

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.CAD.001	Remote Agent	Remote CAD Agent Answers First Customer Call with Active Internet Connection via Cisco 881 Enterprise Teleworker Router	Verifies the Quality of Service (QoS) for voice and CTI traffic via the 881 Enterprise Teleworker Router, when a remote agent answers a customer call using the CAD desktop, while the family internet connection is active.		Passed	
UC701CF.CAD.002	Remote Agent	Remote Agent CAD Browser Edition (BE) Desktop Software Installation/Upgrade	Verifies the successful installation/upgrade of the CAD Browser Edition remote agent desktop software.		Passed	
UC701CF.CAD.003	Remote Agent	Remote Agent CAD Desktop Software Installation/Upgrade	Verifies the successful installation and upgrade of the CAD remote agent desktop software and that the remote agent is able to log in and answer calls.		Passed	
UC701CF.CAD.004	Remote Agent	Central Site CAD Supervisor Agent Call Recording/Monitoring of Remote and Central Site Agents	Verifies that the central site CAD Supervisor can silently monitor/record the calls of both remote and central site CAD agents.		Passed	
UC701CF.CAD.005	Remote Agent	Remote Site CAD Supervisor Agent Call Recording/Monitoring of Remote and Central Site Agents	Verifies that the remote site CAD Supervisor can silently monitor/record the calls of both remote and central site CAD agents.		Passed	
UC701CF.CAD.006	Remote Agent	Remote CAD Agent Video Call	Verifies that remote CAD agents can use Cisco Unified Telepresence video conferencing functionality.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.CAD.007	Remote Agent	Multiple Conferences and Calls Placed on Hold by Remote CAD Agent to Remote and Central Site Agents Using Cisco IP Communicator	Verifies that a remote agent using IP Communicator can conference calls to multiple remote and central site agents and place the calls on hold when the agents are not available.		Passed	
UC701CF.CAD.008	Remote Agent	Remote Agent with CAD Browser Edition Desktop Software, Family Internet Traffic is Concurrent	Verifies the Quality of Service (QoS) for voice and CTI traffic via the 881 Enterprise Teleworker Router, when a remote agent answers a customer call using the CAD Brower Edition desktop, while the family internet connection is active.		Passed	
UC701CF.CAD.009	Remote Agent	Multiple Blind Transfer Calls by Remote CAD Agent Using SCCP Unified IP Phone to Remote and Central Site Agents	Verifies that a remote CAD agent using an SCCP Unified IP Phone can transfer (blind) calls to multiple agents in the remote and central sites.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.CTI.001	Remote Agent	Multiple Blind Transfer Calls by Remote CTI OS Agent Between Remote Sites and Central Site	Verifies that a remote CTI OS agent can transfer (blind) calls and CTI data between remote sites and central site		Passed	
UC701CF.CTI.002	Remote Agent	Remote CAD Supervisor Sends and Receives Chat Messages with Central Site Agents	Verifies that a remote CAD Supervisor can send and receive chat messages with central site agents.		Passed	
UC701CF.CTI.003	Remote Agent	Multiple Conference Calls by Remote CTI OS and Central Agents Between Remote Sites and Central Site	Verifies that remote and central site CTI OS agents can answer and conference calls and CTI data between remote sites and the central site using the Cisco 881 Enterprise Teleworker Router.		Passed	
UC701CF.CTI.004	Remote Agent	Central Site CTI OS Supervisor Agent Call Monitoring of Remote and Central Site Agents	Verifies that the central site CTI OS Supervisor can silently monitor/record the calls of both remote and central site CTI OS agents.		Passed	
UC701CF.CTI.005	Remote Agent	Unified Remote CTI OS Supervisor Agent Call Monitoring of Remote and Central Site Agents	Verifies that the remote site CTI OS Supervisor can silently monitor/record the calls of both remote and central site CTI OS agents.		Passed	
UC701CF.CTI.006	Remote Agent	Remote CTI OS Agent Witness Call Recording	Verifies that the Witness Call Recording feature correctly notifies the caller about recording the call with the remote agent.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.CTI.007	Remote Agent	Multiple Conferences/Hold by Remote CAD Agent to Remote and Central Site Agents Using Cisco IP Communicator	Verifies that a remote agent using IP Communicator can conference calls to multiple remote and central site agents and place the calls on hold when the agents are not available.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.FRR.001	Failover	Unified CCE with Unified CVP: Active VRU PG Failover and Recovery	Verifies that Unified CVP Post-Routed call flows continue to function properly 1) after the active VRU PG fails over to the standby VRU PG and 2) after it recovers.		Passed	
UC701CF.FRR.002	Failover	Unified CCE with Unified CVP: Active Unified Communications Manager PG Failover and Recovery	Verifies that Unified CVP Post-Routed call flows continue to function properly 1) after the active Unified Communications Manager PG fails over to the standby Unified Communications Manager PG and 2) after it recovers.		Passed	
UC701CF.FRR.003	Failover	Unified CCE with Unified CVP: Active Unified ICME Rogger Failure and Recovery	Verifies that Unified CVP Post-Routed call flows continue to function properly 1) after the active Unified ICME Rogger fails over to the standby Unified ICME Rogger and 2) after it recovers.		Passed	
UC701CF.FRR.004	Failover	Unified CCE with Unified CVP: Unified Communications Manager CTI Manager Failure and Recovery	Verifies that Unified CVP Post-Routed call flows continue to function properly 1) after the active Unified Communications Manager CTI Manager fails over to the standby CTI Manager and 2) after it recovers.		Passed	
UC701CF.FRR.005	Failover	Unified CCE with Unified CVP: Unified CVP VoiceXML Server Failure and Recovery	Verifies that Unified CVP Post-Routed call flows continue to function properly 1) after the active Unified CVP VoiceXML Server fails over to the standby Unified CVP VoiceXML Server and 2) after it recovers.		Passed	

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UC701CF.FRR.006	Failover	Unified CCE with Unified CVP: Unified CVP Call Server Failure and Recovery	Verifies that Unified CVP Post-Routed call flows continue to function properly 1) after the active Unified CVP Call Server fails over to the standby Unified CVP Call Server and 2) after it recovers.		Passed	
UC701CF.FRR.007	Failover	Unified CCE with Unified CVP: Cisco Unified Presence Proxy Server Failure and Recovery	Verifies that Unified CVP Post-Routed call flows continue to function properly 1) after the active Unified Presence Proxy Server fails over to the standby Unified Presence Proxy Server and 2) after it recovers.		Passed	
UC701CF.FRR.008	Failover	Unified CCE with Unified CVP: Remote Site WAN Connection Fails	Verifies that Unified CVP Post-Routed call flows continue to function properly after the connection to the remote site WAN is broken and then restored.		Passed	
UC701CF.FRR.009	Failover	Unified CCE with Unified CVP: Data Center WAN Connection Fails	Verifies that Unified CVP Post-Routed call flows continue to function properly after the connection to the data center WAN is broken and then restored.		Passed	
UC701CF.FRR.010	Failover	Unified CCE with Unified CVP: Active Media Routing PG (MRPG) Failure and Recovery	Verifies that Unified CVP Post-Routed call flows continue to function properly 1) after the active MRPG fails over to the standby MRPG and 2) after it recovers.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.FRR.011	Failover	Unified CCE with Unified CVP: Unified Communications Manager First Node (Publisher) Failover to Primary Subsequent Node (Subscriber) and Recovery	Verifies that Unified CVP Post-Routed call flows continue to function properly 1) after the Unified Communications Manager first node fails over to the primary subsequent node and 2) after it recovers.		Passed	
UC701CF.FRR.012	Failover	Unified CCE with Unified CVP: Primary Unified Communications Manager Subsequent Node (Subscriber) Failover to Secondary Subsequent Node (Subscriber) and Recovery	Verifies that Unified CVP Post-Routed call flows continue to function properly 1) after the primary Unified Communications Manager subsequent node fails over to the secondary subsequent node, and 2) after it recovers.		Passed	
UC701CF.FRR.013	Failover	Unified CCE with Unified CVP: Active Gatekeeper Failure and Recovery	Verifies that Unified CVP Post-Routed call flows continue to function properly 1) after the active Gatekeeper fails over to the standby Gatekeeper and 2) after it recovers.		Passed	
UC701CF.FRR.014	Failover	Unified CCE with Unified CVP: Unified Outbound Option Failover and Recovery	Verifies that Unified CVP Post-Routed call flows continue to function properly 1) after the active Unified Outbound Option fails over to the standby Unified Outbound Option and 2) after it recovers.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.FRR.015	Failover	Unified CCE with Unified IP IVR: Active Unified Communications Manager PG Failure and Recovery	Verifies that Unified IP IVR call flows continue to function properly 1) after the active Unified Communications Manager PG fails over to the standby Unified Communications Manager PG and 2) after it recovers.		Passed	
UC701CF.FRR.016	Failover	Unified CCE with Unified IP IVR: Active Unified ICME Rogger Failure and Recovery	Verifies that Unified IP IVR call flows continue to function properly 1) after the active Unified ICME Rogger fails over to the standby Unified ICME Rogger and 2) after it recovers.		Passed	
UC701CF.FRR.017	Failover	Unified CCE with Unified IP IVR: Unified Communications Manager CTI Manager for Unified IP IVR Failure and Recovery	Verifies that Unified IP IVR call flows continue to function properly 1) after the active Unified Communications Manager CTI Manager fails over to the standby CTI Manager and 2) after it recovers.		Passed	
UC701CF.FRR.018	Failover	Unified CCE with Unified IP IVR: Remote Site WAN Connection Failure and Recovery	Verifies that Unified IP IVR call flows continue to function properly after the connection to the remote site WAN is broken and then restored.		Passed	
UC701CF.FRR.019	Failover	Unified CCE with Unified IP IVR: Data Center WAN Connection Failure and Recovery	Verifies that Unified IP IVR call flows continue to function properly after the connection to the data center WAN is broken and then restored.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.FRR.020	Failover	Parent Active Unified ICME Rogger Failover and Recovery	Verifies that Parent call flows continue to function properly 1) after the active primary Unified ICME Rogger fails over to the standby Unified ICME Rogger and 2) after it recovers.		Passed	
UC701CF.FRR.021	Failover	Parent Active Unified Contact Center Gateway Enterprise (Unified CCGE) Failover and Recovery	Verifies that Parent call flows continue to function properly 1) after the active primary Unified CCGE fails over to the standby Unified CCGE and 2) after it recovers.		Passed	
UC701CF.FRR.022	Failover	Parent Data Center WAN Connection Failure and Recovery	Verifies that Parent call flows continue to function properly after the connection to the data center WAN is broken and then restored.		Passed	
UC701CF.FRR.023	Failover	Child Active Unified ICME Rogger Failover and Recovery	Verifies that Child call flows continue to function properly 1) after the active primary Unified ICME Rogger fails over to the standby Unified ICME Rogger and 2) after it recovers.		Passed	
UC701CF.FRR.024	Failover	Child Active Unified CCGE Failover and Recovery	Verifies that Child call flows continue to function properly 1) after the active primary Unified CCGE fails over to the standby Unified CCGE and 2) after it recovers.		Passed	
UC701CF.FRR.025	Failover	Child Site WAN Connection Failure and Recovery	Verifies that Child call flows continue to function properly after the connection to the remote site WAN is broken and then restored.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.FRR.026	Failover	Unified Expert Advisor with Unified CVP: Unified Expert Advisor RunTime Server Failover and Recovery	Verifies that a Unified Expert Advisor can successfully transfer (consult) a Unified CVP Post-Routed Call to a Unified IP Phone 1) after the active Unified Expert Advisor RunTime Server fails over to the standby RunTime Server and 2) after it recovers.		Passed	
UC701CF.FRR.027	Failover	Unified Expert Advisor with Unified CVP: Active Unified Expert Advisor Unified CCGE Server Failover and Recovery	Verifies that a Unified Expert Advisor can successfully transfer a Unified CVP Post-Routed Call to a Unified IP Phone 1) after the active Unified CCGE fails over to the standby Unified CCGE and 2) after it recovers.		Passed	
UC701CF.FRR.031	Failover	Unified CCE with Unified CVP: Before Unified Expert Advisor Accepts Blind Transfer from Agent, Unified Contact Center Gateway Enterprise (Unified CCGE) Fails	Verifies that when an agent transfers (blind) a Unified CVP Post-Routed call to a Unified Expert Advisor, that before the Unified Expert Advisor accepts the call, the Unified CCGE fails.		Passed	
UC701CF.FRR.032	Failover	Unified CCE with Unified CVP: Before Unified Expert Advisor Initiates Help on Blind Transfer from Agent, Unified CCGE Fails	Verifies that when an agent transfers (blind) a Unified CVP Post-Routed call to a Unified Expert Advisor who receives an instant message, that before the Unified Expert Advisor can initiate help, the Unified CCGE fails.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.IUP.050	Installation and Upgrade	Install and Configure Unified CVP Full Video Service with Unified Communications System Release 7.0(1)	Verifies the installation and configuration of the Unified CVP full video components in the existing Unified CVP environment with Unified Communications System Release 7.0(1).		Passed	
UC701CF.IUP.051	Installation and Upgrade	Install and Configure Cisco Unified Expert Advisor in Unified Contact Center Enterprise (Unified CCE) in Unified CVP Environment with Unified Communications System Release 7.0(1).	Verifies the installation and configuration of Unified Expert Advisor in a Unified CVP environment with Unified Communications System Release 7.0(1).		Passed	
UC701CF.IUP.052	Installation and Upgrade	Install and Configure Cisco Unified Border Element with Unified Communications System Release 7.0(1)	Verifies the installation and configuration of the Cisco Unified Border Element in the Unified CVP environment with Unified Communications System Release 7.0(1).		Passed	
UC701CF.IUP.053	Installation and Upgrade	Install and Configure Unified System Contact Center Enterprise (Unified SCCE) with Unified CVP with Unified Communications System Release 7.0(1)	Verifies the installation and configuration of Unified SCCE with Unified CVP with Unified Communications System Release 7.0(1).		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.INT.001	Basic Call Flow	Conference Call with Unified Expert Advisors in Unified Communications Manager Release 7.0(1) Clusters	Verifies that an agent in a Unified Communications Manager Release 6.1(1a) cluster can conference a Unified CVP Post-Routed call with multiple Unified Expert Advisors in a Release 7.0(1) cluster.	PSTN->Unified CCE->Agent	Passed	
UC701CF.INT.002	Basic Call Flow	Consult Transfer Call to Unified Expert Advisors in Unified Communications Manager Release 6.1(1a) and 7.0(1) Clusters	Verifies that an agent in a Unified Communications Manager Release 7.0(1) cluster can transfer (consult) a Unified CVP Post-Routed call to a Unified Expert Advisor in the same cluster, which transfers the call to an agent in a Release 6.1(1a) cluster via	PSTN->Unified CCE->Agent	Passed	
UC701CF.INT.004	Basic Call Flow	Consult Transfer Call to Multiple Agents and Unified Expert Advisor in Unified Communications Manager Release 6.1(1a) and Release 7.0(1) Clusters	Verifies that an agent in a Unified Communications Manager Release 4.2(3) cluster can transfer (consult) a Unified CVP Post-Routed call to an agent in a Release 6.1(1a) cluster via an H.323 Trunk, who then transfers (consult) it to a Unified Expert Advis	PSTN->Unified CCE->Agent	Passed	
UC701CF.INT.009	Conference	Unified CVP Audio Only Blind Transfer and Conference of Call with Agents in Unified Communications Manager Release 5.1(3), Release 6.1(1a), and Release 7.0(1) Clusters	Verifies that a Unified CVP Audio Only call can be transferred (blind) to an agent, who then conferences it with an agent in each of the Unified Communications Manager Release 5.1(3), Release 6.1(1a), and Release 7.0(1) clusters.	PSTN->Unified CCE->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.INT.010	Transfer	Unified CVP Audio Only Consult Transfer of Call to Agents in Unified Communications Manager Release 5.1(3), Release 6.1(1a) and Release 7.0(1) Clusters	Verifies that a Unified CVP Audio Only call can be transferred (consult) to an agent, who then transfers (consult) it to an agent in each of the Unified Communications Manager Release 5.1(3), Release 6.1(1a), and Release 7.0(1) clusters.	PSTN->Unified CCE->Agent	Passed	
UC701CF.INT.011	Cisco Unified Border Element	Unified CCE with Unified CVP: Ad hoc Conference Call (5-party) by SIP Agent via Distributed Unified Border Element with Multiple SIP Agents in Unified Communications Manager Release 4.2(3) Cluster	Verifies that a Unified CVP Post-Routed Call routed via a distributed Unified Border Element across a SIP Gateway to a SIP agent can be conferenced (ad hoc) with another SIP Agent in the same Unified Communications Manager cluster and with three SIP Agent	PSTN->Unified CCE->Agent	Passed	

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UC701CF.NME.001	Network Management	Cisco Unified Operations Manager (Unified Operations Manager) Auto-discovery of All Devices Including All Supported Unified CCE Devices	Verifies the following for a fresh Unified Operations Manager installation, 1) device credentials configuration, 2) auto-discovery start, 3) discovery of all devices in the provided IP address range (and supported by Unified Operations Manager), and 4) af		Passed	
UC701CF.NME.002	Network Management	Cisco Unified Operations Manager Manual Addition and Deletion of Unified Contact Center Enterprise (Unified CCE) Devices	Verifies the successful manual addition and deletion of undiscovered Unified CCE devices.		Passed	
UC701CF.NME.003	Network Management	Unified Operations Manager Service Level View (SLV) of Unified CCE Cloud Correctly Displays All Nodes and Links	Verifies that after discovering and adding all devices, the SLV of a Unified CCE cloud correctly shows all aspects of the display including the devices, links between the devices, and menus for alerts and performance details.		Failed	CSCsi74847 CSCso66246 CSCsq40835
UC701CF.NME.004	Network Management	Cisco Unified Operations Manager Unified CCE Device Details Correctly Displays Device Details, Including Unified CCE Processes	Verifies that the Unified CCE Device Details view from the SLV correctly and completely displays device details, including the connections and status.		Passed	

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UC701CF.NME.005	Network Management	Cisco Unified Operations Manager Unified CCE Device Performance Display	Verifies that the Unified CCE Performance view from the SLV correctly displays performance data and that performance data collection does not cause a negative impact on Unified CCE device operation.		Failed	CSCsq13951
UC701CF.NME.006	Network Management	Cisco Unified Operations Manager Alarm Display and Clearing for Unified CCE Nodes	Verifies that the Unified CCE Alerts Display view from the SLV correctly receives and displays alerts and events and that these can be cleared as needed.		Passed	
UC701CF.NME.007	Network Management	Cisco Unified Operations Manager Monitors Unified Expert Adviser Devices	Verifies that Unified Operations Manager monitors and displays detailed information on all Unified Expert Advisor devices properly.		Passed	
UC701CF.NME.008	Network Management	Cisco Unified Operations Manager Custom Notification (Syslog)	Verifies the setup of custom event (i.e. syslog) in Notifications for Unified CCE devices and that the syslog is created and sent to the syslog server when an event occurs.		Passed	
UC701CF.NME.009	Network Management	Cisco Unified Operations Manager Video Phone Reports	Verifies that the Unified Operations Manager provides a complete and accurate inventory analysis report on video phones and Cisco Telepresence.		Passed	

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UC701CF.NME.010	Network Management	Cisco Unified Operations Manager Unified CCE Alert History Reports	Verifies that the Unified CCE Alerts History view from the SLV displays the complete list of recent alerts and alarms, including those that were cleared.		Passed	
UC701CF.NME.011	Network Management	Cisco Unified Operations Manager, Execute Tools in Device Center	Verifies that the results of 1) selecting various Unified CCE devices using the Unified Operations Manager Device Center Tools and 2) performing functions such as ping, SNMP MIB walk, etc. meet expected values.		Passed	
UC701CF.NME.012	Network Management	Cisco Unified Operations Manager, Install and Operate Service Monitor	Verifies the successful installation and operation of Cisco Unified Service Monitor for supporting Unified CCE devices.		Passed	

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UC701CF.OOF.001	Unified Outbound Option	Abandon Call to Unified IP IVR During Unified Outbound Option Agent Campaign, Call Routed to Skill Group Associated with Campaign	Verifies that when a call is abandoned by the Unified Outbound Option Agent Campaign to the Unified IP IVR, that the call is successfully routed to a skill group associated with the campaign.	Unified ICME->PSTN->Customer	Passed	
UC701CF.OOF.002	Unified Outbound Option	Agent Campaign, Abandon Unified Outbound Option Call to Unified IP IVR, Call Routed to Skill Group Not Associated with Campaign	Verifies during an Agent Campaign that when a Unified Outbound Option call is abandoned to the Unified IP IVR, that the call is successfully routed to a skill group not associated with the campaign.	Unified ICME->PSTN->Customer	Passed	
UC701CF.OOF.003	Unified Outbound Option	Agent Campaign, Unified Outbound Option Call Routed to Agent in Skill Group Associated with Campaign	Verifies that during an Agent Campaign, a Unified Outbound Option call is routed to an agent in a skill group associated with the campaign.	Unified ICME->PSTN->Customer	Passed	
UC701CF.OOF.004	Unified Outbound Option	Agent Campaign, Outbound Option Call Routed to Agent in Skill Group Not Associated with Campaign	Verifies that during an Agent Campaign, a Unified Outbound Option call is routed to an agent in a skill group not associated with the campaign.	Unified ICME->PSTN->Customer	Passed	
UC701CF.OOF.005	Unified Outbound Option	Unified IP IVR Campaign, Transfer to Unified IP IVR and to Skill Group Associated with Campaign	Verifies in a Unified IP IVR Campaign that a Unified Outbound Option call is queued at the Unified IP IVR and then transferred to an agent in an associated skill group.	Unified ICME->PSTN->Customer	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.OOF.006	Unified Outbound Option	Unified IP IVR Campaign, Transfer to Unified IP IVR and to Skill Group Not Associated with Campaign	Verifies in a Unified IP IVR Campaign that a Unified Outbound Option call is queued at the Unified IP IVR and then transferred to an agent in an unassociated skill group.	Unified ICME->PSTN->Customer	Passed	
UC701CF.OOF.007	Unified Outbound Option	Unified IP IVR Campaign, Transfer Directly to Skill Group Associated with Campaign, Not Queued at Unified IP IVR	Verifies in a Unified IP IVR Campaign that a Unified Outbound Option call is directly transferred to an agent in an associated skill group, without being queued at the Unified IP IVR first.	Unified ICME->PSTN->Customer	Passed	
UC701CF.OOF.008	Unified Outbound Option	Unified IP IVR Campaign, Transfer Directly to Skill Group Not Associated with Campaign, Not Queued at Unified IP IVR	Verifies in a Unified IP IVR Campaign that a Unified Outbound Option call is directly transferred to an agent in an unassociated skill group, without being queued at the Unified IP IVR first.	Unified ICME->PSTN->Customer	Passed	
UC701CF.OOF.009	Unified Outbound Option	Unified Outbound Option Personal Callback Call, Agent is Available to Take Callback	Verifies that a Unified Outbound Option call set up with the Personal Callback feature works correctly when the agent is available to take the call.	Unified ICME->PSTN->Customer	Passed	

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UC701CL.REL.001	Unified CVP Call Flow Load	Unified CVP Post-Routed 24-hour Load	Verifies that the load test of a Unified CVP Post-Routed call flow is successful over a 24-hour period under heavy traffic volume.		Passed	
UC701CL.REL.002	Unified IP IVR Call Flow Load	Unified IP IVR Post-Routed 24-hour Load	Verifies that the testing of a Unified IP IVR Post-Routed call flow is successful over a 24-hour period under heavy traffic volume.		Passed	
UC701CL.REL.003	Parent/Child Call Flow Load	Parent/Child 24-hour Load	Verifies that the testing of a Parent/Child call flow is successful over a 24-hour period under heavy traffic volume.		Passed	
UC701CL.REL.004	Unified CVP Call Flow Load	Unified CVP Post-Routed 72-hour Load	Verifies that the testing of a Unified CVP Post-Routed call flow is successful over a 72-hour period under heavy traffic volume.		Passed	
UC701CL.REL.005	Unified IP IVR Call Flow Load	Unified IP IVR Post-Routed 72-hour Load	Verifies that the testing of a Unified IP IVR Post-Routed call flow is successful over a 72-hour period under heavy traffic volume.		Passed	
UC701CL.REL.006	Parent/Child Call Flow Load	Parent/Child 72-hour Load	Verifies that the testing of a Parent/Child call flow is successful over a 72-hour period under heavy traffic volume.		Passed	
UC701CL.REL.007	Unified CVP Call Flow Load	Unified CVP Post-Routed 120-hour Load	Verifies that the testing of a Unified CVP Post-Routed call flow is successful over a 120-hour period under heavy traffic volume.		Passed	

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UC701CL.REL.008	Unified IP IVR Call Flow Load	Unified IP IVR Post-Routed 120-hour Load	Verifies that the testing of a Unified IP IVR Post-Routed call flow is successful over a 120-hour period under heavy traffic volume.		Passed	
UC701CL.REL.009	Parent/Child Call Flow Load	Parent/Child 120-hour Load	Verifies that the testing of a Parent/Child call flow is successful over a 120-hour period under heavy traffic volume.		Passed	
UC701CL.REL.010	Unified CVP Video Call Flow Load	Unified CVP Video Agents 24-hour Load	Verifies that the testing of a Unified CVP Video call flows is successful over a 24-hour period under heavy traffic volume.		Passed	
UC701CL.REL.011	Unified Expert Advisor Call Flow Load	Unified Expert Advisor 24-hour Load	Verifies that the testing of a Unified Expert Advisor call flow is successful over a 24-hour period under heavy traffic volume.		Passed	
UC701CL.REL.012	Unified CVP Call Flow Load	Unified System Contact Center Enterprise with Unified CVP 24-hour Load	Verifies that the testing of a Unified System Contact Center Enterprise with Unified CVP call flow is successful over a 24-hour period under heavy traffic volume.		Passed	
UC701CL.REL.013	Unified CVP Call Flow Load	Unified System Contact Center Enterprise with Unified CVP 72-hour Load	Verifies that the testing of a Unified System Contact Center Enterprise with Unified CVP call flow is successful over a 72-hour period under heavy traffic volume.		Passed	

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UC701CL.REL.014	Unified CVP Call Flow Load	Unified System Contact Center Enterprise with Unified CVP 120-hour Load	Verifies that the testing of a Unified System Contact Center Enterprise with Unified CVP call flow is successful over a 120-hour period under heavy traffic volume.		Passed	

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UC701CF.UBE.001	Call Queuing	Unified CVP Post-Routed Call into Centralized Cisco Unified Border Element via SIP Trunk, Call is Queued and Transferred to Agent	Verifies that a Unified CVP Post-Routed call routed into a centralized Unified Border Element via a SIP Trunk can be queued and then transferred to an available agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.002	Conference	Unified CVP Post-Routed Call into Centralized Unified Border Element via SIP Trunk, Queued and Transferred to Agent, Conferences Call with Multiple Agents	Verifies that a Unified CVP Post-Routed call routed into a centralized Unified Border Element via a SIP Trunk can be queued and transferred to an available agent, who then conferences the call with multiple agents.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.003	Redirect to Agent	Unified CVP Post-Routed Call into Centralized Unified Border Element via SIP Trunk, Queued and Transferred to Agent, Blind Transfers to Multiple Agents	Verifies that a Unified CVP Post-Routed call routed into a centralized Unified Border Element via a SIP Trunk can be queued and transferred to an available agent, who then transfers (blind) the call to multiple agents.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.004	Redirect to Agent	Unified CVP Post-Routed Call into Centralized Unified Border Element via SIP Trunk, Queued and Transferred to Agent, Consult Transfers to Multiple Agents	Verifies that a Unified CVP Post-Routed call routed into a centralized Unified Border Element via a SIP Trunk can be queued and transferred to an available agent, who then transfers (consult) the call to multiple agents.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.UBE.005	Conference	Unified CVP Post Routed Call into Centralized Unified Border Element via SIP Trunk, Queued and Transferred to Agent, Conferences with Unified Mobile Agent, Then Supervisor Barges in	Verifies that a Unified CVP Post-Routed call routed into a centralized Unified Border Element via a SIP Trunk can be queued and transferred to an available agent, who then conferences the call with a Unified Mobile Agent into which a Supervisor performs a	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.006	Basic Call Flow	Unified Communications Manager Post-Routed Call from Unified IP Phone Routed Across SIP Trunk to Agent via Unified Border Element	Verifies that a Unified Communications Manager Post-Routed call from a Unified IP Phone can be routed across a SIP Trunk to an agent via the Unified Border Element.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.007	Unified Border Element	Unified CVP Post-Routed Call Routed into SIP Gateway via Distributed Unified Border Element, Queued and Redirected to PSTN Call-by-Call Unified Mobile Agent using Non-controlled SIP Unified IP Phone in Another Cluster, Call Placed On Hold	Verifies that a Unified CVP Post-Routed call routed into a SIP Gateway via a Unified Border Element can be 1) queued and then redirected to a PSTN Call-by-Call Unified Mobile Agent using a non-controlled SIP Unified IP Phone in another Unified Communicat	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.UBE.008	Unified Border Element	Ad hoc Conference Call via Distributed Unified Border Element with Multiple Agents in Multiple Clusters	Verifies that a Unified CVP Post-Routed call routed to a SIP Gateway via a Distributed Unified Border Element to a SIP agent can be conferenced (ad hoc) with one remote agent in the same Unified Communications Manager cluster and with three agents in anot	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.009	Unified Border Element	Unified CCE with Unified CVP: Multiple Consult Transfers by SIP Agent via Distributed Unified Border Element to Another SIP Agent in Same Cluster and to Two SIP Agents in Another Cluster	Verifies that a Unified CVP Post-Routed call routed from a PSTN (SIP) Gateway via a Unified Border Element to a SIP Agent can be transferred (consult) to another SIP Agent in the same Unified Communications Manager cluster and to two SIP Agents in a diffe	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.010	Unified Border Element	Unified CCE with Unified CVP: Multiple Blind Transfers by Unified Mobile Agent via Unified Border Element to SIP Agent in Same Unified Communications Manager Cluster and Two SIP Agents in Another Unified Communications Manager cluster.	Verifies that a Unified CVP Post-Routed call routed from a PSTN (SIP) Gateway via a Unified Border Element to a Nailed Unified Mobile Agent be transferred (blind) to a SIP Agent in the same Unified Communications Manager Release cluster and to two SIP Age	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.UBE.011	Unified Border Element	Ad hoc Conference Call (5-party) by SIP Agent via Distributed Unified Border Element with Multiple SIP Agents, Supervisor Barge-in	Verifies that a Unified CVP Post-Routed Call routed via a distributed Unified Border Element across SIP Gateway to a SIP agent can be 1) conferenced (ad hoc) with another SIP Agent in the same Unified Communications Manager cluster and with three SIP Agen	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.012	Unified Border Element	Consult Transfers by Unified Mobile Agent via Distributed Unified Border Element to Multiple Agents	Verifies that a Unified CVP Post-Routed Call routed via a distributed Unified Border Element across a SIP Gateway to a PSTN Nailed Unified Mobile Agent can be transferred (consult) to another Unified Mobile Agent in the same Unified Communications Manager	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.013	Basic Call Flow	Unified CCE with Unified CVP: Call Routed into Centralized Unified Border Element via SIP Trunk, Translate SIP to H.323, Queue and Consult Transfer Call by SIP Agent to Unified Mobile Agent	Verifies that a Unified CVP Post-Routed call routed into a centralized Unified Border Element via a SIP trunk can be 1) translated from SIP to H.323, and 2) queued and transferred (consult) by a SIP Agent to a Unified Mobile Agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.UBE.014	Basic Call Flow	Unified CCE with Unified CVP: Call Routed into Centralized Unified Border Element via SIP Trunk, Translate SIP to H.323, Queue and Blind Transfer Call to Agent, Conference Call to IP Communicator	Verifies that a Unified CVP Post-Routed call routed into a centralized Unified Border Element via a SIP trunk can be 1) translated from SIP to H.323, 2) queued and transferred (blind) by a SIP Agent to another SIP Agent, and 3) then conferenced with an IP	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.015	Basic Call Flow	Unified CCE with Unified CVP: SIP Call Routed into Centralized Unified Border Element via SIP Trunk, Translate SIP to H.323, Queue and Transfer Call to IP Communicator, Supervisor Silent Monitors Call	Verifies that a Unified CVP Post-Routed call routed into a centralized Unified Border Element via a SIP trunk can be 1) translated from SIP to H.323, 2) queued and transferred (blind) by a SIP Agent to another SIP Agent, 3) conferenced with an IP Communicator	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.016	Basic Call Flow	Unified CCE with Unified CVP: Call Routed into Centralized Unified Border Element via SIP Trunk, Translate SIP to H.323, Queue and Consult Transfer Call to Multiple Agents	Verifies that a Unified CVP Post-Routed call routed into a centralized Unified Border Element via a SIP trunk can be 1) translated from SIP to H.323 and 2) queued and transferred (consult) by a SIP Agent to multiple SIP Agents.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.UBE.017	Basic Call Flow	Unified CCE with Unified CVP: Call Routed into Unified Border Element via SIP Trunk, Translate SIP to H.323, Queue and Transfer Call to Agent, Conference Call to Unified Mobile Agent., Supervisor and IP Communicator	Verifies that a Unified CVP Post-Routed call routed into a centralized Unified Border Element via a SIP trunk can be 1) translated from SIP to H.323, 2) queued and transferred (blind) by a SIP Agent to another SIP Agent, 3) conferenced with a Unified Mobi	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.018	Basic Call Flow	Unified CCE with Unified CVP: Call Routed into Unified Border Element via SIP Trunk, Translate SIP to H.323, Queue and Transfer Call to Unified Expert Advisor, Conference Call with Remote Supervisor	Verifies that a Unified CVP Post-Routed call routed into a centralized Unified Border Element via a SIP trunk can be 1) translated from SIP to H.323, 2) queued and transferred (blind) by a SIP Agent to a Unified Expert Advisor, and 3) conferenced with a r	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.019	Basic Call Flow	Unified CCE with Unified CVP: Call Routed into Distributed Unified Border Element via SIP Trunk, Translate SIP to H.323, SCCP Agent Multiple Transfers to Multiple Agents, Conference Call with Unified Mobile Agent	Verifies that a Unified CVP Post Routed call routed into a distributed Unified Border Element via a SIP Trunk and translated from SIP to H.323 can be delivered to an SCCP agent who 1) transfers (blind) the call to an unavailable SCCP Agent in another clus	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.UBE.020	Basic Call Flow	Unified CCE with Unified CVP: Call Routed into Distributed Unified Border Element via SIP Trunk, Translate SIP to H.323, SIP Agent Conference Call with SCCP Agent, Blind Transfer Call to Unified Mobile Agent	Verifies that a Unified CVP Post Routed call routed into a distributed Unified Border Element via a SIP Trunk and translated from SIP to H.323 can be delivered to a SIP agent who 1) conferences the call with an available SCCP Agent and 2) then transfers (PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.021	Basic Call Flow	Unified CCE with Unified CVP: Call Routed via H.323 Gateway and Trunk to SCCP Agent, Multiple Transfers via Distributed Unified Border Element to Multiple Agents	Verifies that a Unified CVP Post Routed call can be routed via an H.323 Gateway and Trunk to an SCCP agent who 1) transfers (blind) the call via a distributed Unified Border Element to an available SCCP Agent and 2) then transfers (consult) it to another	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.022	Basic Call Flow	Unified CCE with Unified CVP: Call Routed via H.323 Gateway and Trunk to SCCP Agent, Blind Transfer Call via Distributed Unified Border Element to SIP Agent, Conference Call to SCCP Agent	Verifies that a Unified CVP Post Routed call routed into an H.323 Gateway via an H.323 Trunk can be delivered to an SCCP agent who 1) transfers (blind) the call via a distributed Unified Border Element to an unavailable SIP Agent in a different cluster an	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.UBE.023	Basic Call Flow	Unified CCE with Unified CVP: Call Routed via H.323 Gateway and Trunk to Unified Mobile Agent, Blind Transfer Call via Distributed Unified Border Element to Unified Mobile Agent	Verifies that a Unified CVP Post Routed call routed into an H.323 Gateway via an H.323 Trunk can be delivered to a Unified Mobile Agent who transfers (blind) the call via a distributed Unified Border Element to a Unified Mobile Agent and a PSTN Unified Mo	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.024	Basic Call Flow	Unified CCE with Unified CVP: Call Routed via H.323 Gateway and Trunk to Unified Mobile Agent, Blind Transfer Call via Distributed Unified Border Element to Unified Mobile Agent, Consult Transfer Call to Unified Mobile Agent	Verifies that a Unified CVP Post Routed call routed into an H.323 Gateway via an H.323 Trunk can be delivered to a Unified Mobile Agent who 1) transfers (blind) the call via a distributed Unified Border Element to a Unified Mobile Agent in another cluster	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.025	Basic Call Flow	Unified CCE with Unified CVP: Call Routed via H.323 Gateway and Trunk to Unified Mobile Agent, Blind Transfer Call via Distributed Unified Border Element to SSCP Agent, Conference Call with Unified Mobile Agent	Verifies that a Unified CVP Post Routed call routed into an H.323 Gateway via an H.323 Trunk can be delivered to a Unified Mobile Agent who 1) transfers (blind) the call via a distributed Unified Border Element to an SSCP Agent in the same cluster and 2)	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.UBE.026	Basic Call Flow	Unified CCE with Unified CVP: Call Routed via SIP Gateway and Trunk to SIP Agent, Blind Transfer Call via Distributed Unified Border Element to SIP Agent, Consult Transfer Call to Another SIP Agent	Verifies that a Unified CVP Post Routed call routed into an SIP Gateway via a SIP Trunk can be delivered to a SIP Agent who 1) transfers (blind) the call via a distributed Unified Border Element to an available SIP Agent and 2) transfers (consult) it to S	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.027	Basic Call Flow	Unified CCE with Unified CVP: Call Routed via SIP Gateway and Trunk to SCCP Agent, Blind Transfer Call via Distributed Unified Border Element to SIP Agent, Conference Call with Another SCCP Agent	Verifies that a Unified CVP Post Routed call routed into an SIP Gateway via a SIP Trunk can be delivered to an SCCP Agent who 1) transfers (blind) the call via a distributed Unified Border Element to an unavailable SIP Agent in another cluster and 2) then	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.028	Basic Call Flow	Unified CCE with Unified CVP: Call Routed via SIP Gateway and Trunk to Unified Mobile Agent, Blind Transfer Call via Distributed Unified Border Element to Multiple Unified Mobile Agent	Verifies that a Unified CVP Post Routed call routed into an SIP Gateway via a SIP Trunk can be delivered to a PSTN Unified Mobile Agent who 1) transfers (blind) the call via a distributed Unified Border Element to a Unified Mobile Agent in the same cluste	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.UBE.029	Basic Call Flow	Unified CCE with Unified CVP: Call Routed via SIP Gateway and Trunk to Unified Mobile Agent, Blind Transfer Call via Centralized Unified Border Element to Unified Mobile Agent, Consult Transfer Call to Unified Mobile Agent	Verifies that a Unified CVP Post Routed call routed into an SIP Gateway via a SIP Trunk can be delivered to a Unified Mobile Agent who 1) transfers (blind) the call via a centralized Unified Border Element to a Unified Mobile Agent in another cluster and	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.030	Basic Call Flow	Unified CCE with Unified CVP: Call Routed via SIP Gateway and Trunk to Unified Mobile Agent, Blind Transfer Call via Centralized Unified Border Element to SCCP Agent, Conference Call with PSTN Unified Mobile Agent	Verifies that a Unified CVP Post Routed call routed into an SIP Gateway via a SIP Trunk can be delivered to a Unified Mobile Agent who 1) transfers (blind) the call via a centralized Unified Border Element to an SCCP Agent in the same cluster and 2) then	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.031	Basic Call Flow	Unified CCE with Unified CVP: Call Routed via SIP Gateway and Trunk to Unified Mobile Agent, Blind Transfer Call via Centralized Unified Border Element to SCCP Agent, Blind Transfer Call to Unified Mobile Agent	Verifies that a Unified CVP Post Routed call routed into an SIP Gateway via a SIP Trunk can be delivered to a Unified Mobile Agent who 1) transfers (blind) the call via a centralized Unified Border Element to an SCCP Agent in the same cluster and 2) then	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.CVP.001	Basic Call Flow	Blind and Consult Transfers of Parent Call by Unified CVP Child Agent to Multiple Unified CVP Child Agents	Verifies that a Unified CVP child agent can transfer (blind) a Parent call to an agent, and when there is no response, RONA at the parent site routes the call to another agent who transfers (consult) it to an available agent.	PSTN → Unified CVP → Unified ICME → Agent	Passed	
UC701CF.CVP.002	Basic Call Flow	Blind and Consult Transfers of Queued Parent Call by Unified CVP Child Agent to Multiple Unified CVP Child Agents via Parent System	Verifies that a Unified CVP child agent can transfer (blind) a Parent call that was initially queued to an agent, who then transfers (consult) it to another agent, via a parent system.	PSTN → Unified CVP → Unified ICME → Agent	Passed	
UC701CF.CVP.003	Basic Call Flow	Conference of Queued Parent Call by Unified CVP Child Agent with Multiple Unified CVP Child Agents via Parent System	Verifies that when a Unified CVP child agent conferences a Parent call that was initially queued with two agents, one of whom is unavailable, RONA at the parent site routes it to an available agent.	PSTN → Unified CVP → Unified ICME → Agent	Passed	
UC701CF.CVP.004	Basic Call Flow	Blind Transfer of Queued Parent Call by Unified CVP Child Agent to Multiple Unified Contact Center Express (Unified CCX) Child Agents	Verifies that a Unified CVP child agent can transfer (blind) a queued Parent call to a Unified CCX child agent, who transfers (blind) it to another agent, and when there is no response, RONA at the parent site routes the call to an available agent.	PSTN → Unified CVP → Unified ICME → Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.CVP.005	Basic Call Flow	Blind and Consult Transfers of Queued Parent Call by Unified CVP Child Agent to Multiple Unified CCX Child Agents via Parent System	Verifies that a Unified CVP child agent can transfer (blind) a queued Parent call to a Unified CCX child agent, and when there is no response, RONA at the parent site routes the call to another agent who transfers (consult) it to an available agent, via t	PSTN → Unified CVP → Unified ICME → Agent	Passed	
UC701CF.CVP.006	Basic Call Flow	Blind and Consult Transfers of Queued Parent Call by Unified CVP Child Agent to Multiple Unified CCX Child Agents via Parent System	Verifies that a Unified CVP child agent can transfer (blind) a queued Parent call to a Unified CCX child agent, who then transfers (consult) it to another agent, via a parent system.	PSTN → Unified CVP → Unified ICME → Agent	Passed	
UC701CF.CVP.007	Basic Call Flow	Conference of Queued Parent Call by Unified CVP Child Agent with Multiple Unified CCX Child Agents via Parent System	Verifies that when a Unified CVP child agent conferences a Parent call that was initially queued with two Unified CCX agents, one of whom is unavailable, RONA at the parent site routes it to an available agent.	PSTN → Unified CVP → Unified ICME → Agent	Passed	
UC701CF.CVP.008	Basic Call Flow	Conference of Queued Parent Call by Unified CCX Child Agent with Multiple Unified CVP Child Agents via Parent System	Verifies that when a Unified CCX child agent conferences a Parent call that was initially queued with two Unified CVP child agents, one of whom is unavailable, RONA at the parent site routes it to an available agent.	PSTN → Unified CVP → Unified ICME → Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.CVP.009	Basic Call Flow	Blind and Consult Transfers of Queued Parent Call between Multiple Unified CVP Child Agent and Unified CCX Child Agents via Parent System	Verifies that a Unified CVP child agent can transfer (blind) a queued Parent call to another Unified CVP child agent who transfers (consult) it a Unified CCX child agent who in turn transfers (blind) it to another Unified CCX child agent.	PSTN → Unified CVP → Unified ICME → Agent	Passed	
UC701CF.CVP.010	Basic Call Flow	Blind Transfers of Queued Child Call by Unified CVP Child Agent to Another Agent	Verifies that a Unified CVP child agent can transfer (blind) a call that was initially queued to another agent, via a parent system.	PSTN → Unified CVP → Unified ICME → Agent	Passed	
UC701CF.CVP.011	Basic Call Flow	Blind Transfers of Queued Child Call between Unified CVP Child Agents and Unified CCX Child Agents via Parent System	Verifies that a Unified CVP child agent can transfer (blind) a queued Child call to a Unified CCX child agent, who then transfers (blind) it to a Unified CVP child agent, via a parent system.	PSTN → Unified CVP → Unified ICME → Agent	Passed	
UC701CF.CVP.012	Basic Call Flow	Conference of Queued Child Call by Unified CVP Child Agent with Unified CCCX Child Agents via Parent System	Verifies that a Unified CVP child agent can conference a queued Child call with a Unified CCX child agent, who then conferences it with another agent.	PSTN → Unified CVP → Unified ICME → Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.ICM.001	Dynamic Reskilling	Dynamic Agent Reskilling - Remove Agent From Skillgroup, Agent Picks Up Call	Verifies dynamic reskilling function for agents.		Passed	
UC701CF.ICM.002	Dynamic Reskilling	Dynamic Agent Re Skilling: Complex Call After Reskilling While Agent Remains Logged in	Verifies reskilling function while agent stays logged in.		Passed	
UC701CF.ICM.003	Dynamic Reskilling	Agent Transfers Calls to Unified Expert Adviser after Agent Dynamic Reskilling	Verifies reskilling function for Unified Expert Adviser.		Passed	
UC701CF.ICM.004	Reporting	Termination Call Detail Record for Outbound Calls	Verifies the Termination Detail Record for outbound calls.		Passed	
UC701CF.ICM.005	Reporting	Termination Call Detail Record for Complex Calls	Verifies the Termination Detail Record for a complex call.		Passed	
UC701CF.ICM.006	Reporting	Termination Call Detail Record for Unified CVP Basic Video Call	Verifies the Termination Detail Record for Unified CVP Basic Video call.		Passed	
UC701CF.ICM.007	Reporting	Termination Call Detail Record for Unified CVP Full Video Call	Verifies the Termination Detail Record for Unified CVP Full Video call.		Passed	
UC701CF.ICM.008	Script Editor	Router Configuration Script Editing/Change During Contact Center Operation	Verifies the Unified Contact Center Enterprise operation when changing /editing various scripts for router configuration.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.ICM.009	Configuration	Router Configuration and Operation	Verifies the Unified Contact Center Enterprise operation while monitoring and/or changing router configuration; such as when a skill group is removed from an Enterprise Skill Group in Unified ICME Configuration Manager, Route Select nodes that are using th		Passed	
UC701CF.ICM.010	Configuration	Peripheral Gateway Configuration and Monitoring During Contact Center Operation, Change Agent Data while Agent is Logged in	Verifies that Agent and PG operation is correct when changing agent data during Contact Center operation with agent logged in.		Passed	
UC701CF.ICM.011	Unified Outbound Option	Do Not Call During Unified Outbound Option Campaign	Verifies thatthe Do Not Call During Unified Outbound Option Campaign feature functions correctly.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.PRE.001	Transfer	Blind Transfer of Call by Unified Mobile Agent to Unified Expert Advisor, Consult Transfers Call Back to Regular Agent	Verifies that when a Unified Mobile Agent transfers (blind) a customer call to a Unified Expert Advisor, that the Unified Expert Advisor can transfer (consult) the call back to a regular agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.002	Transfer	Unified CCE with Unified CVP: Consult Transfer of Call by Unified Mobile Agent to Unified Expert Advisor, Blind Transfers Call to Another Unified Expert Advisor	Verifies that when a Unified Mobile Agent transfers (consult) a customer call to a Unified Expert Advisor, that the Unified Expert Advisor can transfer (blind) the call to another Unified Expert Advisor.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.003	Conference	Unified CCE with Unified CVP: Blind Transfer of Call by Unified Mobile Agent to Unified Expert Advisor, Conferences Call to Another Unified Expert Advisor	Verifies that when a Unified Mobile Agent transfers (blind) a customer call to a Unified Expert Advisor, that the Unified Expert Advisor can conference the call to another Unified Expert Advisor.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.004	Basic Call Flow	Unified CCE with Unified CVP: Configure and Broadcast Large Number of Broadcast Messages (> 50) to Unified Expert Advisor	Verifies that configuring Broadcast Messages (> 50) and broadcasting a large number of messages to a Unified Expert Advisor does not negatively impact the system.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.PRE.005	Basic Call Flow	Conference Customer Call by Unified Expert Advisor with Regular Agent and Unified Mobile Agent Using SIP Trunk	Verifies that Unified Expert Advisor can conference a customer call with either a regular agent or a PSTN Unified Mobile Agent via a SIP trunk.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.006	Basic Call Flow	Blind Transfer of Call by Agent to Unified Expert Advisor via SIP Trunk, Who Doesn't Receive Call, RONA Selects Another Unified Expert Advisor	Verifies that when an agent transfers (blind) a call to a Unified Expert Advisor via a SIP trunk, and the Unified Expert Advisor does not answer, RONA selects and forwards the call to another Unified Expert Advisor.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.007	Basic Call Flow	Consult Transfer of Call by Agent to Unified Expert Advisor via SIP Trunk, Who Doesn't Receive Call, RONA Selects Another Unified Expert Advisor	Verifies that when an agent transfers (consult) a call to a Unified Expert Advisor via a SIP trunk, and the Unified Expert Advisor does not answer, RONA selects and forwards the call to another Unified Expert Advisor.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.008	Basic Call Flow	Conference Customer Call by Unified Expert Advisor with Regular Agent and Unified Mobile Agent Using H.323 Trunk	Verifies that Unified Expert Advisor can conference a customer call with either a regular agent or a PSTN Unified Mobile Agent via an H.323 trunk.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.009	Basic Call Flow	Blind Transfer of Call by Agent to Unified Expert Advisor via H.323 Trunk, Who Does Not Answer Call, RONA Selects Another Unified Expert Advisor	Verifies that when an agent transfers (blind) a call to a Unified Expert Advisor via an H.323 trunk, and the Unified Expert Advisor does not answer, RONA selects and forwards the call to another Unified Expert Advisor.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.PRE.010	Basic Call Flow	Consult Transfer of Call by Agent to Unified Expert Advisor via H.323 Trunk,Who Does Not Answer Call, RONA Selects Another Unified Expert Advisor	Verifies that when an agent transfers (consult) a call to a Unified Expert Advisor via an H.323 trunk, and the Unified Expert Advisor does not answer, RONA selects and forwards the call to another Unified Expert Advisor.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.011	Basic Call Flow	Consult Transfer of Call by Agent to Unified Expert Advisor Using Meet-Me Conference Feature	Verifies that when an agent transfers (consult) a call to a Unified Expert Advisor, that the Unified Expert Advisor can use the Meet-me Conference feature correctly.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.012	Basic Call Flow	Consult Transfer of Call by Agent to Unified Expert Advisor Using Pilot Point Number and Is a Member of Hunt Group	Verifies that when an agent transfers (consult) a call to a Unified Expert Advisor who is a Hunt Group member, that the Hunt Group feature works correctly.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.013	Basic Call Flow	Consult Transfer of Call by Agent to Unified Expert Advisor Using Call Forwarding Feature to Unified IP Phone	Verifies that when an agent transfers (consult) a call to a Unified Expert Advisor, that the Unified Expert Advisor can use the Call Forwarding feature to forward the call to a Unified IP Phone successfully.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.014	Basic Call Flow	Consult Transfer of Call by Agent to Unified Expert Advisor Using Call Pickup Group Phone Number	Verifies that when an agent transfers (consult) a call to a Unified Expert Advisor, that the Unified Expert Advisor can use the Call Pickup Group Phone Number feature to pick up the call successfully.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.PRE.015	Basic Call Flow	Consult Transfer of Call by Agent to Unified Expert Advisor Using Extension Mobility Feature	Verifies that when an agent transfers (consult) a call to a Unified Expert Advisor, that the Unified Expert Advisor can use the Extension Mobility feature to accept the call successfully.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.016	Basic Call Flow	Consult Transfer of Call by Agent to Unified Expert Advisor Using Call Park Feature	Verifies that when an agent transfers (consult) a call to a Unified Expert Advisor, that the Unified Expert Advisor can use the Call Park feature to accept and then park the call successfully.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.017	Basic Call Flow	Unified CCE without Unified CVP: Blind Transfer of Call by Unified Mobile Agent to Unified Expert Advisor, Unified Expert Advisor Does Not Respond, RONA Times Out and Call is Dropped	Verifies that when a Unified Mobile Agent transfers (blind) a call to a Unified Expert Advisor, and the Unified Expert Advisor does not answer, RONA times out and the call is dropped.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.018	Basic Call Flow	Consult Transfer of Call by Agent via Unified Border Element SIP-SIP Trunk to Unified Expert Advisor, Consult Transfers Call to Unified IP Phone	Verifies that a call routed via a Unified Border Element SIP-SIP trunk to an agent can be transferred (consult) to a Unified Expert Advisor who then transfers (consult) the call to a Unified IP Phone.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.PRE.019	Basic Call Flow	Conference Call by Unified CVP Video Agent with Two Video-capable Unified Expert Advisors	Verifies that a Unified CVP Video Agent can conference a call with two video-capable Unified Expert Advisors.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.020	Basic Call Flow	Blind Transfer by Unified CVP Video Agent to Video-capable Unified Expert Advisor, Consult Transfers Call Back to Unified CVP Video Agent	Verifies that a Unified CVP Video Agent can transfer (blind) a call to a vide-capable Unified Expert Advisor, who can then transfer (consult) the call back to the Unified CVP Video Agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.021	Basic Call Flow	Multi-step Blind Transfer of Call by Unified CVP Video Agent to Video-capable Unified Expert Advisor, Consult Transfers Call Back to Unified CVP Video Agent.	Verifies that when a Unified CVP Video Agent transfers (blind) a call to a video-capable Unified Expert Advisor who is not available, the Unified Expert Advisor can accept the call after becoming available, and then transfer (consult) the call back to the	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.VID.001	Basic Call Flow	Unified CVP Basic Video Service Call with Self-Service, Call Routed to Unified CVP Video Agent	Verifies that a Unified CVP Basic Video Service Call using a Cisco Unified Video Advantage (Unified Video Advantage) endpoint with self-service audio menuing capabilities can be routed to a basic Unified CVP video-capable agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.VID.002	Basic Call Flow	Unified CVP Basic Video Service Call, Conference with Unified IP IVR Call Prompting, Consult Transfer to Unified Mobile Agent	Verifies that a Unified CVP Basic Video Service conference call using a Unified Video Advantage endpoint with Unified IP IVR audio announcement and queuing capabilities can be routed to two Unified CVP video-capable agents and then transferred (consult) t	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.VID.003	Basic Call Flow	Unified CVP Basic Video Service Call, Supervisor Barge-In After Menu and Queuing	Verifies that a Supervisor can perform a barge-in on a Unified CVP Basic Video Service call at any time after audio menuing and the call is queued for a Unified CVP video-capable agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.VID.004	Basic Call Flow	Unified CVP Basic Video Service Call, Transfer Using Unified Video Advantage with Music On Hold for 120 Seconds	Verifies that a Unified CVP Basic Video Service call can be transferred using a Unified Video Advantage endpoint by one Unified CVP video-capable agent to another with Music On Hold provided for 120 seconds.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.VID.005	Basic Call Flow	Unified CVP Full Video Service Call with Self-Service Treatment	Verifies that a Unified CVP Full Video Service call from the PSTN is treated successfully by the Unified CVP Full Video Self-Service system.	PSTN->Unified CVP->Unified ICME	Passed	
UC701CF.VID.006	Basic Call Flow	Unified CVP Full Video Service Call, Blind Transfer to Audio Only Unified Mobile Agent	Verifies that a Unified CVP Full Video Service call from the PSTN is initially treated, queued, and then transferred (blind) to an audio only Unified Mobile Agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.VID.007	Basic Call Flow	Unified CVP Full Video Service Call Connects to a Video-capable Agent	Verifies that a Unified CVP Full Video Service from the PSTN is initially treated, queued, and then transferred to a video-capable agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.VID.008	Basic Call Flow	Unified CVP Full Video Service Call, Menu Prompting, Queuing and Transferred to Video-capable Agent, Supervisor Barge-In	Verifies that a Supervisor can barge-in on a Unified CVP Full Video Service Call after menu prompting and the call is queued and transferred to an video-capable agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.VID.009	Basic Call Flow	Unified CVP Full Video Service Call, Video-capable Agent Selects Video for Customer Viewing	Verifies that after a Unified CVP Full Video Service call is transferred to a video-capable agent, the agent can select a video for customer viewing and the customer can view the selected video.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.VID.010	Basic Call Flow	Unified CVP Full Video Service Call, Transfer to Video-capable Agent, Call is Resumed after Placed On Hold for 120 Seconds	Verifies that a Unified CVP Full Video Service transferred to a video-capable agent can be placed on hold for 120 seconds and then taken off hold by the agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.VID.011	Basic Call Flow	Unified CVP Full Video Service Call, Configured with Dynamic Text Overlay	Verifies that the Dynamic Text Overlay feature can be configured to be used for a Unified CVP Full Video Service call.	PSTN->Unified CVP->Unified ICME	Passed	
UC701CF.VID.012	Basic Call Flow	Unified CVP Full Video Service Call, Blind Transfer to Unified IP IVR and Consult Transfer Call by Video-capable Agent	Verifies that a Unified CVP Full Video Service Call from the PSTN can be transferred (blind) by a video-capable agent to a Unified IP IVR and then transferred (consult) to another video-capable agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.VID.013	Basic Call Flow	Unified CVP Full Video Service Recording by Video-capable Agent	Verifies that a video-capable agent can record a Unified CVP Full Video call and the video can be played back successfully.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.VID.014	Basic Call Flow	Unified CVP Full Video Service Call, Video Queuing and Conference Call with Audio Only Agent	Verifies that a video-capable agent can conference a Unified CVP Full Video Service call from the PSTN with an audio only agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.VID.015	Basic Call Flow	Unified CVP Full Video Service Call Failure when Video Push by Video-capable Agent Fails	Verifies that the Unified CVP Full Video Service call fails when a video-capable agent is unable to push a video for customer viewing.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.VID.016	Conference	Unified CVP Post-Routed Call to Video-capable Agent, Conference with Unified Expert Advisor	Verifies that a Unified CVP Post-Routed call routed to a video-capable agent and then the agent conferences the call with a Unified Expert Advisor.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.CAD.001	Remote Agent	Remote CAD Agent Answers First Customer Call with Active Internet Connection via Cisco 881 Enterprise Teleworker Router	Verifies the Quality of Service (QoS) for voice and CTI traffic via the 881 Enterprise Teleworker Router, when a remote agent answers a customer call using the CAD desktop, while the family internet connection is active.		Passed	
UC701CF.CAD.002	Remote Agent	Remote Agent CAD Browser Edition (BE) Desktop Software Installation/Upgrade	Verifies the successful installation/upgrade of the CAD Browser Edition remote agent desktop software.		Passed	
UC701CF.CAD.003	Remote Agent	Remote Agent CAD Desktop Software Installation/Upgrade	Verifies the successful installation and upgrade of the CAD remote agent desktop software and that the remote agent is able to log in and answer calls.		Passed	
UC701CF.CAD.004	Remote Agent	Central Site CAD Supervisor Agent Call Recording/Monitoring of Remote and Central Site Agents	Verifies that the central site CAD Supervisor can silently monitor/record the calls of both remote and central site CAD agents.		Passed	
UC701CF.CAD.005	Remote Agent	Remote Site CAD Supervisor Agent Call Recording/Monitoring of Remote and Central Site Agents	Verifies that the remote site CAD Supervisor can silently monitor/record the calls of both remote and central site CAD agents.		Passed	
UC701CF.CAD.006	Remote Agent	Remote CAD Agent Video Call	Verifies that remote CAD agents can use Cisco Unified Telepresence video conferencing functionality.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.CAD.007	Remote Agent	Multiple Conferences and Calls Placed on Hold by Remote CAD Agent to Remote and Central Site Agents Using Cisco IP Communicator	Verifies that a remote agent using IP Communicator can conference calls to multiple remote and central site agents and place the calls on hold when the agents are not available.		Passed	
UC701CF.CAD.008	Remote Agent	Remote Agent with CAD Browser Edition Desktop Software, Family Internet Traffic is Concurrent	Verifies the Quality of Service (QoS) for voice and CTI traffic via the 881 Enterprise Teleworker Router, when a remote agent answers a customer call using the CAD Brower Edition desktop, while the family internet connection is active.		Passed	
UC701CF.CAD.009	Remote Agent	Multiple Blind Transfer Calls by Remote CAD Agent Using SCCP Unified IP Phone to Remote and Central Site Agents	Verifies that a remote CAD agent using an SCCP Unified IP Phone can transfer (blind) calls to multiple agents in the remote and central sites.		Passed	
UC701CF.CTI.001	Remote Agent	Multiple Blind Transfer Calls by Remote CTI OS Agent Between Remote Sites and Central Site	Verifies that a remote CTI OS agent can transfer (blind) calls and CTI data between remote sites and central site		Passed	
UC701CF.CTI.002	Remote Agent	Remote CAD Supervisor Sends and Receives Chat Messages with Central Site Agents	Verifies that a remote CAD Supervisor can send and recieve chat messages with central site agents.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.CTI.003	Remote Agent	Multiple Conference Calls by Remote CTI OS and Central Agents Between Remote Sites and Central Site	Verifies that remote and central site CTI OS agents can answer and conference calls and CTI data between remote sites and the central site using the Cisco 881 Enterprise Teleworker Router.		Passed	
UC701CF.CTI.004	Remote Agent	Central Site CTI OS Supervisor Agent Call Monitoring of Remote and Central Site Agents	Verifies that the central site CTI OS Supervisor can silently monitor/record the calls of both remote and central site CTI OS agents.		Passed	
UC701CF.CTI.005	Remote Agent	Unified Remote CTI OS Supervisor Agent Call Monitoring of Remote and Central Site Agents	Verifies that the remote site CTI OS Supervisor can silently monitor/record the calls of both remote and central site CTI OS agents.		Passed	
UC701CF.CTI.006	Remote Agent	Remote CTI OS Agent Witness Call Recording	Verifies that the Witness Call Recording feature correctly notifies the caller about recording the call with the remote agent.		Passed	
UC701CF.CTI.007	Remote Agent	Multiple Conferences/Hold by Remote CAD Agent to Remote and Central Site Agents Using Cisco IP Communicator	Verifies that a remote agent using IP Communicator can conference calls to multiple remote and central site agents and place the calls on hold when the agents are not available.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.CVP.001	Basic Call Flow	Blind and Consult Transfers of Parent Call by Unified CVP Child Agent to Multiple Unified CVP Child Agents	Verifies that a Unified CVP child agent can transfer (blind) a Parent call to an agent, and when there is no response, RONA at the parent site routes the call to another agent who transfers (consult) it to an available agent.	PSTN → Unified CVP → Unified ICME → Agent	Passed	
UC701CF.CVP.002	Basic Call Flow	Blind and Consult Transfers of Queued Parent Call by Unified CVP Child Agent to Multiple Unified CVP Child Agents via Parent System	Verifies that a Unified CVP child agent can transfer (blind) a Parent call that was initially queued to an agent, who then transfers (consult) it to another agent, via a parent system.	PSTN → Unified CVP → Unified ICME → Agent	Passed	
UC701CF.CVP.003	Basic Call Flow	Conference of Queued Parent Call by Unified CVP Child Agent with Multiple Unified CVP Child Agents via Parent System	Verifies that when a Unified CVP child agent conferences a Parent call that was initially queued with two agents, one of whom is unavailable, RONA at the parent site routes it to an available agent.	PSTN → Unified CVP → Unified ICME → Agent	Passed	
UC701CF.CVP.004	Basic Call Flow	Blind Transfer of Queued Parent Call by Unified CVP Child Agent to Multiple Unified Contact Center Express (Unified CCX) Child Agents	Verifies that a Unified CVP child agent can transfer (blind) a queued Parent call to a Unified CCX child agent, who transfers (blind) it to another agent, and when there is no response, RONA at the parent site routes the call to an available agent.	PSTN → Unified CVP → Unified ICME → Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.CVP.005	Basic Call Flow	Blind and Consult Transfers of Queued Parent Call by Unified CVP Child Agent to Multiple Unified CCX Child Agents via Parent System	Verifies that a Unified CVP child agent can transfer (blind) a queued Parent call to a Unified CCX child agent, and when there is no response, RONA at the parent site routes the call to another agent who transfers (consult) it to an available agent, via t	PSTN → Unified CVP → Unified ICME → Agent	Passed	
UC701CF.CVP.006	Basic Call Flow	Blind and Consult Transfers of Queued Parent Call by Unified CVP Child Agent to Multiple Unified CCX Child Agents via Parent System	Verifies that a Unified CVP child agent can transfer (blind) a queued Parent call to a Unified CCX child agent, who then transfers (consult) it to another agent, via a parent system.	PSTN → Unified CVP → Unified ICME → Agent	Passed	
UC701CF.CVP.007	Basic Call Flow	Conference of Queued Parent Call by Unified CVP Child Agent with Multiple Unified CCX Child Agents via Parent System	Verifies that when a Unified CVP child agent conferences a Parent call that was initially queued with two Unified CCX agents, one of whom is unavailable, RONA at the parent site routes it to an available agent.	PSTN → Unified CVP → Unified ICME → Agent	Passed	
UC701CF.CVP.008	Basic Call Flow	Conference of Queued Parent Call by Unified CCX Child Agent with Multiple Unified CVP Child Agents via Parent System	Verifies that when a Unified CCX child agent conferences a Parent call that was initially queued with two Unified CVP child agents, one of whom is unavailable, RONA at the parent site routes it to an available agent.	PSTN → Unified CVP → Unified ICME → Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.CVP.009	Basic Call Flow	Blind and Consult Transfers of Queued Parent Call between Multiple Unified CVP Child Agent and Unified CCX Child Agents via Parent System	Verifies that a Unified CVP child agent can transfer (blind) a queued Parent call to another Unified CVP child agent who transfers (consult) it a Unified CCX child agent who in turn transfers (blind) it to another Unified CCX child agent.	PSTN → Unified CVP → Unified ICME → Agent	Passed	
UC701CF.CVP.010	Basic Call Flow	Blind Transfers of Queued Child Call by Unified CVP Child Agent to Another Agent	Verifies that a Unified CVP child agent can transfer (blind) a call that was initially queued to another agent, via a parent system.	PSTN → Unified CVP → Unified ICME → Agent	Passed	
UC701CF.CVP.011	Basic Call Flow	Blind Transfers of Queued Child Call between Unified CVP Child Agents and Unified CCX Child Agents via Parent System	Verifies that a Unified CVP child agent can transfer (blind) a queued Child call to a Unified CCX child agent, who then transfers (blind) it to a Unified CVP child agent, via a parent system.	PSTN → Unified CVP → Unified ICME → Agent	Passed	
UC701CF.CVP.012	Basic Call Flow	Conference of Queued Child Call by Unified CVP Child Agent with Unified CCCX Child Agents via Parent System	Verifies that a Unified CVP child agent can conference a queued Child call with a Unified CCX child agent, who then conferences it with another agent.	PSTN → Unified CVP → Unified ICME → Agent	Passed	
UC701CF.FRR.001	Failover	Unified CCE with Unified CVP: Active VRU PG Failover and Recovery	Verifies that Unified CVP Post-Routed call flows continue to function properly 1) after the active VRU PG fails over to the standby VRU PG and 2) after it recovers.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.FRR.002	Failover	Unified CCE with Unified CVP: Active Unified Communications Manager PG Failover and Recovery	Verifies that Unified CVP Post-Routed call flows continue to function properly 1) after the active Unified Communications Manager PG fails over to the standby Unified Communications Manager PG and 2) after it recovers.		Passed	
UC701CF.FRR.003	Failover	Unified CCE with Unified CVP: Active Unified ICME Rogger Failure and Recovery	Verifies that Unified CVP Post-Routed call flows continue to function properly 1) after the active Unified ICME Rogger fails over to the standby Unified ICME Rogger and 2) after it recovers.		Passed	
UC701CF.FRR.004	Failover	Unified CCE with Unified CVP: Unified Communications Manager CTI Manager Failure and Recovery	Verifies that Unified CVP Post-Routed call flows continue to function properly 1) after the active Unified Communications Manager CTI Manager fails over to the standby CTI Manager and 2) after it recovers.		Passed	
UC701CF.FRR.005	Failover	Unified CCE with Unified CVP: Unified CVP VoiceXML Server Failure and Recovery	Verifies that Unified CVP Post-Routed call flows continue to function properly 1) after the active Unified CVP VoiceXML Server fails over to the standby Unified CVP VoiceXML Server and 2) after it recovers.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.FRR.006	Failover	Unified CCE with Unified CVP: Unified CVP Call Server Failure and Recovery	Verifies that Unified CVP Post-Routed call flows continue to function properly 1) after the active Unified CVP Call Server fails over to the standby Unified CVP Call Server and 2) after it recovers.		Passed	
UC701CF.FRR.007	Failover	Unified CCE with Unified CVP: Cisco Unified Presence Proxy Server Failure and Recovery	Verifies that Unified CVP Post-Routed call flows continue to function properly 1) after the active Unified Presence Proxy Server fails over to the standby Unified Presence Proxy Server and 2) after it recovers.		Passed	
UC701CF.FRR.008	Failover	Unified CCE with Unified CVP: Remote Site WAN Connection Fails	Verifies that Unified CVP Post-Routed call flows continue to function properly after the connection to the remote site WAN is broken and then restored.		Passed	
UC701CF.FRR.009	Failover	Unified CCE with Unified CVP: Data Center WAN Connection Fails	Verifies that Unified CVP Post-Routed call flows continue to function properly after the connection to the data center WAN is broken and then restored.		Passed	
UC701CF.FRR.010	Failover	Unified CCE with Unified CVP: Active Media Routing PG (MRPG) Failure and Recovery	Verifies that Unified CVP Post-Routed call flows continue to function properly 1) after the active MRPG fails over to the standby MRPG and 2) after it recovers.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.FRR.011	Failover	Unified CCE with Unified CVP: Unified Communications Manager First Node (Publisher) Failover to Primary Subsequent Node (Subscriber) and Recovery	Verifies that Unified CVP Post-Routed call flows continue to function properly 1) after the Unified Communications Manager first node fails over to the primary subsequent node and 2) after it recovers.		Passed	
UC701CF.FRR.012	Failover	Unified CCE with Unified CVP: Primary Unified Communications Manager Subsequent Node (Subscriber) Failover to Secondary Subsequent Node (Subscriber) and Recovery	Verifies that Unified CVP Post-Routed call flows continue to function properly 1) after the primary Unified Communications Manager subsequent node fails over to the secondary subsequent node, and 2) after it recovers.		Passed	
UC701CF.FRR.013	Failover	Unified CCE with Unified CVP: Active Gatekeeper Failure and Recovery	Verifies that Unified CVP Post-Routed call flows continue to function properly 1) after the active Gatekeeper fails over to the standby Gatekeeper and 2) after it recovers.		Passed	
UC701CF.FRR.014	Failover	Unified CCE with Unified CVP: Unified Outbound Option Failover and Recovery	Verifies that Unified CVP Post-Routed call flows continue to function properly 1) after the active Unified Outbound Option fails over to the standby Unified Outbound Option and 2) after it recovers.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.FRR.015	Failover	Unified CCE with Unified IP IVR: Active Unified Communications Manager PG Failure and Recovery	Verifies that Unified IP IVR call flows continue to function properly 1) after the active Unified Communications Manager PG fails over to the standby Unified Communications Manager PG and 2) after it recovers.		Passed	
UC701CF.FRR.016	Failover	Unified CCE with Unified IP IVR: Active Unified ICME Rogger Failure and Recovery	Verifies that Unified IP IVR call flows continue to function properly 1) after the active Unified ICME Rogger fails over to the standby Unified ICME Rogger and 2) after it recovers.		Passed	
UC701CF.FRR.017	Failover	Unified CCE with Unified IP IVR: Unified Communications Manager CTI Manager for Unified IP IVR Failure and Recovery	Verifies that Unified IP IVR call flows continue to function properly 1) after the active Unified Communications Manager CTI Manager fails over to the standby CTI Manager and 2) after it recovers.		Passed	
UC701CF.FRR.018	Failover	Unified CCE with Unified IP IVR: Remote Site WAN Connection Failure and Recovery	Verifies that Unified IP IVR call flows continue to function properly after the connection to the remote site WAN is broken and then restored.		Passed	
UC701CF.FRR.019	Failover	Unified CCE with Unified IP IVR: Data Center WAN Connection Failure and Recovery	Verifies that Unified IP IVR call flows continue to function properly after the connection to the data center WAN is broken and then restored.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.FRR.020	Failover	Parent Active Unified ICME Rogger Failover and Recovery	Verifies that Parent call flows continue to function properly 1) after the active primary Unified ICME Rogger fails over to the standby Unified ICME Rogger and 2) after it recovers.		Passed	
UC701CF.FRR.021	Failover	Parent Active Unified Contact Center Gateway Enterprise (Unified CCGE) Failover and Recovery	Verifies that Parent call flows continue to function properly 1) after the active primary Unified CCGE fails over to the standby Unified CCGE and 2) after it recovers.		Passed	
UC701CF.FRR.022	Failover	Parent Data Center WAN Connection Failure and Recovery	Verifies that Parent call flows continue to function properly after the connection to the data center WAN is broken and then restored.		Passed	
UC701CF.FRR.023	Failover	Child Active Unified ICME Rogger Failover and Recovery	Verifies that Child call flows continue to function properly 1) after the active primary Unified ICME Rogger fails over to the standby Unified ICME Rogger and 2) after it recovers.		Passed	
UC701CF.FRR.024	Failover	Child Active Unified CCGE Failover and Recovery	Verifies that Child call flows continue to function properly 1) after the active primary Unified CCGE fails over to the standby Unified CCGE and 2) after it recovers.		Passed	
UC701CF.FRR.025	Failover	Child Site WAN Connection Failure and Recovery	Verifies that Child call flows continue to function properly after the connection to the remote site WAN is broken and then restored.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.FRR.026	Failover	Unified Expert Advisor with Unified CVP: Unified Expert Advisor RunTime Server Failover and Recovery	Verifies that a Unified Expert Advisor can successfully transfer (consult) a Unified CVP Post-Routed Call to a Unified IP Phone 1) after the active Unified Expert Advisor RunTime Server fails over to the standby RunTime Server and 2) after it recovers.		Passed	
UC701CF.FRR.027	Failover	Unified Expert Advisor with Unified CVP: Active Unified Expert Advisor Unified CCGE Server Failover and Recovery	Verifies that a Unified Expert Advisor can successfully transfer a Unified CVP Post-Routed Call to a Unified IP Phone 1) after the active Unified CCGE fails over to the standby Unified CCGE and 2) after it recovers.		Passed	
UC701CF.FRR.031	Failover	Unified CCE with Unified CVP: Before Unified Expert Advisor Accepts Blind Transfer from Agent, Unified Contact Center Gateway Enterprise (Unified CCGE) Fails	Verifies that when an agent transfers (blind) a Unified CVP Post-Routed call to a Unified Expert Advisor, that before the Unified Expert Advisor accepts the call, the Unified CCGE fails.		Passed	
UC701CF.FRR.032	Failover	Unified CCE with Unified CVP: Before Unified Expert Advisor Initiates Help on Blind Transfer from Agent, Unified CCGE Fails	Verifies that when an agent transfers (blind) a Unified CVP Post-Routed call to a Unified Expert Advisor who receives an instant message, that before the Unified Expert Advisor can initiate help, the Unified CCGE fails.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.ICM.001	Dynamic Reskilling	Dynamic Agent Reskilling - Remove Agent From Skillgroup, Agent Picks Up Call	Verifies dynamic reskilling function for agents.		Passed	
UC701CF.ICM.002	Dynamic Reskilling	Dynamic Agent Re Skilling: Complex Call After Reskilling While Agent Remains Logged in	Verifies reskilling function while agent stays logged in.		Passed	
UC701CF.ICM.003	Dynamic Reskilling	Agent Transfers Calls to Unified Expert Adviser after Agent Dynamic Reskilling	Verifies reskilling function for Unified Expert Adviser.		Passed	
UC701CF.ICM.004	Reporting	Termination Call Detail Record for Outbound Calls	Verifies the Termination Detail Record for outbound calls.		Passed	
UC701CF.ICM.005	Reporting	Termination Call Detail Record for Complex Calls	Verifies the Termination Detail Record for a complex call.		Passed	
UC701CF.ICM.006	Reporting	Termination Call Detail Record for Unified CVP Basic Video Call	Verifies the Termination Detail Record for Unified CVP Basic Video call.		Passed	
UC701CF.ICM.007	Reporting	Termination Call Detail Record for Unified CVP Full Video Call	Verifies the Termination Detail Record for Unified CVP Full Video call.		Passed	
UC701CF.ICM.008	Script Editor	Router Configuration Script Editing/Change During Contact Center Operation	Verifies the Unified Contact Center Enterprise operation when changing /editing various scripts for router configuration.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.ICM.009	Configuration	Router Configuration and Operation	Verifies the Unified Contact Center Enterprise operation while monitoring and/or changing router configuration; such as when a skill group is removed from an Enterprise Skill Group in Unified ICME Configuration Manager, Route Select nodes that are using th		Passed	
UC701CF.ICM.010	Configuration	Peripheral Gateway Configuration and Monitoring During Contact Center Operation, Change Agent Data while Agent is Logged in	Verifies that Agent and PG operation is correct when changing agent data during Contact Center operation with agent logged in.		Passed	
UC701CF.ICM.011	Unified Outbound Option	Do Not Call During Unified Outbound Option Campaign	Verifies that the Do Not Call During Unified Outbound Option Campaign feature functions correctly.		Passed	
UC701CF.INT.001	Basic Call Flow	Conference Call with Unified Expert Advisors in Unified Communications Manager Release 7.0(1) Clusters	Verifies that an agent in a Unified Communications Manager Release 6.1(1a) cluster can conference a Unified CVP Post-Routed call with multiple Unified Expert Advisors in a Release 7.0(1) cluster.	PSTN->Unified CCE->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.INT.002	Basic Call Flow	Consult Transfer Call to Unified Expert Advisors in Unified Communications Manager Release 6.1(1a) and 7.0(1) Clusters	Verifies that an agent in a Unified Communications Manager Release 7.0(1) cluster can transfer (consult) a Unified CVP Post-Routed call to a Unified Expert Advisor in the same cluster, which transfers the call to an agent in a Release 6.1(1a) cluster via	PSTN->Unified CCE->Agent	Passed	
UC701CF.INT.004	Basic Call Flow	Consult Transfer Call to Multiple Agents and Unified Expert Advisor in Unified Communications Manager Release 6.1(1a) and Release 7.0(1) Clusters	Verifies that an agent in a Unified Communications Manager Release 4.2(3) cluster can transfer (consult) a Unified CVP Post-Routed call to an agent in a Release 6.1(1a) cluster via an H.323 Trunk, who then transfers (consult) it to a Unified Expert Advis	PSTN->Unified CCE->Agent	Passed	
UC701CF.INT.009	Conference	Unified CVP Audio Only Blind Transfer and Conference of Call with Agents in Unified Communications Manager Release 5.1(3), Release 6.1(1a), and Release 7.0(1) Clusters	Verifies that a Unified CVP Audio Only call can be transferred (blind) to an agent, who then conferences it with an agent in each of the Unified Communications Manager Release 5.1(3), Release 6.1(1a), and Release 7.0(1) clusters.	PSTN->Unified CCE->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.INT.010	Transfer	Unified CVP Audio Only Consult Transfer of Call to Agents in Unified Communications Manager Release 5.1(3), Release 6.1(1a) and Release 7.0(1) Clusters	Verifies that a Unified CVP Audio Only call can be transferred (consult) to an agent, who then transfers (consult) it to an agent in each of the Unified Communications Manager Release 5.1(3), Release 6.1(1a), and Release 7.0(1) clusters.	PSTN->Unified CCE->Agent	Passed	
UC701CF.INT.011	Cisco Unified Border Element	Unified CCE with Unified CVP: Ad hoc Conference Call (5-party) by SIP Agent via Distributed Unified Border Element with Multiple SIP Agents in Unified Communications Manager Release 4.2(3) Cluster	Verifies that a Unified CVP Post-Routed Call routed via a distributed Unified Border Element across a SIP Gateway to a SIP agent can be conferenced (ad hoc) with another SIP Agent in the same Unified Communications Manager cluster and with three SIP Agent	PSTN->Unified CCE->Agent	Passed	
UC701CF.IUP.050	Installation and Upgrade	Install and Configure Unified CVP Full Video Service with Unified Communications System Release 7.0(1)	Verifies the installation and configuration of the Unified CVP full video components in the existing Unified CVP environment with Unified Communications System Release 7.0(1).		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.IUP.051	Installation and Upgrade	Install and Configure Cisco Unified Expert Advisor in Unified Contact Center Enterprise (Unified CCE) in Unified CVP Environment with Unified Communications System Release 7.0(1).	Verifies the installation and configuration of Unified Expert Advisor in a Unified CVP environment with Unified Communications System Release 7.0(1).		Passed	
UC701CF.IUP.052	Installation and Upgrade	Install and Configure Cisco Unified Border Element with Unified Communications System Release 7.0(1)	Verifies the installation and configuration of the Cisco Unified Border Element in the Unified CVP environment with Unified Communications System Release 7.0(1).		Passed	
UC701CF.IUP.053	Installation and Upgrade	Install and Configure Unified System Contact Center Enterprise (Unified SCCE) with Unified CVP with Unified Communications System Release 7.0(1)	Verifies the installation and configuration of Unified SCCE with Unified CVP with Unified Communications System Release 7.0(1).		Passed	
UC701CF.NME.001	Network Management	Cisco Unified Operations Manager (Unified Operations Manager) Auto-discovery of All Devices Including All Supported Unified CCE Devices	Verifies the following for a fresh Unified Operations Manager installation, 1) device credentials configuration, 2) auto-discovery start, 3) discovery of all devices in the provided IP address range (and supported by Unified Operations Manager), and 4) af		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.NME.002	Network Management	Cisco Unified Operations Manager Manual Addition and Deletion of Unified Contact Center Enterprise (Unified CCE) Devices	Verifies the successful manual addition and deletion of undiscovered Unified CCE devices.		Passed	
UC701CF.NME.003	Network Management	Unified Operations Manager Service Level View (SLV) of Unified CCE Cloud Correctly Displays All Nodes and Links	Verifies that after discovering and adding all devices, the SLV of a Unified CCE cloud correctly shows all aspects of the display including the devices, links between the devices, and menus for alerts and performance details.		Failed	CSCsi74847 CSCso66246 CSCsq40835
UC701CF.NME.004	Network Management	Cisco Unified Operations Manager Unified CCE Device Details Correctly Displays Device Details, Including Unified CCE Processes	Verifies that the Unified CCE Device Details view from the SLV correctly and completely displays device details, including the connections and status.		Passed	
UC701CF.NME.005	Network Management	Cisco Unified Operations Manager Unified CCE Device Performance Display	Verifies that the Unified CCE Performance view from the SLV correctly displays performance data and that performance data collection does not cause a negative impact on Unified CCE device operation.		Failed	CSCsq13951

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.NME.006	Network Management	Cisco Unified Operations Manager Alarm Display and Clearing for Unified CCE Nodes	Verifies that the Unified CCE Alerts Display view from the SLV correctly receives and displays alerts and events and that these can be cleared as needed.		Passed	
UC701CF.NME.007	Network Management	Cisco Unified Operations Manager Monitors Unified Expert Adviser Devices	Verifies that Unified Operations Manager monitors and displays detailed information on all Unified Expert Advisor devices properly.		Passed	
UC701CF.NME.008	Network Management	Cisco Unified Operations Manager Custom Notification (Syslog)	Verifies the setup of custom event (i.e. syslog) in Notifications for Unified CCE devices and that the syslog is created and sent to the syslog server when an event occurs.		Passed	
UC701CF.NME.009	Network Management	Cisco Unified Operations Manager Video Phone Reports	Verifies that the Unified Operations Manager provides a complete and accurate inventory analysis report on video phones and Cisco Telepresence.		Passed	
UC701CF.NME.010	Network Management	Cisco Unified Operations Manager Unified CCE Alert History Reports	Verifies that the Unified CCE Alerts History view from the SLV displays the complete list of recent alerts and alarms, including those that were cleared.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.NME.011	Network Management	Cisco Unified Operations Manager, Execute Tools in Device Center	Verifies that the results of 1) selecting various Unified CCE devices using the Unified Operations Manager Device Center Tools and 2) performing functions such as ping, SNMP MIB walk, etc. meet expected values.		Passed	
UC701CF.NME.012	Network Management	Cisco Unified Operations Manager, Install and Operate Service Monitor	Verifies the successful installation and operation of Cisco Unified Service Monitor for supporting Unified CCE devices.		Passed	
UC701CF.OOF.001	Unified Outbound Option	Abandon Call to Unified IP IVR During Unified Outbound Option Agent Campaign, Call Routed to Skill Group Associated with Campaign	Verifies that when a call is abandoned by the Unified Outbound Option Agent Campaign to the Unified IP IVR, that the call is successfully routed to a skill group associated with the campaign.	Unified ICME->PSTN->Customer	Passed	
UC701CF.OOF.002	Unified Outbound Option	Agent Campaign, Abandon Unified Outbound Option Call to Unified IP IVR, Call Routed to Skill Group Not Associated with Campaign	Verifies during an Agent Campaign that when a Unified Outbound Option call is abandoned to the Unified IP IVR, that the call is successfully routed to a skill group not associated with the campaign.	Unified ICME->PSTN->Customer	Passed	
UC701CF.OOF.003	Unified Outbound Option	Agent Campaign, Unified Outbound Option Call Routed to Agent in Skill Group Associated with Campaign	Verifies that during an Agent Campaign, a Unified Outbound Option call is routed to an agent in a skill group associated with the campaign.	Unified ICME->PSTN->Customer	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.OOF.004	Unified Outbound Option	Agent Campaign, Outbound Option Call Routed to Agent in Skill Group Not Associated with Campaign	Verifies that during an Agent Campaign, a Unified Outbound Option call is routed to an agent in a skill group not associated with the campaign.	Unified ICME->PSTN->Customer	Passed	
UC701CF.OOF.005	Unified Outbound Option	Unified IP IVR Campaign, Transfer to Unified IP IVR and to Skill Group Associated with Campaign	Verifies in a Unified IP IVR Campaign that a Unified Outbound Option call is queued at the Unified IP IVR and then transferred to an agent in an associated skill group.	Unified ICME->PSTN->Customer	Passed	
UC701CF.OOF.006	Unified Outbound Option	Unified IP IVR Campaign, Transfer to Unified IP IVR and to Skill Group Not Associated with Campaign	Verifies in a Unified IP IVR Campaign that a Unified Outbound Option call is queued at the Unified IP IVR and then transferred to an agent in an unassociated skill group.	Unified ICME->PSTN->Customer	Passed	
UC701CF.OOF.007	Unified Outbound Option	Unified IP IVR Campaign, Transfer Directly to Skill Group Associated with Campaign, Not Queued at Unified IP IVR	Verifies in a Unified IP IVR Campaign that a Unified Outbound Option call is directly transferred to an agent in an associated skill group, without being queued at the Unified IP IVR first.	Unified ICME->PSTN->Customer	Passed	
UC701CF.OOF.008	Unified Outbound Option	Unified IP IVR Campaign, Transfer Directly to Skill Group Not Associated with Campaign, Not Queued at Unified IP IVR	Verifies in a Unified IP IVR Campaign that a Unified Outbound Option call is directly transferred to an agent in an unassociated skill group, without being queued at the Unified IP IVR first.	Unified ICME->PSTN->Customer	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.OOF.009	Unified Outbound Option	Unified Outbound Option Personal Callback Call, Agent is Available to Take Callback	Verifies that a Unified Outbound Option call set up with the Personal Callback feature works correctly when the agent is available to take the call.	Unified ICME->PSTN->Customer	Passed	
UC701CF.PRE.001	Transfer	Blind Transfer of Call by Unified Mobile Agent to Unified Expert Advisor, Consult Transfers Call Back to Regular Agent	Verifies that when a Unified Mobile Agent transfers (blind) a customer call to a Unified Expert Advisor, that the Unified Expert Advisor can transfer (consult) the call back to a regular agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.002	Transfer	Unified CCE with Unified CVP: Consult Transfer of Call by Unified Mobile Agent to Unified Expert Advisor, Blind Transfers Call to Another Unified Expert Advisor	Verifies that when a Unified Mobile Agent transfers (consult) a customer call to a Unified Expert Advisor, that the Unified Expert Advisor can transfer (blind) the call to another Unified Expert Advisor.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.003	Conference	Unified CCE with Unified CVP: Blind Transfer of Call by Unified Mobile Agent to Unified Expert Advisor, Conferes Call to Another Unified Expert Advisor	Verifies that when a Unified Mobile Agent transfers (blind) a customer call to a Unified Expert Advisor, that the Unified Expert Advisor can conference the call to another Unified Expert Advisor.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.PRE.004	Basic Call Flow	Unified CCE with Unified CVP: Configure and Broadcast Large Number of Broadcast Messages (> 50) to Unified Expert Advisor	Verifies that configuring Broadcast Messages (> 50) and broadcasting a large number of messages to a Unified Expert Advisor does not negatively impact the system.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.005	Basic Call Flow	Conference Customer Call by Unified Expert Advisor with Regular Agent and Unified Mobile Agent Using SIP Trunk	Verifies that Unified Expert Advisor can conference a customer call with either a regular agent or a PSTN Unified Mobile Agent via a SIP trunk.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.006	Basic Call Flow	Blind Transfer of Call by Agent to Unified Expert Advisor via SIP Trunk, Who Doesn't Receive Call, RONA Selects Another Unified Expert Advisor	Verifies that when an agent transfers (blind) a call to a Unified Expert Advisor via a SIP trunk, and the Unified Expert Advisor does not answer, RONA selects and forwards the call to another Unified Expert Advisor.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.007	Basic Call Flow	Consult Transfer of Call by Agent to Unified Expert Advisor via SIP Trunk, Who Doesn't Receive Call, RONA Selects Another Unified Expert Advisor	Verifies that when an agent transfers (consult) a call to a Unified Expert Advisor via a SIP trunk, and the Unified Expert Advisor does not answer, RONA selects and forwards the call to another Unified Expert Advisor.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.008	Basic Call Flow	Conference Customer Call by Unified Expert Advisor with Regular Agent and Unified Mobile Agent Using H.323 Trunk	Verifies that Unified Expert Advisor can conference a customer call with either a regular agent or a PSTN Unified Mobile Agent via an H.323 trunk.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.PRE.009	Basic Call Flow	Blind Transfer of Call by Agent to Unified Expert Advisor via H.323 Trunk, Who Does Not Answer Call, RONA Selects Another Unified Expert Advisor	Verifies that when an agent transfers (blind) a call to a Unified Expert Advisor via an H.323 trunk, and the Unified Expert Advisor does not answer, RONA selects and forwards the call to another Unified Expert Advisor.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.010	Basic Call Flow	Consult Transfer of Call by Agent to Unified Expert Advisor via H.323 Trunk, Who Does Not Answer Call, RONA Selects Another Unified Expert Advisor	Verifies that when an agent transfers (consult) a call to a Unified Expert Advisor via an H.323 trunk, and the Unified Expert Advisor does not answer, RONA selects and forwards the call to another Unified Expert Advisor.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.011	Basic Call Flow	Consult Transfer of Call by Agent to Unified Expert Advisor Using Meet-Me Conference Feature	Verifies that when an agent transfers (consult) a call to a Unified Expert Advisor, that the Unified Expert Advisor can use the Meet-me Conference feature correctly.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.012	Basic Call Flow	Consult Transfer of Call by Agent to Unified Expert Advisor Using Pilot Point Number and Is a Member of Hunt Group	Verifies that when an agent transfers (consult) a call to a Unified Expert Advisor who is a Hunt Group member, that the Hunt Group feature works correctly.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.013	Basic Call Flow	Consult Transfer of Call by Agent to Unified Expert Advisor Using Call Forwarding Feature to Unified IP Phone	Verifies that when an agent transfers (consult) a call to a Unified Expert Advisor, that the Unified Expert Advisor can use the Call Forwarding feature to forward the call to a Unified IP Phone successfully.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.PRE.014	Basic Call Flow	Consult Transfer of Call by Agent to Unified Expert Advisor Using Call Pickup Group Phone Number	Verifies that when an agent transfers (consult) a call to a Unified Expert Advisor, that the Unified Expert Advisor can use the Call Pickup Group Phone Number feature to pick up the call successfully.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.015	Basic Call Flow	Consult Transfer of Call by Agent to Unified Expert Advisor Using Extension Mobility Feature	Verifies that when an agent transfers (consult) a call to a Unified Expert Advisor, that the Unified Expert Advisor can use the Extension Mobility feature to accept the call successfully.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.016	Basic Call Flow	Consult Transfer of Call by Agent to Unified Expert Advisor Using Call Park Feature	Verifies that when an agent transfers (consult) a call to a Unified Expert Advisor, that the Unified Expert Advisor can use the Call Park feature to accept and then park the call successfully.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.017	Basic Call Flow	Unified CCE without Unified CVP: Blind Transfer of Call by Unified Mobile Agent to Unified Expert Advisor, Unified Expert Advisor Does Not Respond, RONA Times Out and Call is Dropped	Verifies that when a Unified Mobile Agent transfers (blind) a call to a Unified Expert Advisor, and the Unified Expert Advisor does not answer, RONA times out and the call is dropped.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.PRE.018	Basic Call Flow	Consult Transfer of Call by Agent via Unified Border Element SIP-SIP Trunk to Unified Expert Advisor, Consult Transfers Call to Unified IP Phone	Verifies that a call routed via a Unified Border Element SIP-SIP trunk to an agent can be transferred (consult) to a Unified Expert Advisor who then transfers (consult) the call to a Unified IP Phone.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.019	Basic Call Flow	Conference Call by Unified CVP Video Agent with Two Video-capable Unified Expert Advisors	Verifies that a Unified CVP Video Agent can conference a call with two video-capable Unified Expert Advisors.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.020	Basic Call Flow	Blind Transfer by Unified CVP Video Agent to Video-capable Unified Expert Advisor, Consult Transfers Call Back to Unified CVP Video Agent	Verifies that a Unified CVP Video Agent can transfer (blind) a call to a video-capable Unified Expert Advisor, who can then transfer (consult) the call back to the Unified CVP Video Agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.PRE.021	Basic Call Flow	Multi-step Blind Transfer of Call by Unified CVP Video Agent to Video-capable Unified Expert Advisor, Consult Transfers Call Back to Unified CVP Video Agent.	Verifies that when a Unified CVP Video Agent transfers (blind) a call to a video-capable Unified Expert Advisor who is not available, the Unified Expert Advisor can accept the call after becoming available, and then transfer (consult) the call back to the	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.UBE.001	Call Queuing	Unified CVP Post-Routed Call into Centralized Cisco Unified Border Element via SIP Trunk, Call is Queued and Transferred to Agent	Verifies that a Unified CVP Post-Routed call routed into a centralized Unified Border Element via a SIP Trunk can be queued and then transferred to an available agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.002	Conference	Unified CVP Post-Routed Call into Centralized Unified Border Element via SIP Trunk, Queued and Transferred to Agent, Conferences Call with Multiple Agents	Verifies that a Unified CVP Post-Routed call routed into a centralized Unified Border Element via a SIP Trunk can be queued and transferred to an available agent, who then conferences the call with multiple agents.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.003	Redirect to Agent	Unified CVP Post-Routed Call into Centralized Unified Border Element via SIP Trunk, Queued and Transferred to Agent, Blind Transfers to Multiple Agents	Verifies that a Unified CVP Post-Routed call routed into a centralized Unified Border Element via a SIP Trunk can be queued and transferred to an available agent, who then transfers (blind) the call to multiple agents.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.004	Redirect to Agent	Unified CVP Post-Routed Call into Centralized Unified Border Element via SIP Trunk, Queued and Transferred to Agent, Consult Transfers to Multiple Agents	Verifies that a Unified CVP Post-Routed call routed into a centralized Unified Border Element via a SIP Trunk can be queued and transferred to an available agent, who then transfers (consult) the call to multiple agents.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.UBE.005	Conference	Unified CVP Post Routed Call into Centralized Unified Border Element via SIP Trunk, Queued and Transferred to Agent, Conferences with Unified Mobile Agent, Then Supervisor Barges in	Verifies that a Unified CVP Post-Routed call routed into a centralized Unified Border Element via a SIP Trunk can be queued and transferred to an available agent, who then conferences the call with a Unified Mobile Agent into which a Supervisor performs a	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.006	Basic Call Flow	Unified Communications Manager Post-Routed Call from Unified IP Phone Routed Across SIP Trunk to Agent via Unified Border Element	Verifies that a Unified Communications Manager Post-Routed call from a Unified IP Phone can be routed across a SIP Trunk to an agent via the Unified Border Element.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.007	Unified Border Element	Unified CVP Post-Routed Call Routed into SIP Gateway via Distributed Unified Border Element, Queued and Redirected to PSTN Call-by-Call Unified Mobile Agent using Non-controlled SIP Unified IP Phone in Another Cluster, Call Placed On Hold	Verifies that a Unified CVP Post-Routed call routed into a SIP Gateway via a Unified Border Element can be 1) queued and then redirected to a PSTN Call-by-Call Unified Mobile Agent using a non-controlled SIP Unified IP Phone in another Unified Communicat	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.UBE.008	Unified Border Element	Ad hoc Conference Call via Distributed Unified Border Element with Multiple Agents in Multiple Clusters	Verifies that a Unified CVP Post-Routed call routed to a SIP Gateway via a Distributed Unified Border Element to a SIP agent can be conferenced (ad hoc) with one remote agent in the same Unified Communications Manager cluster and with three agents in anot	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.009	Unified Border Element	Unified CCE with Unified CVP: Multiple Consult Transfers by SIP Agent via Distributed Unified Border Element to Another SIP Agent in Same Cluster and to Two SIP Agents in Another Cluster	Verifies that a Unified CVP Post-Routed call routed from a PSTN (SIP) Gateway via a Unified Border Element to a SIP Agent can be transferred (consult) to another SIP Agent in the same Unified Communications Manager cluster and to two SIP Agents in a diffe	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.010	Unified Border Element	Unified CCE with Unified CVP: Multiple Blind Transfers by Unified Mobile Agent via Unified Border Element to SIP Agent in Same Unified Communications Manager Cluster and Two SIP Agents in Another Unified Communications Manager cluster.	Verifies that a Unified CVP Post-Routed call routed from a PSTN (SIP) Gateway via a Unified Border Element to a Nailed Unified Mobile Agent be transferred (blind) to a SIP Agent in the same Unified Communications Manager Release cluster and to two SIP Age	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.UBE.011	Unified Border Element	Ad hoc Conference Call (5-party) by SIP Agent via Distributed Unified Border Element with Multiple SIP Agents, Supervisor Barge-in	Verifies that a Unified CVP Post-Routed Call routed via a distributed Unified Border Element across SIP Gateway to a SIP agent can be 1) conferenced (ad hoc) with another SIP Agent in the same Unified Communications Manager cluster and with three SIP Agen	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.012	Unified Border Element	Consult Transfers by Unified Mobile Agent via Distributed Unified Border Element to Multiple Agents	Verifies that a Unified CVP Post-Routed Call routed via a distributed Unified Border Element across a SIP Gateway to a PSTN Nailed Unified Mobile Agent can be transferred (consult) to another Unified Mobile Agent in the same Unified Communications Manager	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.013	Basic Call Flow	Unified CCE with Unified CVP: Call Routed into Centralized Unified Border Element via SIP Trunk, Translate SIP to H.323, Queue and Consult Transfer Call by SIP Agent to Unified Mobile Agent	Verifies that a Unified CVP Post-Routed call routed into a centralized Unified Border Element via a SIP trunk can be 1) translated from SIP to H.323, and 2) queued and transferred (consult) by a SIP Agent to a Unified Mobile Agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.UBE.014	Basic Call Flow	Unified CCE with Unified CVP: Call Routed into Centralized Unified Border Element via SIP Trunk, Translate SIP to H.323, Queue and Blind Transfer Call to Agent, Conference Call to IP Communicator	Verifies that a Unified CVP Post-Routed call routed into a centralized Unified Border Element via a SIP trunk can be 1) translated from SIP to H.323, 2) queued and transferred (blind) by a SIP Agent to another SIP Agent, and 3) then conferenced with an IP	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.015	Basic Call Flow	Unified CCE with Unified CVP: SIP Call Routed into Centralized Unified Border Element via SIP Trunk, Translate SIP to H.323, Queue and Transfer Call to IP Communicator, Supervisor Silent Monitors Call	Verifies that a Unified CVP Post-Routed call routed into a centralized Unified Border Element via a SIP trunk can be 1) translated from SIP to H.323, 2) queued and transferred (blind) by a SIP Agent to another SIP Agent, 3) conferenced with an IP Communicator	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.016	Basic Call Flow	Unified CCE with Unified CVP: Call Routed into Centralized Unified Border Element via SIP Trunk, Translate SIP to H.323, Queue and Consult Transfer Call to Multiple Agents	Verifies that a Unified CVP Post-Routed call routed into a centralized Unified Border Element via a SIP trunk can be 1) translated from SIP to H.323 and 2) queued and transferred (consult) by a SIP Agent to multiple SIP Agents.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.UBE.017	Basic Call Flow	Unified CCE with Unified CVP: Call Routed into Unified Border Element via SIP Trunk, Translate SIP to H.323, Queue and Transfer Call to Agent, Conference Call to Unified Mobile Agent., Supervisor and IP Communicator	Verifies that a Unified CVP Post-Routed call routed into a centralized Unified Border Element via a SIP trunk can be 1) translated from SIP to H.323, 2) queued and transferred (blind) by a SIP Agent to another SIP Agent, 3) conferenced with a Unified Mobi	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.018	Basic Call Flow	Unified CCE with Unified CVP: Call Routed into Unified Border Element via SIP Trunk, Translate SIP to H.323, Queue and Transfer Call to Unified Expert Advisor, Conference Call with Remote Supervisor	Verifies that a Unified CVP Post-Routed call routed into a centralized Unified Border Element via a SIP trunk can be 1) translated from SIP to H.323, 2) queued and transferred (blind) by a SIP Agent to a Unified Expert Advisor, and 3) conferenced with a r	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.019	Basic Call Flow	Unified CCE with Unified CVP: Call Routed into Distributed Unified Border Element via SIP Trunk, Translate SIP to H.323, SCCP Agent Multiple Transfers to Multiple Agents, Conference Call with Unified Mobile Agent	Verifies that a Unified CVP Post Routed call routed into a distributed Unified Border Element via a SIP Trunk and translated from SIP to H.323 can be delivered to an SCCP agent who 1) transfers (blind) the call to an unavailable SCCP Agent in another clus	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.UBE.020	Basic Call Flow	Unified CCE with Unified CVP: Call Routed into Distributed Unified Border Element via SIP Trunk, Translate SIP to H.323, SIP Agent Conference Call with SCCP Agent, Blind Transfer Call to Unified Mobile Agent	Verifies that a Unified CVP Post Routed call routed into a distributed Unified Border Element via a SIP Trunk and translated from SIP to H.323 can be delivered to a SIP agent who 1) conferences the call with an available SCCP Agent and 2) then transfers (PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.021	Basic Call Flow	Unified CCE with Unified CVP: Call Routed via H.323 Gateway and Trunk to SCCP Agent, Multiple Transfers via Distributed Unified Border Element to Multiple Agents	Verifies that a Unified CVP Post Routed call can be routed via an H.323 Gateway and Trunk to an SCCP agent who 1) transfers (blind) the call via a distributed Unified Border Element to an available SCCP Agent and 2) then transfers (consult) it to another	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.022	Basic Call Flow	Unified CCE with Unified CVP: Call Routed via H.323 Gateway and Trunk to SCCP Agent, Blind Transfer Call via Distributed Unified Border Element to SIP Agent, Conference Call to SCCP Agent	Verifies that a Unified CVP Post Routed call routed into an H.323 Gateway via an H.323 Trunk can be delivered to an SCCP agent who 1) transfers (blind) the call via a distributed Unified Border Element to an unavailable SIP Agent in a different cluster an	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.UBE.023	Basic Call Flow	Unified CCE with Unified CVP: Call Routed via H.323 Gateway and Trunk to Unified Mobile Agent, Blind Transfer Call via Distributed Unified Border Element to Unified Mobile Agent	Verifies that a Unified CVP Post Routed call routed into an H.323 Gateway via an H.323 Trunk can be delivered to a Unified Mobile Agent who transfers (blind) the call via a distributed Unified Border Element to a Unified Mobile Agent and a PSTN Unified Mo	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.024	Basic Call Flow	Unified CCE with Unified CVP: Call Routed via H.323 Gateway and Trunk to Unified Mobile Agent, Blind Transfer Call via Distributed Unified Border Element to Unified Mobile Agent, Consult Transfer Call to Unified Mobile Agent	Verifies that a Unified CVP Post Routed call routed into an H.323 Gateway via an H.323 Trunk can be delivered to a Unified Mobile Agent who 1) transfers (blind) the call via a distributed Unified Border Element to a Unified Mobile Agent in another cluster	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.025	Basic Call Flow	Unified CCE with Unified CVP: Call Routed via H.323 Gateway and Trunk to Unified Mobile Agent, Blind Transfer Call via Distributed Unified Border Element to SSCP Agent, Conference Call with Unified Mobile Agent	Verifies that a Unified CVP Post Routed call routed into an H.323 Gateway via an H.323 Trunk can be delivered to a Unified Mobile Agent who 1) transfers (blind) the call via a distributed Unified Border Element to an SSCP Agent in the same cluster and 2)	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.UBE.026	Basic Call Flow	Unified CCE with Unified CVP: Call Routed via SIP Gateway and Trunk to SIP Agent, Blind Transfer Call via Distributed Unified Border Element to SIP Agent, Consult Transfer Call to Another SIP Agent	Verifies that a Unified CVP Post Routed call routed into an SIP Gateway via a SIP Trunk can be delivered to a SIP Agent who 1) transfers (blind) the call via a distributed Unified Border Element to an available SIP Agent and 2) transfers (consult) it to S	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.027	Basic Call Flow	Unified CCE with Unified CVP: Call Routed via SIP Gateway and Trunk to SCCP Agent, Blind Transfer Call via Distributed Unified Border Element to SIP Agent, Conference Call with Another SCCP Agent	Verifies that a Unified CVP Post Routed call routed into an SIP Gateway via a SIP Trunk can be delivered to an SCCP Agent who 1) transfers (blind) the call via a distributed Unified Border Element to an unavailable SIP Agent in another cluster and 2) then	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.028	Basic Call Flow	Unified CCE with Unified CVP: Call Routed via SIP Gateway and Trunk to Unified Mobile Agent, Blind Transfer Call via Distributed Unified Border Element to Multiple Unified Mobile Agent	Verifies that a Unified CVP Post Routed call routed into an SIP Gateway via a SIP Trunk can be delivered to a PSTN Unified Mobile Agent who 1) transfers (blind) the call via a distributed Unified Border Element to a Unified Mobile Agent in the same cluste	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.UBE.029	Basic Call Flow	Unified CCE with Unified CVP: Call Routed via SIP Gateway and Trunk to Unified Mobile Agent, Blind Transfer Call via Centralized Unified Border Element to Unified Mobile Agent, Consult Transfer Call to Unified Mobile Agent	Verifies that a Unified CVP Post Routed call routed into an SIP Gateway via a SIP Trunk can be delivered to a Unified Mobile Agent who 1) transfers (blind) the call via a centralized Unified Border Element to a Unified Mobile Agent in another cluster and	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.030	Basic Call Flow	Unified CCE with Unified CVP: Call Routed via SIP Gateway and Trunk to Unified Mobile Agent, Blind Transfer Call via Centralized Unified Border Element to SCCP Agent, Conference Call with PSTN Unified Mobile Agent	Verifies that a Unified CVP Post Routed call routed into an SIP Gateway via a SIP Trunk can be delivered to a Unified Mobile Agent who 1) transfers (blind) the call via a centralized Unified Border Element to an SCCP Agent in the same cluster and 2) then	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.UBE.031	Basic Call Flow	Unified CCE with Unified CVP: Call Routed via SIP Gateway and Trunk to Unified Mobile Agent, Blind Transfer Call via Centralized Unified Border Element to SCCP Agent, Blind Transfer Call to Unified Mobile Agent	Verifies that a Unified CVP Post Routed call routed into an SIP Gateway via a SIP Trunk can be delivered to a Unified Mobile Agent who 1) transfers (blind) the call via a centralized Unified Border Element to an SCCP Agent in the same cluster and 2) then	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.VID.001	Basic Call Flow	Unified CVP Basic Video Service Call with Self-Service, Call Routed to Unified CVP Video Agent	Verifies that a Unified CVP Basic Video Service Call using a Cisco Unified Video Advantage (Unified Video Advantage) endpoint with self-service audio menuing capabilities can be routed to a basic Unified CVP video-capable agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.VID.002	Basic Call Flow	Unified CVP Basic Video Service Call, Conference with Unified IP IVR Call Prompting, Consult Transfer to Unified Mobile Agent	Verifies that a Unified CVP Basic Video Service conference call using a Unified Video Advantage endpoint with Unified IP IVR audio announcement and queuing capabilities can be routed to two Unified CVP video-capable agents and then transferred (consult) t	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.VID.003	Basic Call Flow	Unified CVP Basic Video Service Call, Supervisor Barge-In After Menu and Queuing	Verifies that a Supervisor can perform a barge-in on a Unified CVP Basic Video Service call at any time after audio menuing and the call is queued for a Unified CVP video-capable agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.VID.004	Basic Call Flow	Unified CVP Basic Video Service Call, Transfer Using Unified Video Advantage with Music On Hold for 120 Seconds	Verifies that a Unified CVP Basic Video Service call can be transferred using a Unified Video Advantage endpoint by one Unified CVP video-capable agent to another with Music On Hold provided for 120 seconds.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.VID.005	Basic Call Flow	Unified CVP Full Video Service Call with Self-Service Treatment	Verifies that a Unified CVP Full Video Service call from the PSTN is treated successfully by the Unified CVP Full Video Self-Service system.	PSTN->Unified CVP->Unified ICME	Passed	
UC701CF.VID.006	Basic Call Flow	Unified CVP Full Video Service Call, Blind Transfer to Audio Only Unified Mobile Agent	Verifies that a Unified CVP Full Video Service call from the PSTN is initially treated, queued, and then transferred (blind) to an audio only Unified Mobile Agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.VID.007	Basic Call Flow	Unified CVP Full Video Service Call Connects to a Video-capable Agent	Verifies that a Unified CVP Full Video Service from the PSTN is initially treated, queued, and then transferred to a video-capable agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.VID.008	Basic Call Flow	Unified CVP Full Video Service Call, Menu Prompting, Queuing and Transferred to Video-capable Agent, Supervisor Barge-In	Verifies that a Supervisor can barge-in on a Unified CVP Full Video Service Call after menu prompting and the call is queued and transferred to an video-capable agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.VID.009	Basic Call Flow	Unified CVP Full Video Service Call, Video-capable Agent Selects Video for Customer Viewing	Verifies that after a Unified CVP Full Video Service call is transferred to a video-capable agent, the agent can select a video for customer viewing and the customer can view the selected video.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.VID.010	Basic Call Flow	Unified CVP Full Video Service Call, Transfer to Video-capable Agent, Call is Resumed after Placed On Hold for 120 Seconds	Verifies that a Unified CVP Full Video Service transferred to a video-capable agent can be placed on hold for 120 seconds and then taken off hold by the agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.VID.011	Basic Call Flow	Unified CVP Full Video Service Call, Configured with Dynamic Text Overlay	Verifies that the Dynamic Text Overlay feature can be configured to be used for a Unified CVP Full Video Service call.	PSTN->Unified CVP->Unified ICME	Passed	
UC701CF.VID.012	Basic Call Flow	Unified CVP Full Video Service Call, Blind Transfer to Unified IP IVR and Consult Transfer Call by Video-capable Agent	Verifies that a Unified CVP Full Video Service Call from the PSTN can be transferred (blind) by a video-capable agent to a Unified IP IVR and then transferred (consult) to another video-capable agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.VID.013	Basic Call Flow	Unified CVP Full Video Service Recording by Video-capable Agent	Verifies that a video-capable agent can record a Unified CVP Full Video call and the video can be played back successfully.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.VID.014	Basic Call Flow	Unified CVP Full Video Service Call, Video Queuing and Conference Call with Audio Only Agent	Verifies that a video-capable agent can conference a Unified CVP Full Video Service call from the PSTN with an audio only agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CF.VID.015	Basic Call Flow	Unified CVP Full Video Service Call Failure when Video Push by Video-capable Agent Fails	Verifies that the Unified CVP Full Video Service call fails when a video-capable agent is unable to push a video for customer viewing.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.VID.016	Conference	Unified CVP Post-Routed Call to Video-capable Agent, Conference with Unified Expert Advisor	Verifies that a Unified CVP Post-Routed call routed to a video-capable agent and then the agent conferences the call with a Unified Expert Advisor.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC701CL.REL.001	Unified CVP Call Flow Load	Unified CVP Post-Routed 24-hour Load	Verifies that the load test of a Unified CVP Post-Routed call flow is successful over a 24-hour period under heavy traffic volume.		Passed	
UC701CL.REL.002	Unified IP IVR Call Flow Load	Unified IP IVR Post-Routed 24-hour Load	Verifies that the testing of a Unified IP IVR Post-Routed call flow is successful over a 24-hour period under heavy traffic volume.		Passed	
UC701CL.REL.003	Parent/Child Call Flow Load	Parent/Child 24-hour Load	Verifies that the testing of a Parent/Child call flow is successful over a 24-hour period under heavy traffic volume.		Passed	
UC701CL.REL.004	Unified CVP Call Flow Load	Unified CVP Post-Routed 72-hour Load	Verifies that the testing of a Unified CVP Post-Routed call flow is successful over a 72-hour period under heavy traffic volume.		Passed	
UC701CL.REL.005	Unified IP IVR Call Flow Load	Unified IP IVR Post-Routed 72-hour Load	Verifies that the testing of a Unified IP IVR Post-Routed call flow is successful over a 72-hour period under heavy traffic volume.		Passed	
UC701CL.REL.006	Parent/Child Call Flow Load	Parent/Child 72-hour Load	Verifies that the testing of a Parent/Child call flow is successful over a 72-hour period under heavy traffic volume.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CL.REL.007	Unified CVP Call Flow Load	Unified CVP Post-Routed 120-hour Load	Verifies that the testing of a Unified CVP Post-Routed call flow is successful over a 120-hour period under heavy traffic volume.		Passed	
UC701CL.REL.008	Unified IP IVR Call Flow Load	Unified IP IVR Post-Routed 120-hour Load	Verifies that the testing of a Unified IP IVR Post-Routed call flow is successful over a 120-hour period under heavy traffic volume.		Passed	
UC701CL.REL.009	Parent/Child Call Flow Load	Parent/Child 120-hour Load	Verifies that the testing of a Parent/Child call flow is successful over a 120-hour period under heavy traffic volume.		Passed	
UC701CL.REL.010	Unified CVP Video Call Flow Load	Unified CVP Video Agents 24-hour Load	Verifies that the testing of a Unified CVP Video call flows is successful over a 24-hour period under heavy traffic volume.		Passed	
UC701CL.REL.011	Unified Expert Advisor Call Flow Load	Unified Expert Advisor 24-hour Load	Verifies that the testing of a Unified Expert Advisor call flow is successful over a 24-hour period under heavy traffic volume.		Passed	
UC701CL.REL.012	Unified CVP Call Flow Load	Unified System Contact Center Enterprise with Unified CVP 24-hour Load	Verifies that the testing of a Unified System Contact Center Enterprise with Unified CVP call flow is successful over a 24-hour period under heavy traffic volume.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CL.REL.013	Unified CVP Call Flow Load	Unified System Contact Center Enterprise with Unified CVP 72-hour Load	Verifies that the testing of a Unified System Contact Center Enterprise with Unified CVP call flow is successful over a 72-hour period under heavy traffic volume.		Passed	
UC701CL.REL.014	Unified CVP Call Flow Load	Unified System Contact Center Enterprise with Unified CVP 120-hour Load	Verifies that the testing of a Unified System Contact Center Enterprise with Unified CVP call flow is successful over a 120-hour period under heavy traffic volume.		Passed	

Project Features Tested	Total Test Cases		Passed		Passed with Exception		Failed	
	Number	%	Number	%	Number	%	Number	%
Ad hoc Conference	11	3%	11	100%	0	0%	0	0%
Basic Call Flow	72	21%	72	100%	0	0%	0	0%
Call Blind Transfer	13	4%	13	100%	0	0%	0	0%
Call Conference	61	18%	61	100%	0	0%	0	0%
Call Consult Transfer	16	5%	16	100%	0	0%	0	0%
Call Hold and Retrieve	9	3%	9	100%	0	0%	0	0%
Call Transfer	57	16%	57	100%	0	0%	0	0%
Cisco Agent Desktop	6	2%	6	100%	0	0%	0	0%
Interoperability	49	14%	49	100%	0	0%	0	0%
Music On Hold	16	5%	16	100%	0	0%	0	0%
Parent/Child Call Flow	28	8%	28	100%	0	0%	0	0%
Unified Contact Center Enterprise	10	3%	10	100%	0	0%	0	0%
	348	100%	348	100%	0	0%	0	0%