outbound Dialers) to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Unified ICM components from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.IUP.003	Installation and Upgrade	Unified Communications Manager Post-Routed Functional Test Bed: Upgrade CAD Server, Agent and Supervisor Upgrade to Unified Communications System Release 6.1(1)	Verifies the upgrade of the CAD server and desktop software from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.004	Installation and Upgrade	Unified Communications Manager Post-Routed Functional Test Bed: Upgrade CTI OS Server, Agents and Supervisor Upgrade to Unified Communications System Release 6.1(1)	Verifies the upgrade of the CTI OS server and desktop software from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.005	Installation and Upgrade	Unified Communications Manager Post-Routed Functional Test Bed: Upgrade Unified Communications Manager Cluster to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Unified Communications Manager cluster from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.IUP.006	Installation and Upgrade	Unified Communications Manager Post-Routed Functional Test Bed: Upgrade Customer Response Solutions (Unified IP IVR) to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Unified IP IVR system from Unified Communications System Release 6.0(1) to Unified Communication System Release 6.1(1).		Passed	
DAY61.IUP.008	Installation and Upgrade	Parent/Child Functional Test Bed: Upgrade Unified System Contact Center (Unified SCC) to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Unified SCC from Unified Communications System Release 6.0(1) to Unified Communication System Release 6.1(1).		Passed	
DAY61.IUP.009	Installation and Upgrade	Parent/Child Functional Test Bed: Upgrade Parent Unified ICM System Upgrade to Unified Communications System Release 6.1(1)	Verifies the upgrade of the parent Unified ICM system from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.IUP.010	Installation and Upgrade	Parent/Child Functional Test Bed: Upgrade Unified Contact Center Gateway Enterprise (Unified CCGE) to Unified Communications System Release 6.1(1)	Verifies the upgrade of Unified CCGE from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.011	Installation and Upgrade	Parent/Child Functional Test Bed: Upgrade VXML Gateways IOS Software to Unified Communications System Release 6.1(1)	Verifies the upgrade of the IOS software on the VXML gateways from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.012	Installation and Upgrade	Parent/Child Functional Test Bed: Upgrade Unified CVP Call Server to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Unified CVP Call Server and Voice Browser from Unified Communications System Release 6.0(1) to Unified Communication System Release 6.1(1).		Passed	
DAY61.IUP.013	Installation and Upgrade	Unified CVP Post-Routed Load Test Bed: Upgrade WAN Core Routers, Switches and Gateways to (i.e. 7200, 3570, 38xx, 37xx, 650x) to Unified Communications System Release 6.1(1)	Verifies the upgrade of IOS and CAT OS software on routers, switches and gateways from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.IUP.014	Installation and Upgrade	Unified CVP Post-Routed Load Test Bed: Upgrade Unified ICM Components (Roggers, RTAW/HDS, PGs and Unified Outbound Dialers) to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Unified ICM Components from Unified Communications System Release 6.0(1) to Unified Communication System Release 6.1(1).		Passed	
DAY61.IUP.015	Installation and Upgrade	Unified CVP Post-Routed Load Test Bed: Upgrade CAD Server, Agents, and Supervisor to Unified Communications System Release 6.1(1)	Verifies the upgrade of the CAD server and desktop software from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.016	Installation and Upgrade	Unified CVP Post-Routed Load Test Bed: Upgrade CTI OS Server, Agents and Supervisor to Unified Communications System Release 6.1(1)	Verifies the upgrade of the CTI OS Server and Desktop software from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.017	Installation and Upgrade	Unified CVP Post-Routed Load Test Bed: Upgrade Unified Communications Manager Cluster to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Unified Communications Manager cluster from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.IUP.018	Installation and Upgrade	Unified CVP Post-Routed Load Test Bed: Upgrade Cisco Unified Presence (SIP Proxy Feature) to Unified Communications System Release 6.1(1)	Verifies the upgrade of Unified Presence and the SIP Proxy feature from Unified Communications System Release 6.0(1) to Unified Communication System Release 6.1(1).		Failed	CSCsk85285
DAY61.IUP.019	Installation and Upgrade	Unified CVP Post-Routed Load Test Bed: Upgrade Firewall Services Module to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Firewall Services Module software from Unified Communications System Release 6.0(1) to Unified Communication System Release 6.1(1).		Passed	
DAY61.IUP.020	Installation and Upgrade	Unified CVP Post-Routed Load Test Bed: Upgrade Adaptive Security Appliance 5540 to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Adaptive Security Appliance 5540 software to Unified Communication System Release 6.1(1).		Passed	
DAY61.IUP.021	Installation and Upgrade	Unified CVP Post-Routed Load Test Bed: One-hour Load Test after Upgrading Unified Communications Manager Cluster, Firewall Services Module	Verifies the component upgrades by running heavy traffic load for an hour.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.IUP.022	Installation and Upgrade	Unified Communications Manager Post-Routed Load Test Bed: Upgrade IOS and CATOS Software on WAN Core Routers, Switches and Gateways to Unified Communications System Release 6.1(1)	Verifies the upgrade of IOS and CATOS software on routers, switches and gateways from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.023	Installation and Upgrade	Unified Communications Manager Post-Routed Load Test Bed: Upgrade IOS Software on MGCP, CMM, SIP, and H.323 Gateways to Unified Communications System Release 6.1(1)	Verifies the upgrade of the IOS software on MGCP, CMM, SIP, and H.323 gateways from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.024	Installation and Upgrade	Unified Communications Manager Post-Routed Load Test Bed: Upgrade IOS Software on H.323 Gatekeeper to Unified Communications System Release 6.1(1)	Verifies the upgrade of the IOS software on the H.323 Gatekeeper from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.IUP.025	Installation and Upgrade	Unified Communications Manager Post-Routed Load Test Bed: Upgrade Unified ICM Rogger to Unified Communications System Release 6.1(1)	Verifies the upgrade of Unified ICM Rogger from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.026	Installation and Upgrade	Unified Communications Manager Post-Routed Load Test Bed: Upgrade Unified ICM Real-Time Administration Workstation/Historical Database Server to Unified Communications System Release 6.1(1).	Verifies the upgrade of Unified ICM RTAW/HDS from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.027	Installation and Upgrade	Unified Communications Manager Post-Routed Load Test Bed: Upgrade Unified Communications Manager PG, VRU PG and MR PG to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Unified ICM Peripheral Gateways from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.IUP.028	Installation and Upgrade	Unified Communications Manager Post-Routed Load Test Bed: Upgrade Cisco Unified Outbound Dialer (Unified OUTD) to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Unified OUTD software from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.029	Installation and Upgrade	Unified Communications Manager Post-Routed Load Test Bed: Upgrade Agent Server and Desktop (CAD & CTI OS) to Unified Communications System Release 6.1(1)	Verifies the upgrade of the CAD and CTI OS server and desktop software from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.030	Installation and Upgrade	Unified Communications Manager Post-Routed Load Test Bed: Upgrade Unified Communications Manager Cluster to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Unified Communications Manager cluster from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.IUP.031	Installation and Upgrade	Unified Communications Manager Post-Routed Load Test Bed: Upgrade Customer Response Solutions (Unified IP IVR) to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Unified IP IVR system from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.032	Installation and Upgrade	Unified Communications Manager Post-Routed Load Test Bed: One-hour Load Test of Unified Communications Manager Cluster, CRS, Unified ICM and Other Components	Verifies the component upgrades by running heavy traffic load for an hour.		Passed	
DAY61.IUP.033	Installation and Upgrade	Parent/Child Load Test Bed: Upgrade IOS Software on VXML Gateways to Unified Communications System Release 6.1(1)	Verifies the upgrade of IOS software on VXML Gateways from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.IUP.034	Installation and Upgrade	Parent/Child Load Test Bed: Upgrade Unified CVP Call Server and Voice Browser to Unified Communications System Release 6.1(1)	Verifies the upgrade of Unified CVP Call Server and Voice Browser from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.035	Installation and Upgrade	Parent/Child Load Test Bed: Upgrade Cisco Unified System Contact Center (Unified SCC) Child System to Unified Communications System Release 6.1(1)	Verifies the upgrade of Unified SCC child system from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.036	Installation and Upgrade	Parent/Child Load Test Bed: Upgrade Parent Unified ICM System to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Parent Unified ICM system from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.037	Installation and Upgrade	Parent/Child Load Test Bed: One-hour Load Test of Parent/Child System	Verifies the upgrades of parent/child system components by running heavy traffic for an hour.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.IUP.038	Installation and Upgrade	Unified CVP Post-Routed Functional Test Bed: Upgrade WAN Core Routers, Switches and Gateways to Unified Communications System Release 6.1(1)	Verifies the upgrade of IOS and CATOS software on routers, switches and gateways from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.0(1).		Passed	
DAY61.IUP.039	Installation and Upgrade	Unified CVP Post-Routed Functional Test Bed: Upgrade VXML, MGCP, and SIP Gateways IOS Software to Unified Communications System Release 6.1(1)	Verifies the upgrade of the IOS software on the Gateways from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.040	Installation and Upgrade	Unified CVP Post-Routed Functional Test Bed: Upgrade H.323 Gatekeeper to Unified Communications System Release 6.1(1)	Verifies the upgrade of the IOS software on the H.323 Gatekeeper Router from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.041	Installation and Upgrade	Unified CVP Post-Routed Functional Test Bed: Upgrade Unified ICM Rogger to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Unified ICM Rogger from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.IUP.042	Installation and Upgrade	Unified CVP Post-Routed Functional Test Bed: Upgrade Unified ICM Real-Time Administration Workstation/Historical Database Server (RTAW/HDS) to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Unified ICM RTAW/HDS from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.043	Installation and Upgrade	Unified CVP Post-Routed Functional Test Bed: Upgrade Unified ICM System, Unified Communications Manager VRU, MR PG to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Unified ICM Peripheral Gateways from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.045	Installation and Upgrade	Unified CVP Post-Routed Functional Test Bed: Upgrade Unified Outbound Dialer (Unified OUTD) to Unified Communications System Release 6.1(1)	Verifies the upgrade of Unified OUTD from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.IUP.046	Installation and Upgrade	Unified CVP Post-Routed Functional Test Bed: Upgrade Unified Communications System Release Agent Server and Desktop (CAD & CTI OS) to Unified Communications 6.1(1) Release	Verifies the upgrade of the CTI OS and CAD Server and desktop software from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.047	Installation and Upgrade	Unified CVP Post-Routed Functional Test Bed: Upgrade Unified Communications Manager Cluster to Unified Communications System Release 6.1(1)	Verifies the upgrade of Unified Communications Manager cluster from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.IUP.048	Installation and Upgrade	Unified CVP Post-Routed Functional Test Bed: Upgrade Unified CVP Call Server and Voice Browser to Unified Communications System Release 6.1(1)	Verifies the upgrade of the Unified CVP Call Server and Voice Browser from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Dropped	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.IUP.049	Installation and Upgrade	Unified CVP Post-Routed Functional Test Bed: Upgrade Unified Presence to Unified Communications System Release 6.1(1)	Verifies the upgrade of Unified Presence from Unified Communications System Release 6.0(1) to Unified Communications System Release 6.1(1).		Passed	
DAY61.NME.001	Network Management	Upgrade Cisco Unified Operations Manager (Unified Operations Manager) to Unified Communications System Release 6.1(1)	Verify the upgrade of Unified Operations Manager from Unified Communications System Release 6.0(1) to Release 6.1(1)		Passed	
DAY61.NME.002	Network Management	Unified Operations Manager Auto-Discovery and Monitoring of Unified Contact Center Enterprise Devices	Verifies that Unified Operations Manager can automatically discovers and places devices in monitored state for all device types used in typical Unified Contact Center Enterprise deployments (such as Unified Communications Manager and Unified CVP Post-Routed, Parent/Child, Unified Contact Center Express etc.)		Passed	
DAY61.NME.003	Network Management	Unified Operations Manager: Capturing and Displaying of Unified Contact Center Enterprise Devices	Verifies that Unified Operations Manager can automatically capture and display detailed information about all the Unified Contact Center Enterprise device types correctly.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.NME.004	Network Management	Unified Operations Manager: Service Level View (SLV) Properly Displays Unified Contact Center Enterprise Configurations	Verifies that the SLV display of various Unified Contact Center Enterprise configurations is correct		Passed w/ Exception	CSCsi77016 CSCsi77087 CSCsi93562
DAY61.NME.005	Network Management	Unified Operations Manager: Displaying Alerts and Events	Verifies that alerts and events are displayed and then cleared properly in Unified Operations Manager.		Passed	
DAY61.NME.006	Network Management	Unified Operations Manager: Discovery and Status Reporting of Unified IP Phones	Verifies that Unified Operations Manager reports and displays Unified IP Phone discovery and status correctly.		Passed	
DAY61.OOF.100	Outbound Calls	Outbound Calls: Personal Callback to Busy PSTN Phone	Verifies that the Unified Outbound Dialer continues to call a PSTN phone that is busy.	Dialer Port>Unified CM>Gateway>PSTN	Passed	
DAY61.PTC.100	Parent/Child Call Flow	Run WebView reports against Parent with Child in Different Time Zones	Verifies that reports reflect the parent system time correctly in different time zones.		Passed	
DAY61.PTC.101	Parent/Child Call Flow	Load Test: Multiple Child CTI OS Agents Simultaneous Login Attempt and Available Agent Detection	Verifies that under heavy traffic conditions that 1) multiple CTI OS agents can simultaneously log in and connect, disconnect, re-connect in a short amount of time, and 2) Unified ICM Parent is able to detect available agents.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified IP IVR->Unified CM->SIP Agent, Stage 4: Unified ICM->Unified CM->SIP Agent	Failed	CSCsk82758

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.SEC.001	Security	Unified CVP Post-Routed PSTN Call Routing via H.323 Gateway with Gatekeeper Routing through Cisco ASA 5540 Services to CTI OS Agent	Verifies that a Unified CVP Post-Routed PSTN call can be routed via an H.323 Gateway through Cisco ASA 5540 Services to a CTI OS Agent.	Stage 1: PSTN->Gateway->Unified CVP-Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified CVP->Unified CM->Agent	Passed	
DAY61.SEC.002	Security	Unified CVP Post-Routed PSTN Call via H.323 Gateway with Gatekeeper Routing through Cisco ASA 5540 Services to CAD Agent	Verifies that a Unified CVP Post-Routed PSTN call can be routed via an H.323 Gateway through Cisco ASA 5540 Services to a CAD Agent.	Stage 1: PSTN->Gateway->Unified CVP-Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified CVP->Unified CM->Agent	Passed	
DAY61.SEC.003	Security	Unified CVP Post-Routed PSTN Call via SIP Gateway with SIP Proxy Routing through Cisco ASA 5540 Services to CTI OS Agent	Verifies that Unified CVP Post-Routed PSTN call can be routed via a SIP Gateway through Cisco ASA 5540 services to a CTI OS Agent.	Stage 1: PSTN->Gateway->Unified CVP-Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified CVP->Unified CM->Agent	Passed	
DAY61.SEC.004	Security	Unified CVP Post-Routed PSTN Call via SIP Gateway with SIP Proxy Routing through Cisco ASA 5540 Services to CAD Agent	Verifies that a Unified CVP Post-Routed PSTN call can be routed via a SIP Gateway through Cisco ASA 5540 Services to a CAD Agent.	Stage 1: PSTN->Gateway->Unified CVP-Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified CVP->Unified CM->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.SEC.005	Security	Blind Transfer of Unified CVP Post-Routed PSTN Call via H.323 Gateway with Gatekeeper Routing through Cisco ASA 5540 Services by CTI OS Agent to Another CTI OS Agent.	Verifies that a Unified CVP Post-Routed PSTN call routed via an H.323 Gateway through Cisco ASA 5540 Services can be transferred (blind) by one CTI OS Agent to another CTI OS Agent.	Stage 1: PSTN->Gateway->Unified CVP-Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified CVP->Unified CM->Agent	Passed	
DAY61.SEC.006	Security	Blind Transfer of Unified CVP Post-Routed PSTN Call via H.323 Gateway with Gatekeeper Routing through Cisco ASA 5540 Services by CAD Agent to Another CAD Agent	Verifies that a Unified CVP Post-Routed PSTN call routed via an H.323 Gateway through Cisco ASA 5540 Services can be transferred (blind) by one CAD Agent to another CAD Agent.	Stage 1: PSTN->Gateway->Unified CVP-Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified CVP->Unified CM->Agent	Passed	
DAY61.SEC.007	Security	Blind Transfer of Unified CVP Post-Routed PSTN via SIP Gateway with SIP Proxy Routing through Cisco ASA 5540 Services by CTI OS Agent to Another CTI OS Agent.	Verifies that a Unified CVP Post-Routed PSTN call routed via a SIP Gateway through Cisco ASA 5540 Services can be transferred (blind) by one CTI OS Agent to Another CTI OS Agent.	Stage 1: PSTN->Gateway->Unified CVP-Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified CVP->Unified CM->Agent	Passed	
DAY61.SEC.008	Security	Blind Transfer of Unified CVP Post-Routed PSTN Call via SIP Gateway with SIP Proxy Routing through ASA 5540 Services Module by CAD Agent to Another CAD Agent	Verifies that a Unified CVP Post-Routed PSTN call routed via a SIP Gateway through Cisco ASA 5540 Services can be transferred (blind) by one CAD Agent to another CAD Agent.	Stage 1: PSTN->Gateway->Unified CVP-Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified CVP->Unified CM->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
DAY61.SEC.009	Security	Conference of Unified CVP Post-Routed PSTN Call via H.323 Gateway with Gatekeeper Routing through Cisco ASA 5540 Services by CTI OS Agent with Another CTI OS Agent	Verifies that a CTI OS Agent can conference a Unified CVP Post-Routed PSTN call routed via an H.323 Gateway through Cisco ASA 5540 Services with another CTI OS Agent.	Stage 1: PSTN->Gateway->Unified CVP-Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified CVP->Unified CM->Agent	Passed	
DAY61.SEC.010	Security	Conference of Unified CVP Post-Routed PSTN Call via H.323 Gateway with Gatekeeper Routing through Cisco ASA 5540 Services by CAD Agent with Another CAD Agent	Verifies that a CAD Agent can conference a Unified CVP Post-Routed PSTN call routed via an H.323 Gateway through Cisco ASA 5540 Services with another CAD Agent.	Stage 1: PSTN->Gateway->Unified CVP-Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified CVP->Unified CM->Agent	Passed	
DAY61.SEC.011	Security	Conference of Unified CVP Post-Routed PSTN Call via SIP Gateway with SIP Proxy Routing through Cisco ASA 5540 Services to CTI OS Agent with Another CTI OS Agent	Verifies that a CTI OS Agent can conference a Unified CVP Post-Routed PSTN call via a SIP Gateway through Cisco ASA 5540 services with another CTI OS Agent.	Stage 1: PSTN->Gateway->Unified CVP-Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified CVP->Unified CM->Agent	Passed	
DAY61.SEC.012	Security	Conference of Unified CVP Post-Routed PSTN Call via SIP Gateway with SIP Proxy Routing through Cisco ASA 5540 Services to CAD Agent with Another CAD Agent	Verifies that a CAD Agent can conference a Unified CVP Post-Routed PSTN call routed via a SIP Gateway through Cisco ASA 5540 services with another CAD Agent.	Stage 1: PSTN->Gateway->Unified CVP-Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified CVP->Unified CM->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.CCX.009	Parent/Child Call Flow	Parent Unified ICM PSTN Unified CVP Post-Routed Call Routed via H.323 Gateway, Queued by Child Unified CCX using Music-on-Hold (MOH), and Routed to Child Unified CCX SCCP Agent	Verifies that a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM is first queued by Unified CCX using MoH before being delivered to a Unified CCX SCCP Agent in the child system.	PSTN>Parent Unified ICM>Unified CVP Gateway (VXML)>Unified CCX>SCCP Agent	Passed	
OHI60.CCX.010	Parent/Child Call Flow	Parent Unified ICM PSTN Unified CVP Post-Routed Call Routed via H.323 Gateway, Queued by Child Unified CCX using Music-on-Hold (MOH), and Routed to Child Unified CCX SIP Agent	Verifies that a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM is first queued by Unified CCX using MoH before being delivered to a Unified CCX SIP Agent in the child system.	Stage 1: PSTN->Gateway->Unified CVP->Unified ICM, Stage 2: Unified ICM->Unified CVP->Gateway (VXML), Stage 3: Unified ICM->Unified CVP->Unified CM->Agent 1	Passed	
OHI60.CCX.011	Parent/Child Call Flow	Parent Unified ICM PSTN Unified CVP Post-Routed Call Routed via H.323 Gateway, Queued by Child Unified CCX using .wav Files, and Routed to Unified CCX Child SCCP Agent	Verifies that a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM is first queued by Unified CCX using .wav files before being delivered to a Unified CCX SCCP Agent in the child system.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.CCX.012	Parent/Child Call Flow	Parent Unified ICM PSTN Unified CVP Post-Routed Call Routed via H.323 Gateway, Queued by Child Unified CCX using .wav Files, and Routed to Unified CCX Child SIP Agent	Verifies that a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM is first queued by Unified CCX using .wav files before being delivered to a Unified CCX SIP Agent in the child system.		Passed	
OHI60.CCX.013	Parent/Child Call Flow	Blind Transfer of Parent Unified ICM PSTN Unified CVP Post-Routed Call Routed via H.323 Gateway by Child Unified CCX SIP Agent to Another SIP Agent in Same Child	Verifies that a Unified CCX SIP Agent can transfer (blind) a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM to another SIP Agent in the same child system.		Passed	
OHI60.CCX.014	Parent/Child Call Flow	Blind Transfer of a Parent Unified ICM PSTN Unified CVP Post-Routed Call via H.323 Gateway by Child Unified CCX SIP Agent to another Child Unified CCX SIP Agent in Different Child System using Parent Unified ICM System	Verifies that a Unified CCX SIP Agent can transfer (blind) a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM to another SIP Agent in a different child system using the parent Unified ICM system.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.CCX.015	Parent/Child Call Flow	Blind Transfer of a Parent Unified ICM PSTN Unified CVP Post-Routed Call via H.323 Gateway by Child Unified CCX SIP Agent to Child Unified CCX SCCP Agent in Different Child System using Parent Unified ICM System	Verifies that a Unified CCX SIP Agent can transfer (blind) a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM to an SCCP Agent in a different child system using the parent Unified ICM system.		Passed	
OHI60.CCX.019	Parent/Child Call Flow	Blind Transfer of Parent Unified ICM PSTN Unified CVP Post-Routed Call via H.323 Gateway by Child Unified CCX SCCP Agent to another SCCP Agent using Unified CCX Child System	Verifies that a Unified CCX SCCP Agent can transfer (blind) a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM to an SCCP Agent in the same child system using the Unified CCX system.		Passed	
OHI60.CCX.022	Parent/Child Call Flow	Blind Transfer of Parent Unified ICM PSTN Unified CVP Post-Routed Call via H.323 Gateway by Child Unified CCX SCCP Agent to Child Unified CCX SIP Agent in Same Child using Unified CCX Child System	Verifies that a Unified CCX SCCP Agent can transfer (blind) a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM to a SIP Agent in the same child system using the Unified CCX child system.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.CCX.023	Parent/Child Call Flow	Consult Transfer of Parent Unified ICM PSTN Unified CVP Post-Routed Call Routed via H.323 Gateway by Child Unified CCX SIP Agent to Another SIP Agent at Same Child	Verifies that a Unified CCX SIP Agent can transfer (consultative) a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM to another SIP Agent in the same child system.		Passed	
OHI60.CCX.025	Parent/Child Call Flow	Consult Transfer of Parent Unified ICM PSTN Unified CVP Post-Routed Call Routed via H.323 Gateway by Child Unified CCX SIP Agent to Another SIP Agent at Same Child to SCCP Agent in Different Unified CCX System	Verifies that a Unified CCX SIP Agent can transfer (consultative) a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM to another SIP Agent in the same child system, and then, to an SCCP Agent in a different child Unified CCX system.		Passed	
OHI60.CCX.027	Parent/Child Call Flow	Consult Transfer of Parent Unified ICM PSTN Unified CVP Post-Routed Call Routed via H.323 Gateway by Child Unified CCX SIP Agent to SCCP Agent in Same Child using Child Unified CCX System	Verifies that a Unified CCX SIP Agent can transfer (consultative) a Unified CVP Post-Routed PSTN call routed via an H.323 Gateway and a parent Unified ICM to an SCCP Agent in the same child system using the Unified CCX system.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.CCX.028	Parent/Child Call Flow	Ad hoc Conference of Parent Unified ICM PSTN Unified CVP Post-Routed Call Routed via H.323 Gateway by Child Unified CCX SCCP Agent with Two Other SCCP Agents in Same Child	Verifies that a Unified CCX SCCP Agent can conference (ad hoc) a Unified CVP Post-Routed PSTN call routed via an H.323 Gateway and a parent Unified ICM to two other SCCP Agents in the same child system.		Passed	
OHI60.CCX.029	Parent/Child Call Flow	Ad hoc Conference of Parent Unified ICM PSTN Unified CVP Post-Routed Call via H.323 Gateway by Child Unified CCX SCCP Agent with Two SCCP Agents in Different Child	Verifies that a Unified CCX SCCP Agent can conference (ad hoc) a Unified CVP Post-Routed PSTN call routed via an H.323 Gateway and a parent Unified ICM to two other SCCP Agents in a different child system.		Passed	
OHI60.CCX.030	Parent/Child Call Flow	Unified CCX Child Agents Skill Group Reporting at Parent Unified ICM	Verifies that the child Unified Contact Center Enterprise (Unified CCX) Agents Skill Group reporting functions properly at the parent Unified ICM system.		Passed	
OHI60.CCX.031	Parent/Child Call Flow	Unified CCX Child Call Type Reporting at Parent Unified ICM	Verifies that the child Unified Contact Center Enterprise (Unified CCX) Call Type reporting functions properly at the parent Unified ICM system.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.CIP.021	Unified IP Phones	Unified Communications Manager Post-Routed Call via H.323 Gateway to Remote SCCP Unified IP Phone Remote Agent with SCCP Unified IP Phone	Verifies that a PSTN Unified CVP Post-Routed call can be routed via a H.323 Gateway to an SCCP Unified IP Phone Remote Agent with SCCP Unified IP Phone.		Passed	
OHI60.CIP.022	Unified IP Phones	Unified Communications Manager Post-Routed Call via H.323 Gateway to Remote Agent with SIP Unified IP Phone	Verifies that a PSTN Unified CVP Post-Routed call can be routed via an H.323 Gateway to a SIP Unified IP Phone Remote Agent with SIP Unified IP Phone.		Passed	
OHI60.CIP.023	Unified IP Phones	Unified Communications Manager Post-Routed Call via SIP Gateway to Remote Agent with SCCP Unified IP Phone	Verifies that a PSTN Unified CVP Post-Routed call can be routed via a SIP Gateway to an SCCP Unified IP Phone Remote Agent with SCCP Unified IP Phone.		Passed	
OHI60.CIP.024	Unified IP Phones	Unified Communications Manager Post-Routed Call via SIP Gateway to Remote Agent with SIP Unified IP Phone	Verifies that a PSTN Unified CVP Post-Routed call can be routed via a SIP Gateway to a SIP Unified IP Phone Remote Agent with SCCP Unified IP Phone.		Passed	
OHI60.CIP.025	Unified IP Phones	Unified Communications Manager Post-Routed Call via SIP Gateway to Remote SCCP IP Communicator Agent	Verifies that a Unified CVP Post-Routed call can be routed via a SIP Gateway to a Remote Agent with an SCCP Cisco IP Communicator.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.CIP.026	Unified IP Phones	Unified Communications Manager Post-Routed Call via H.323 Gateway to Remote SIP IP Communicator Agent	Verifies that a Unified CVP Post-Routed call can be routed via a H.323 Gateway to a Remote Agent with an SCCP Cisco IP Communicator.		Passed	
OHI60.CRC.001	Call Recording	Witness Impact 360 Server Recording of Incoming Call to CTI OS SCCP Agent	Verifies that the Witness Impact 360 Server can record an incoming call to a CTI OS SCCP Agent.		Passed	
OHI60.CRC.002	Call Recording	Witness Impact 360 Server Recording of Incoming Call to CAD SIP Agent	Verifies that the Witness Impact 360 Server can record an incoming call to a CAD SIP Agent.		Passed	
OHI60.CRC.003	Call Recording	Call Recording of Agent's Call Invoked through Witness Server	Verifies that the recording of an agent's call can be initiated through the Witness Impact 360 Server.		Passed	
OHI60.CRC.006	Call Recording	CAD SIP Agent Holds and Resumes Call During Call Recording Session	Verifies system behavior when a CAD SIP Agent places the caller on hold and resumes the call during a call recording session.		Passed	
OHI60.CRC.007	Call Recording	Ad hoc Conference by CTI OS SCCP Agent to CTI OS SIP Agent in Same Unified Communications Manager Cluster During Call Recording Session	Verifies that the Witness Impact 360 Server can record the ad hoc conference call by a CTI OS SCCP Agent to a CTI OS SIP Agent.		Passed	
OHI60.CRC.008	Call Recording	Simultaneous Monitoring and Recording Sessions	Verifies that the CTI OS system can simultaneously monitor and record a CTI OS Agent's call.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.CVP.002	Basic Call Flow	Unified CVP SIP Post-Routed Call Routed via SIP Gateway to SIP IP Phone Agent	Verifies that a Unified CVP Post-Routed inbound call can be routed via a SIP Gateway to an agent using a SIP Unified IP Phone with IP Phone Agent.		Passed	
OHI60.CVP.006	Basic Call Flow	Unified CVP SIP Post-Routed Call Routed via SIP Gateway to SIP Agent, Call Placed on Mutual Hold	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP Gateway to an agent using a SIP Unified IP Phone can be placed and retrieved from mutual hold by both the agent and the customer.		Passed	
OHI60.CVP.008	Basic Call Flow	Unified CVP SIP Post-Routed Call Routed via SIP Gateway to SCCP IP Phone Agent	Verifies that a Unified CVP Post-Routed inbound call can be routed via a SIP Gateway to an agent using an SCCP Unified IP Phone with IP Phone Agent.		Passed	
OHI60.CVP.013	Basic Call Flow	Long Call from Customer to an Agent Routed via a SIP Gateway in a Unified CVP Post-Routed Environment	Verifies that an established call from an agent to a customer does not abnormally disconnect.		Passed	
OHI60.CVP.018	Conference	Ad hoc Conference of Unified CVP Post-Routed Call Routed via SIP Gateway by SCCP Agent to SIP Agent via H.225 Gatekeeper-controlled Trunk	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP Gateway to an agent using an SCCP Unified IP Phone can be conferenced (ad hoc) with an agent using a SIP Unified IP Phone across an H.225 Gatekeeper-controlled trunk.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.CVP.024	Conference	Ad hoc Conference of Unified CVP Post-Routed Call Routed via SIP Gateway by SIP Agent to SCCP Agent via SIP Trunk	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP Gateway to an agent using a SIP Unified IP Phone can be conferenced (ad hoc) with an agent using an SCCP Unified IP Phone across a SIP trunk.		Passed	
OHI60.CVP.030	Transfer	Blind Transfer of Unified CVP Post-Routed Call Routed via SIP Gateway by SCCP Agent to SCCP Agent, Call is Queued at Unified CVP	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP Gateway to an agent using an SCCP Unified IP Phone can be transferred (blind) to an agent using an SCCP Unified IP Phone after being queued at Unified CVP.		Passed	
OHI60.CVP.034	Transfer	Blind Transfer of Unified CVP Post-Routed Call Routed via SIP Gateway by SCCP Agent to SIP Agent via SIP Trunk	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP Gateway to an agent using an SCCP Unified IP Phone can be transferred (blind) to an agent using a SIP Unified IP Phone across a SIP trunk.		Passed	
OHI60.CVP.040	Transfer	Blind Transfer of Unified CVP Post-Routed Call Routed via SIP Gateway by SIP Agent to SIP Agent, Call is Queued at Unified CVP	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP Gateway to an agent using a SIP Unified IP Phone can be transferred (blind) to an agent using a SIP Unified IP Phone after being queued at Unified CVP.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.CVP.043	Transfer	Blind Transfer of Unified CVP Post-Routed Call Routed via SIP Gateway by SIP IP Phone Agent to SCCP IP Phone Agent	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP Gateway to an agent using a SIP Unified IP Phone with IP Phone Agent can be transferred (blind) to an agent using an SCCP Unified IP Phone with IP Phone Agent.		Passed	
OHI60.CVP.054	Transfer	Consult Transfer of Unified CVP Post-Routed Call Routed via SIP Gateway by SIP Agent to SIP Agent	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP Gateway to an agent using a SIP Unified IP Phone can be transferred (consult) to an agent using a SIP Unified IP Phone.		Failed	CSCsk69914
OHI60.CVP.062	Basic Call Flow	Unified CVP Post-Routed Call Routed via SIP Gateways, Queued then Redirected to PSTN Call by Call Mobile Agent	Verifies that a Unified CVP Post-Routed inbound call routed via a SIP Gateway can be queued and then routed to the PSTN and a mobile agent using the Call by Call delivery mode		Failed	CSCsk85285
OHI60.CVP.070	Basic Call Flow	Unified CVP SIP Post-Routed Call using SIP Gateways to PSTN Nailed Mobile Agent in Different CallManager Cluster with Non-controlled SIP Unified IP Phone via SIP Trunk on Hold by Agent	Verifies that a Unified CVP SIP Post-Routed inbound call routed via a SIP Gateway to a Mobile Agent with a non-controlled SIP Unified IP Phone in a different Unified Communications Manager cluster via a SIP trunk using the Nailed Call delivery mode can be put on hold by the agent.		Failed	CSCsk85285

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.CVP.071	Transfer	Blind Transfer of Unified CVP SIP Post-Routed Call to PSTN Nailed Mobile Agent using SIP Gateways to SCCP Agent	Verifies that a Unified CVP SIP Post-Routed inbound call routed to the PSTN and a Mobile Agent via SIP Gateways using the Nailed Call delivery mode can be transferred (blind) to an SCCP Agent.		Failed	CSCsk85285
OHI60.CVP.076	Transfer	Consult Transfer of Unified CVP SIP Post-Routed Call to PSTN Call by Call Mobile Agent using SIP Gateways to SCCP Agent	Verifies that a Unified CVP SIP Post-Routed inbound call routed to the PSTN and a Mobile Agent via a SIP Gateway using the Call by Call delivery mode can be transferred (consultative) to an SCCP Agent.		Failed	CSCsk69914
OHI60.CVP.082	Conference	Ad hoc Conference of Unified CVP SIP Post-Routed Call to PSTN Call by Call Mobile Agent using SIP Gateways to SCCP Agent	Verifies that a Unified CVP SIP Post-Routed inbound call routed to a non-controlled SIP Unified IP Phone and a Mobile Agent via SIP Gateways using the Call by Call delivery mode can be conferenced (ad hoc) to an SCCP Agent.		Failed	CSCsk69914
OHI60.CVP.090	Basic Call Flow	Unified OUTD Call via MGCP Gateway Transferred to Unified CVP	Verifies that an Unified OUTD call is routed to the PSTN via an MGCP Gateway and then transferred to Unified CVP.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.CVP.096	Basic Call Flow	Unified CVP Post-Routed Call Routed via MGCP Gateway to SCCP Agent with IP Phone Agent, Blind Transfer and Queued for Another SCCP Agent with IP Phone Agent via IP-IP Gateway	Verifies that a PSTN Unified CVP Post-Routed call routed via an MGCP Gateway can be directed from Unified Communications Manager to Unified CVP and then to an agent with an SCCP Unified IP Phone with IP Phone Agent who transfers (blind) and queues the call for another agent with an SCCP Unified IP Phone with IP Phone Agent.		Passed	
OHI60.CVP.103	Basic Call Flow	Unified CVP Post-Routed Call Routed via MGCP Gateway to SIP Agent, Conference to Unified CVP and Redirected to SIP Agent via IP-IP Gateway	Verifies that a PSTN Unified CVP Post-Routed call routed via an MGCP Gateway can be directed from Unified Communications Manager to Unified CVP and then to an agent with a SIP Unified IP Phone.		Failed	CSCsk69914
OHI60.FRR.002	Failover and Redundancy	Unified CVP Post-Routed Call Flow, Private Media Routing Peripheral Gateway (MR PG) Clustering over the WAN (CoW) Connection Failover	Verifies that Unified CVP Post-Routed call flows continue to function properly after the private MR PG CoW connection fails.		Passed	
OHI60.FRR.003	Failover and Redundancy	Unified CVP Post-Routed Call Flow, Unified ICM Rogger Failover and Recovery	Verifies that Unified CVP Post-Routed call flows continue to function properly after the Unified ICM Rogger failover and recovery occurs.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.FRR.004	Failover and Redundancy	Unified CVP Post-Routed Call Flow, Cisco Unified Communications Manager Subsequent Node Failover	Verifies that Unified CVP Post-Routed call flows continue to function properly after the Unified Communications Manager subsequent node failover and recovery occurs.		Passed	
OHI60.FRR.005	Failover and Redundancy	Unified CVP Post-Routed Call Flow, CTI Manager Failover	Verifies that Unified CVP Post-Routed call flows continue to function properly after CTI Manager failover and recovery occurs.		Passed	
OHI60.FRR.006	Failover and Redundancy	Unified CVP Post-Routed Call Flow, Unified CVP VoiceXML Server Connection is Broken and Restored	Verifies that Unified CVP Post-Routed call flows continue to function properly after Unified CVP VoiceXML Server connection is broken and restored.		Passed	
OHI60.FRR.007	Failover and Redundancy	Unified CVP Post-Routed Call Flow, Unified CVP Call Server Connection is Broken and Restored	Verifies that Unified CVP Post-Routed call flows continue to function properly after Unified CVP Call Server connection is broken and restored.		Passed	
OHI60.FRR.009	Failover and Redundancy	Unified CVP Post-Routed Call Flow, Cisco Unified Presence Connection Failover and Recovery	Verifies that Unified CVP Post-Routed call flows continue to function properly after Unified Presence SIP Proxy Server connection failover and recovery occurs.		Passed	
OHI60.FRR.010	Failover and Redundancy	Unified CVP Post-Routed Call Flow, Voice Response Unit (VRU) Failover	Verifies that Unified CVP Post-Routed call flows continue to function properly after VRU failover and recovery occurs.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.FRR.012	Failover and Redundancy	Unified CVP Post-Routed Call Flow, Cisco Unified Communications Manager Peripheral Gateway (PG) Failover and Recovery	Verifies that Unified CVP Post-Routed call flows continue to function properly after Cisco Unified Communications Manager PG failover and recovery occurs.		Passed	
OHI60.INT.019	Interoperability	Blind Transfer of Unified Communications Manager 6.0(1) Post-Routed Call via MGCP Gateway by SCCP Agent to Unified Communications Manager 5.1(1) SCCP Agent Across H.225 Gatekeeper-Controlled Trunk	Verifies that a Unified Communications Manager 6.0(1) Post-Routed call routed via an MGCP Gateway to a Unified Communications Manager 6.0(1) SCCP Agent can be transferred (blind) across an H.225 gatekeeper-controlled trunk to a Unified Communications Manager 5.1(1) SCCP Agent.		Passed	
OHI60.IUP.007	Installation and Upgrade	Unified Communications Manager Post-Routed Functional Test Bed: Upgrade IPC System Release 4.4 Cisco Unified System Contact Center Gateway (Unified SCCG) System Peripheral Gateway to Unified Communications System Release 6.0(1)	Verifies the upgrade of the Unified SCCG System Peripheral Gateway software from IPC System Release 4.4 to Unified Communication System Release 6.0(1).		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.IUP.059	Installation and Upgrade	One-hour Load Test after Upgrading WAN Routers, IOS Gateways, and Gatekeepers	Verifies multi-stage upgrades by running heavy traffic load for one hour.		Passed	
OHI60.IUP.062	Installation and Upgrade	One-hour Load Test after Upgrading Unified ICM and Unified ICM RTAW/HDS	Verifies multi-stage upgrades by running heavy traffic load for one hour.		Passed	
OHI60.IUP.069	Installation and Upgrade	One-hour Load Test after Upgrading PGs and CAD/CTI OS Server Software	Verifies multi-stage upgrades by running heavy traffic load for one hour.		Passed	
OHI60.NME.019	Network Management	IOS Day Light Savings Time Changes	Verify that IOS properly adjust the clock on Day Light Savings time.		Passed	
OHI60.NME.020	Network Management	Windows Day Light Savings Times Changes	Verify that Windows System change Day Light Savings time properly after applying Windows Day Light Savings patch.		Passed	
OHI60.NME.021	Network Management	Unified Operations Manager Day Light Savings Time Changes	Verify Proper Time Operation in Unified Operations Manager - in Particular that Day Light Savings time changes are observed.		Passed	
OHI60.PTC.024	Parent/Child Call Flow	Blind Transfer of Parent Unified CVP Post-Routed Call via H.323 Gateway by Child SIP Agent to Child Unified IP IVR, Redirected to Another SIP agent in Same Child	Verifies that a parent Unified ICM Post-Routed call routed via an H.323 Gateway to an agent with a SIP Unified IP Phone can be transferred (blind) to a child Unified IP IVR and then redirected to another agent with a SIP Unified IP Phone in the same child system.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.PTC.031	Parent/Child Call Flow	Blind Transfer of Parent Unified CVP Post-Routed Call via SIP Gateway by Child SIP Agent to SCCP Agent in Different Child	Verifies that a PSTN Unified CVP Post-Routed call routed via a SIP Gateway and a parent Unified ICM to an agent with a SIP Unified IP Phone can be transferred (blind) to another agent with an SCCP Unified IP Phone in a different child system.		Passed	
OHI60.PTC.032	Parent/Child Call Flow	Blind Transfer of Parent Unified CVP Post-Routed Call via SIP Gateway by Child SIP Agent to Child Unified IP IVR, Redirected to SCCP agent in Same Child	Verifies that a parent Unified ICM Post-Routed call routed via a SIP Gateway to an agent with a SIP Unified IP Phone can be transferred (blind) to a child Unified IP IVR and then redirected to another agent with an SCCP Unified IP Phone in the same child system.		Passed	
OHI60.PTC.038	Parent/Child Call Flow	Consult Transfer of Parent Unified CVP Post-Routed Call via H.323 Gateway by Child SIP Agent to Child Unified IP IVR, Redirected to SCCP Agent in Same Child	Verifies that a parent Unified ICM Post-Routed call routed via an H.323 Gateway to an agent with a SIP Unified IP Phone can be transferred (consult) to a child Unified IP IVR and then redirected to another agent with an SCCP Unified IP Phone in the same child system.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.PTC.039	Parent/Child Call Flow	Consult Transfer of Parent Unified CVP Post-Routed Call via H.323 Gateway by Child SCCP Agent to SIP Agent in Same Child	Verifies that a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM to an agent with an SCCP Unified IP Phone can be transferred (consult) to another agent with a SIP Unified IP Phone in the same child system.		Passed	
OHI60.PTC.040	Parent/Child Call Flow	Consult Transfer of Parent Unified CVP Post-Routed Call via H.323 Gateway by Child SCCP Agent to Child Unified IP IVR, Redirected to Another SIP Agent in Same Child	Verifies that a parent Unified ICM Post-Routed call routed via an H.323 Gateway to an agent with an SCCP Unified IP Phone can be transferred (consult) to a child Unified IP IVR and then redirected to another agent with a SIP Unified IP Phone in the same child system.		Passed	
OHI60.PTC.042	Parent/Child Call Flow	Consult Transfer of Parent Unified CVP Post-Routed Call via SIP Gateway by Child SIP Agent to Child Unified IP IVR, Redirected to Another SIP Agent in Same Child	Verifies that a parent Unified ICM Post-Routed call routed via a SIP Gateway to an agent with a SIP Unified IP Phone can be transferred (consult) to a child Unified IP IVR and then redirected to another agent with a SIP Unified IP Phone in the same child system.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.PTC.043	Parent/Child Call Flow	Consult Transfer of Parent Unified CVP Post-Routed Call via SIP Gateway by Child SIP Agent to SCCP Agent in Different Child	Verifies that a PSTN Unified CVP Post-Routed call routed via a SIP Gateway and a parent Unified ICM to an agent with a SIP Unified IP Phone can be transferred (consult) to another agent with an SCCP Unified IP Phone in a different child system.		Passed	
OHI60.PTC.046	Parent/Child Call Flow	Consult Transfer of Parent Unified CVP Post-Routed Call via SIP Gateway by Child SCCP Agent to Child Unified IP IVR, Redirected to Another SIP Agent in Same Child	Verifies that a parent Unified ICM Post-Routed call routed via a SIP Gateway to an agent with an SCCP Unified IP Phone can be transferred (consult) to a child Unified IP IVR and then redirected to another agent with a SIP Unified IP Phone in the same child system.		Passed	
OHI60.PTC.047	Parent/Child Call Flow	Ad hoc Conference of Parent Unified CVP Post-Routed Call via H.323 Gateway by Child SCCP Agent to Child Unified IP IVR, Redirected to Another SIP Agent in Same Child	Verifies that a parent Unified ICM Post-Routed call routed via an H.323 Gateway to an agent with an SCCP Unified IP Phone can be conferenced (ad hoc) to a child Unified IP IVR and then redirected to another agent with a SIP Unified IP Phone in the same child system.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.PTC.048	Parent/Child Call Flow	Ad hoc Conference of Unified CVP Post-Routed Parent Call via H.323 Gateway by Child SIP Agent to Another SIP Agent in Different Child Across H.323 Inter-Cluster Trunks (ICT)	Verifies that a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM to an agent with a SIP Unified IP Phone can be conferenced (ad hoc) to another agent with a SIP Unified IP Phone in a different child system across an H.323 ICT.		Passed	
OHI60.PTC.049	Parent/Child Call Flow	Ad hoc Conference of Unified CVP Post-Routed Parent Call via H.323 Gateway by Child SIP Agent to Another SCCP Agent in Different Child Across H.323 ICT	Verifies that a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM to an agent with a SIP Unified IP Phone can be conferenced (ad hoc) to another agent with an SCCP Unified IP Phone in a different child system across an H.323 ICT.		Passed	
OHI60.PTC.050	Parent/Child Call Flow	Ad hoc Conference of Unified CVP Post-Routed Parent Call via H.323 Gateway by Child SCCP Agent To Another SCCP Agent in Different Child Across H.323 ICT	Verifies that a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM to an agent with an SCCP Unified IP Phone can be conferenced (ad hoc) to another agent with an SCCP Unified IP Phone in a different child system across an H.323 ICT.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.PTC.051	Parent/Child Call Flow	Ad hoc Conference of Unified CVP Post-Routed Parent Call via H.323 Gateway by Child SIP Agent to Another SIP Agent in Different Child Across SIP Trunk	Verifies that a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM to an agent with a SIP Unified IP Phone can be conferenced (ad hoc) to another agent with a SIP Unified IP Phone in a different child system across a SIP trunk.		Passed	
OHI60.PTC.052	Parent/Child Call Flow	Ad hoc Conference of Unified CVP Post-Routed Parent Call via H.323 Gateway by Child SIP Agent to SCCP Agent in Different Child Across SIP Trunk	Verifies that a PSTN Unified CVP Post-Routed call routed via an H.323 Gateway and a parent Unified ICM to an agent with a SIP Unified IP Phone can be conferenced (ad hoc) to another agent with an SCCP Unified IP Phone in a different child system across a SIP trunk.		Passed	
OHI60.REL.001	Load	Unified CVP Post-Routed 24-hour SIP and H.323/SIP Hybrid Load Test	Verifies that SIP and H.323/SIP Hybrid of a Unified CVP Post-Routed call flow to CAD and CTI OS agents is successful by running heavy traffic for a 24-hour period.		Passed	
OHI60.REL.002	Load	Unified CVP Post-Routed 5-day Load Test with SIP	Verifies that SIP of a Unified CVP Post-Routed Call flow to CAD and CTI OS agents by running heavy traffic for a 5-day period.		Passed	
OHI60.RPT.003	Reporting	Configuring and Licensing of Unified CVP Reporting Server using OAMP	Verifies the licensing and configuring of the Unified CVP Reporting Server using OAMP.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.RPT.009	Reporting	Restart Unified CVP Call Server using Unified CVP OAMP	Verifies the ability to restart servers using Unified CVP OAMP.		Passed	
OHI60.RPT.012	Reporting	Unified OAMP Bulk Administration File Transfer and Copying of VXML Files	Verifies the ability to execute Unified CVP OAMP Bulk Administration file transfers and bulk copying of VXML files to multiple devices at once.		Passed	
OHI60.RPT.013	Reporting	Unified CVP OAMP IOS Commands	Verifies the ability to execute IOS commands on gateways using Unified CVP OAMP.		Passed	
OHI60.RPT.014	Reporting	Unified CVP OAMP Statistics: Unified CVP Infrastructure and Unified ICM, SIP, IP IVR, Reporting, VXML, and H.323 Services	Verifies OAMP statistics with Unified ICM and Unified CVP reporting data.		Passed	
OHI60.SEC.004	Security	Unified CVP Post-Routed PSTN Call Routing via SIP Gateway with SIP Proxy through FWSM to CTI OS Agent	Verifies that a Unified CVP Post-Routed PSTN call can be routed via a SIP Gateway with SIP Proxy feature and through a FWSM to a CTI OS Agent.		Passed	
OHI60.SEC.023	Security	Unified CVP Post-Routed PSTN Call Routing via SIP Gateway through Cisco ASA 5540 Services to CAD Agent	Verifies that a Unified CVP Post-Routed PSTN call can be routed via a SIP Gateway through Cisco ASA 5540 Services to a CAD Agent.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.SFT.001	Automated Speech Recognition	Consult Transfer of Unified CVP Post-Routed Call via H.323 Gateway by Cisco IP Communicator Agent to another IP Communicator Agent via Gatekeeper-controlled H.225 Trunk	Verifies that a Cisco IP Communicator Agent can transfer (consult) a Unified CVP Post-Routed Call via an H.323 Gateway to another IP Communicator Agent via a Gatekeeper-controlled H.225 trunk.		Passed	
OHI60.SFT.006	Automated Speech Recognition	Consult Transfer of Unified CVP Post-Routed Call via H.323 Gateway by one IP Communicator Agent to another IP Communicator Agent and then to an agent using SCCP Unified IP Phone via H.323 Trunk	Verifies that a Cisco IP Communicator Agent 1 can transfer (consult) transfer a Unified CVP Post-Routed Call via an H.323 SIP Gateway to a SCCP Agent via Gatekeeper-controlled H.225 trunk.		Passed	
OHI60.SMN.001	Silent Monitoring	Silent Monitoring of CTI OS SCCP Agent by CTI OS Supervisor	Verifies that a CTI OS Supervisor can silently monitor the conversation between a CTI OS SCCP Agent and the called party.		Passed	
OHI60.SMN.002	Silent Monitoring	Notification Tone Upon Initiation of Silent Call Monitoring Session	Verifies that both the Supervisor and Agent get a notification tone upon initiation of a silent call monitoring session.		Passed	
OHI60.SMN.004	Silent Monitoring	CTI OS SIP Agent Places Call on Hold and Resumes Call While Being Monitored by CTI OS SIP Supervisor	Verifies system behavior when CTI OS SIP Agent places the caller on hold and resumes the call while being monitored by a CTI OS SIP Supervisor.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.SMN.005	Silent Monitoring	CTI OS Supervisor Fails in Attempt to Monitor Call on Hold	Verifies that the system rejects an attempt by CTI OS Supervisor to monitor a call that is on hold.		Passed	
OHI60.SMN.006	Silent Monitoring	CTI OS Supervisor Places a Monitored Call on Hold	Verifies that a CTI OS Supervisor can place a call that is being monitored on hold.		Failed	CSCsk52410
OHI60.SMN.007	Silent Monitoring	Internal Caller Places Call to Agent on Hold while Call is Being Monitored by CTI OS Supervisor	Verifies system behavior when internal caller puts the call to agent on hold while being monitored by CTI OS Supervisor.		Passed	
OHI60.SMN.008	Silent Monitoring	CTI OS Supervisor Monitors Ad hoc Conference by CTI OS SCCP Agent with CTI OS SIP Agent in Same Unified Communications Manager Cluster	Verifies that a CTI OS Supervisor can monitor a CTI OS SCCP Agent's ad hoc conference call with a CTI OS SIP Agent in the same Unified Communications Manager cluster.		Passed	
OHI60.SMN.009	Silent Monitoring	CTI OS Supervisor Monitors Ad hoc Conference by CTI OS SCCP Agent with CTI OS SIP Agent in Different Unified Communications Manager Cluster via H.225 Gatekeeper-controlled Trunk	Verifies that a CTI OS Supervisor can monitor a CTI OS SCCP Agent's ad hoc conference call with a CTI OS SIP Agent in a different Unified Communications Manager cluster via an H.225 Gatekeeper-controlled trunk.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
OHI60.SMN.010	Silent Monitoring	CTI OS Supervisor Monitors Ad hoc Conference by CTI OS SCCP Agent with CTI OS SIP Agent in Different Unified Communications Manager Cluster via SIP Trunk	Verifies that a CTI OS Supervisor can monitor a CTI OS SCCP Agent's ad hoc conference call with a CTI OS SIP Agent in a different Unified Communications Manager cluster via a SIP trunk.		Passed	

Project Features Tested	Total Test Cases		Passed		Passed with Exception		Failed	
	Number	%	Number	%	Number	%	Number	%
Ad hoc Conference	8	3%	8	100%	0	0%	0	0%
Basic Call Flow	68	23%	68	100%	0	0%	0	0%
Call Blind Transfer	11	4%	11	100%	0	0%	0	0%
Call Conference	46	16%	46	100%	0	0%	0	0%
Call Consult Transfer	12	4%	12	100%	0	0%	0	0%
Call Hold and Retrieve	4	1%	4	100%	0	0%	0	0%
Call Transfer	49	17%	49	100%	0	0%	0	0%
Cisco Agent Desktop	3	1%	3	100%	0	0%	0	0%
Interoperability	49	17%	49	100%	0	0%	0	0%
Music On Hold	16	5%	16	100%	0	0%	0	0%
Parent/Child Call Flow	18	6%	18	100%	0	0%	0	0%
Unified Contact Center Enterprise	10	3%	10	100%	0	0%	0	0%
	294	100%	294	100%	0	0%	0	0%