

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.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	CAD-Browser Edition Agent Software Installation and Operation	Verifies the proper installation and operation of the CAD Browser Edition agent software.		Passed	
UC701CF.CAD.005	Remote Agent	Central Site CAD Supervisor Call Recording/Monitoring of Remote Site Agents	Verifies that the central site CAD Supervisor can silently monitor/record the calls of remote site CAD agents.		Passed	
UC701CF.CAD.006	Remote Agent	Remote CAD Agent Integrated Browser	Verifies that remote CAD agents can use Cisco Agent Desktop Integrated Browser functionality.		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 the 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 Barge In with Teleworker Agent	Verifies that the central site CTI OS Supervisor can barge into an Teleworker Agent's call.		Passed	
UC701CF.CTI.005	Remote Agent	Extended Customer Talk and Hold Times	Verifies extended customer talk and hold times exceeding 10 minutes.		Passed	
UC712CF.CTI.001	Basic Call Flow	Unified Communications Manager PIM Rejects Agent Login When Second Line Login is Used	Verifies that the Unified Communications Manager PIM rejects agent login when the second line login is used for the agent phone.	PSTN->Parent Unified CM->Unified ICME->Agent A	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC712CF.CTI.002	Basic Call Flow	Cisco Unified System Contact Center Gateway (Unified SCCG) Initializes After Restart of CTI Manager and Cisco Unified Contact Center Gateway Enterprise (Unified CCGE)	Verifies that the Unified SCCG is initialized properly after the CTI Manager and the Unified CCGE restart.	PSTN->Parent Unified CVP->Unified ICME->Agent A	Passed	
UC712CF.CTI.003	Basic Call Flow	Transfer by Unified System CCE Agent to Configured Route Pattern and Matching Trunk on Unified Communications Manager	Verifies that a Unified System CCE Agent can transfer a call to a configured route pattern with a matching trunk configured on the Unified Communications Manager.	PSTN->Parent Unified CVP->Unified ICME -Unified CM>Agent A .	Passed	
UC712CF.CTI.004	Basic Call Flow	Unified CVP VRU PIM and VRU PG Failover	Verifies that in a duplexed VRU PG environment, the Unified CVP VRU PIM goes to active state in 30 seconds.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC712CF.CTI.005	Unified CVP Call Flow Load	Unified CVP Call Flow Load: Unified Presence Generates Core Dumps	Verifies that Unified Presence generates core dumps under heavy traffic volume.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC712CF.CTI.006	Unified CVP/IP IVR Call Flow Load	Unified CVP and Unified IP IVR Call Flows Load: Large Number of Calls Time Out	Verifies that when the Unified ICME Route NIC threshold is exceeded and router goes offline, calls time out under heavy traffic volume.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC712CF.CTI.007	Conference	Transfer of Queued Parent Call to Unified CCX Child Agent, Conferenced to Unified CVP Child Agent1, Conferenced to Unified CVP Child Agent2 During Unified IP IVR Prompt	Verifies that a parent call is queued and transferred to an Unified CCX Child Agent can be conferenced via Parent to Unified CVP Child Agent1 and then Agent1 can be conferenced to Agent2 in Child site. Release the call. Verify call is released properly.	PSTN->Unified CVP->Unified ICME-> Agent	Passed	
UC712CF.CTI.008	Basic Call Flow	Resetting MGCP Gateway on Unified Communications Manager Re-registers Endpoints	Verifies that the MGCP Gateway endpoints are re-registered correctly after being reset by the Unified Communications Manager.	PSTN->Gateway->Unified CM->ICM-->Unified CM-->Agent A	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.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.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.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.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.028	Failover	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	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.INT.003	Basic Call Flow	Blind Transfer Call to Unified Expert Advisor in Unified Communications Manager Release 7.1(2a) Cluster, Initiates Meet-Me Conference	Verifies that an agent in a Unified Communications Manager Release 5.1(3) cluster can transfer (blind) a Unified CVP Post-Routed call to a Unified Expert Advisor in a Release 7.1(2a) cluster via an H.323 Trunk, who then initiates a Meet-Me Conference with that call.	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) and Release 7.1.2 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) 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 Agents in 4.2(3) Unified Communications Manager cluster.	PSTN->Unified CCE->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.INT.012	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 5.1(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 a remote SIP Agent in the same Unified Communications Manager cluster and with three SIP Agents in a Unified Communications Manager Release 5.1(3) cluster.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.NME.001	Network Management	Cisco Unified Operations Manager (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) after completion of discovery that devices are in a "monitored" state.		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.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.		Failed	CSCsx01881 CSCsy93494
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	CSCsy93494

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	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
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
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	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
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	
UCS712CL.REL.001	Load	Queue to Unified Expert Advisor Load: Calls from SCCP Unified IP Phone to Unified Expert Advisor	Verifies under heavy traffic call volume that SCCP Unified IP Phone calls are sent to Unified Expert Advisor agents with Queue to Expert feature.	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.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 barge in.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
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.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 different cluster.	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 Agents in a different cluster.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
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 cluster.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
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 Communicator.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
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 (blind) to a Unified Mobile Agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
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	
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 a parent system.	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	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
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	
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	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC712CF.ICM.001	Transfer	Consult Transfer of Customer Call using Unified IP Phone 6941 by Agent to Unified Expert Advisor	Verifies that customer call from a Unified IP Phone 6941 gets the normal call treatment when an agent transfers (consult) a call to a Unified Expert Advisor.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC712CF.ICM.002	Basic Call Flow	Conference by Unified Expert Advisor using Unified IP Phone 6941 with Regular Agent and Unified Mobile Agent via SIP Trunk	Verifies that a Unified Expert Advisor using a Unified IP Phone 6941 can conference a customer call with either a regular agent or a Unified Mobile Agent via a SIP Trunk.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC712CF.ICM.003	Transfer	Customer Call using Unified IP Phone 6921 to CTI OS Agent	Verifies that a customer call from a Unified IP Phone 6921 can be connected to a CTI OS Agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC712CF.ICM.004	Basic Call Flow	Unified CCE (CTI OS) Agent Receives Customer call on Unified IP Phone 6941	Verifies that a CT IOS agent can use an Unified IP Phone 6941 to receive customer calls.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC712CF.ICM.005	Transfer	Consult Transfer by Unified Expert Advisor to Unified CCE Agent, Both using Unified IP Phones 6941	Verifies that a Unified Expert Advisor can transfer (consult) a call to a Unified CCE Agent when both are using Unified IP Phones 6941.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC712CF.ICM.006	Conference	Conference Call by Unified Expert Advisor Agent with Another Unified CCE Agent, Both using Unified IP Phones 6941 via H.323 Trunk	Verifies that a Unified Expert Advisor Agent can conference a customer with a Unified CCE Agent when both are using Unified IP Phones 6941 via an H.323 trunk.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC712CF.ICM.007	Conference	Conference Call by Unified Expert Advisor with Regular Agent, Both Using Unified IP Phones 6941	Verifies that a Unified Expert Advisor can conference a customer call with a regular agent when both are using Unified IP Phones 6941 via a H.323 trunk.	PSTN->Unified CVP->Unified ICME-Agent	Passed	
UC712CF.ICM.008	Conference	Conference Call by Unified Expert Advisor using Unified IP Phone 6921 with Regular Agent using Unified Wireless IP Phone 7921G	Verifies that a Unified Expert Advisor using a Unified IP Phone 6921 can conference a call with a regular agent using Unified Wireless IP Phone 7921G via an H.323 trunk.	PSTN->Unified CVP->Unified ICME-Agent	Passed	
UC712CF.ICM.009	Basic Call Flow	Customer Call to Unified Expert Advisor using Unified IP Phone 6941	Verifies that a customer call can be connected to a Unified Expert Advisor using a Unified IP Phone 6941.	PSTN->Unified CVP->Unified ICME-Agent	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.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.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	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
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	
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	Unified Expert Advisor Call with Yes@number Option	Verifies that Unified Expert Advisor can offer a call using the Yes@number option.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
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	
UC712CF.PRE.001	Basic Call Flow	Queue to Unified Expert Advisor: Call to Unified Expert Advisor using SCCP Unified IP Phone via PSTN Gateway	Verifies that a call can be routed via a PSTN Gateway to a specific Unified Expert Advisor using a SCCP Unified IP Phone, based on criteria set in the Unified ICME application gateway or script.	PSTN->Unified CVP->Unified ICME-Agent	Passed	
UC712CF.PRE.002	Basic Call Flow	Queue to Unified Expert Advisor: Call to Unified Expert Advisor using SIP Unified IP Phone via PSTN Gateway	Verifies that a call can be routed via a PSTN Gateway to a specific Unified Expert Advisor using a SIP Unified IP Phone, based on criteria set in the Unified ICME application gateway or script	PSTN->Unified CVP->Unified ICME-Agent	Passed	
UC712CF.PRE.003	Basic Call Flow	Queue to Unified Expert Advisor: Call to Unified Expert Advisor using Cisco Unified Personal Communicator (Unified Personal Communicator) via PSTN Gateway	Verifies that a call can be routed via a PSTN Gateway to a specific Unified Expert Advisor using a Unified Personal Communicator, based on criteria set in the Unified ICME application gateway or script.	PSTN->Unified CVP->Unified ICME-Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC712CF.PRE.004	Basic Call Flow	Queue to Unified Expert Advisor: Transfer by Regular Agent to Unified Expert Advisor using Unified Wireless IP Phone 7921G	Verifies that a regular agent can transfer a call to a specific Unified Expert Advisor using a Unified Wireless IP Phone 7921G, based on criteria set in the Unified ICME application gateway or script.	PSTN->Unified CVP->Unified ICME-Agent	Passed	
UC712CF.PRE.005	Basic Call Flow	Queue to Unified Expert Advisor: Conference by Regular Agent with Unified Expert Advisor using SCCP Unified IP Phone and Unified CCE Agent with SIP Unified IP Phone	Verifies that a regular agent can transfer a call to a specific Unified Expert Advisor using a SCCP Unified IP Phone. Unified Expert Advisor then performs a conference call with a Unified CCE Agent with SIP Unified IP Phone.	PSTN->Unified CVP->Unified ICME-Agent	Passed	
UC712CF.PRE.006	Basic Call Flow	Queue to Unified Expert Advisor: Feature Configurations	Verifies that Queue to Expert configurations such as 1) creating Assignment Queue with Select Strategy as Agent Targeting and 2) mapping Unified ICME ECC Variables to Unified Expert Advisor Attribute function properly.	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 CVP Video 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) to another Unified CVP video-capable agent.	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.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.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.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.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	CAD-Browser Edition Agent Software Installation and Operation	Verifies the proper installation and operation of the CAD Browser Edition agent software.		Passed	
UC701CF.CAD.005	Remote Agent	Central Site CAD Supervisor Call Recording/Monitoring of Remote Site Agents	Verifies that the central site CAD Supervisor can silently monitor/record the calls of remote site CAD agents.		Passed	
UC701CF.CAD.006	Remote Agent	Remote CAD Agent Integrated Browser	Verifies that remote CAD agents can use Cisco Agent Desktop Integrated Browser functionality.		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 the 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	

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 Barge In with Teleworker Agent	Verifies that the central site CTI OS Supervisor can barge into an Teleworker Agent's call.		Passed	
UC701CF.CTI.005	Remote Agent	Extended Customer Talk and Hold Times	Verifies extended customer talk and hold times exceeding 10 minutes.		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 a parent system.	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.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	
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	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
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.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.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.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.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.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.028	Failover	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.INT.003	Basic Call Flow	Blind Transfer Call to Unified Expert Advisor in Unified Communications Manager Release 7.1(2a) Cluster, Initiates Meet-Me Conference	Verifies that an agent in a Unified Communications Manager Release 5.1(3) cluster can transfer (blind) a Unified CVP Post-Routed call to a Unified Expert Advisor in a Release 7.1(2a) cluster via an H.323 Trunk, who then initiates a Meet-Me Conference with that call.	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) and Release 7.1.2 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) and Release 7.0(1) clusters.	PSTN->Unified CCE->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
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 Agents in 4.2(3) Unified Communications Manager cluster.	PSTN->Unified CCE->Agent	Passed	
UC701CF.INT.012	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 5.1(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 a remote SIP Agent in the same Unified Communications Manager cluster and with three SIP Agents in a Unified Communications Manager Release 5.1(3) cluster.	PSTN->Unified CVP->Unified ICME->Agent	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) after completion of discovery that devices are in a "monitored" state.		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.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.		Failed	CSCsx01881 CSCsy93494
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	CSCsy93494
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	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
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.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	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
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.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	Unified Expert Advisor Call with Yes@number Option	Verifies that Unified Expert Advisor can offer a call using the Yes@number option.	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.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	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
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.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 barge in.	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	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
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 different cluster.	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 Agents in a different cluster.	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 cluster.	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 Communicator.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
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 (blind) to a Unified Mobile Agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
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	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.VID.002	Basic Call Flow	Unified CVP Basic Video Service Call, Conference with Unified IP IVR Call Prompting, Consult Transfer to Unified CVP Video 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) to another Unified CVP video-capable agent.	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	
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	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
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.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	
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	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
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	
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	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC712CF.CTI.001	Basic Call Flow	Unified Communications Manager PIM Rejects Agent Login When Second Line Login is Used	Verifies that the Unified Communications Manager PIM rejects agent login when the second line login is used for the agent phone.	PSTN->Parent Unified CM->Unified ICME->Agent A	Passed	
UC712CF.CTI.002	Basic Call Flow	Cisco Unified System Contact Center Gateway (Unified SCCG) Initializes After Restart of CTI Manager and Cisco Unified Contact Center Gateway Enterprise (Unified CCGE)	Verifies that the Unified SCCG is initialized properly after the CTI Manager and the Unified CCGE restart.	PSTN->Parent Unified CVP->Unified ICME->Agent A	Passed	
UC712CF.CTI.003	Basic Call Flow	Transfer by Unified System CCE Agent to Configured Route Pattern and Matching Trunk on Unified Communications Manager	Verifies that a Unified System CCE Agent can transfer a call to a configured route pattern with a matching trunk configured on the Unified Communications Manager.	PSTN->Parent Unified CVP->Unified ICME -Unified CM>Agent A .	Passed	
UC712CF.CTI.004	Basic Call Flow	Unified CVP VRU PIM and VRU PG Failover	Verifies that in a duplexed VRU PG environment, the Unified CVP VRU PIM goes to active state in 30 seconds.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC712CF.CTI.005	Unified CVP Call Flow Load	Unified CVP Call Flow Load: Unified Presence Generates Core Dumps	Verifies that Unified Presence generates core dumps under heavy traffic volume.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC712CF.CTI.006	Unified CVP/IP IVR Call Flow Load	Unified CVP and Unified IP IVR Call Flows Load: Large Number of Calls Time Out	Verifies that when the Unified ICME Route NIC threshold is exceeded and router goes offline, calls time out under heavy traffic volume.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC712CF.CTI.007	Conference	Transfer of Queued Parent Call to Unified CCX Child Agent, Conferenced to Unified CVP Child Agent1, Conferenced to Unified CVP Child Agent2 During Unified IP IVR Prompt	Verifies that a parent call is queued and transferred to an Unified CCX Child Agent can be conferenced via Parent to Unified CVP Child Agent1 and then Agent1 can be conferenced to Agent2 in Child site. Release the call. Verify call is released properly.	PSTN->Unified CVP->Unified ICME-> Agent	Passed	
UC712CF.CTI.008	Basic Call Flow	Resetting MGCP Gateway on Unified Communications Manager Re-registers Endpoints	Verifies that the MGCP Gateway endpoints are re-registered correctly after being reset by the Unified Communications Manager.	PSTN->Gateway->Unified CM->ICM-->Unified CM-->Agent A	Passed	
UC712CF.ICM.001	Transfer	Consult Transfer of Customer Call using Unified IP Phone 6941 by Agent to Unified Expert Advisor	Verifies that customer call from a Unified IP Phone 6941 gets the normal call treatment when an agent transfers (consult) a call to a Unified Expert Advisor.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC712CF.ICM.002	Basic Call Flow	Conference by Unified Expert Advisor using Unified IP Phone 6941 with Regular Agent and Unified Mobile Agent via SIP Trunk	Verifies that a Unified Expert Advisor using a Unified IP Phone 6941 can conference a customer call with either a regular agent or a Unified Mobile Agent via a SIP Trunk.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC712CF.ICM.003	Transfer	Customer Call using Unified IP Phone 6921 to CTI OS Agent	Verifies that a customer call from a Unified IP Phone 6921 can be connected to a CTI OS Agent.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC712CF.ICM.004	Basic Call Flow	Unified CCE (CTI OS) Agent Receives Customer call on Unified IP Phone 6941	Verifies that a CT IOS agent can use an Unified IP Phone 6941 to receive customer calls.	PSTN->Unified CVP->Unified ICME->Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC712CF.ICM.005	Transfer	Consult Transfer by Unified Expert Advisor to Unified CCE Agent, Both using Unified IP Phones 6941	Verifies that a Unified Expert Advisor can transfer (consult) a call to a Unified CCE Agent when both are using Unified IP Phones 6941.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC712CF.ICM.006	Conference	Conference Call by Unified Expert Advisor Agent with Another Unified CCE Agent, Both using Unified IP Phones 6941 via H.323 Trunk	Verifies that a Unified Expert Advisor Agent can conference a customer with a Unified CCE Agent when both are using Unified IP Phones 6941 via an H.323 trunk.	PSTN->Unified CVP->Unified ICME->Agent	Passed	
UC712CF.ICM.007	Conference	Conference Call by Unified Expert Advisor with Regular Agent, Both Using Unified IP Phones 6941	Verifies that a Unified Expert Advisor can conference a customer call with a regular agent when both are using Unified IP Phones 6941 via a H.323 trunk.	PSTN->Unified CVP->Unified ICME-Agent	Passed	
UC712CF.ICM.008	Conference	Conference Call by Unified Expert Advisor using Unified IP Phone 6921 with Regular Agent using Unified Wireless IP Phone 7921G	Verifies that a Unified Expert Advisor using a Unified IP Phone 6921 can conference a call with a regular agent using Unified Wireless IP Phone 7921G via an H.323 trunk.	PSTN->Unified CVP->Unified ICME-Agent	Passed	
UC712CF.ICM.009	Basic Call Flow	Customer Call to Unified Expert Advisor using Unified IP Phone 6941	Verifies that a customer call can be connected to a Unified Expert Advisor using a Unified IP Phone 6941.	PSTN->Unified CVP->Unified ICME-Agent	Passed	
UC712CF.PRE.001	Basic Call Flow	Queue to Unified Expert Advisor: Call to Unified Expert Advisor using SCCP Unified IP Phone via PSTN Gateway	Verifies that a call can be routed via a PSTN Gateway to a specific Unified Expert Advisor using a SCCP Unified IP Phone, based on criteria set in the Unified ICME application gateway or script.	PSTN->Unified CVP->Unified ICME-Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC712CF.PRE.002	Basic Call Flow	Queue to Unified Expert Advisor: Call to Unified Expert Advisor using SIP Unified IP Phone via PSTN Gateway	Verifies that a call can be routed via a PSTN Gateway to a specific Unified Expert Advisor using a SIP Unified IP Phone, based on criteria set in the Unified ICME application gateway or script	PSTN->Unified CVP->Unified ICME-Agent	Passed	
UC712CF.PRE.003	Basic Call Flow	Queue to Unified Expert Advisor: Call to Unified Expert Advisor using Cisco Unified Personal Communicator (Unified Personal Communicator) via PSTN Gateway	Verifies that a call can be routed via a PSTN Gateway to a specific Unified Expert Advisor using a Unified Personal Communicator, based on criteria set in the Unified ICME application gateway or script.	PSTN->Unified CVP->Unified ICME-Agent	Passed	
UC712CF.PRE.004	Basic Call Flow	Queue to Unified Expert Advisor: Transfer by Regular Agent to Unified Expert Advisor using Unified Wireless IP Phone 7921G	Verifies that a regular agent can transfer a call to a specific Unified Expert Advisor using a Unified Wireless IP Phone 7921G, based on criteria set in the Unified ICME application gateway or script.	PSTN->Unified CVP->Unified ICME-Agent	Passed	
UC712CF.PRE.005	Basic Call Flow	Queue to Unified Expert Advisor: Conference by Regular Agent with Unified Expert Advisor using SCCP Unified IP Phone and Unified CCE Agent with SIP Unified IP Phone	Verifies that a regular agent can transfer a call to a specific Unified Expert Advisor using a SCCP Unified IP Phone. Unified Expert Advisor then performs a conference call with a Unified CCE Agent with SIP Unified IP Phone.	PSTN->Unified CVP->Unified ICME-Agent	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC712CF.PRE.006	Basic Call Flow	Queue to Unified Expert Advisor: Feature Configurations	Verifies that Queue to Expert configurations such as 1) creating Assignment Queue with Select Strategy as Agent Targeting and 2) mapping Unified ICME ECC Variables to Unified Expert Advisor Attribute function properly.	PSTN->Unified CVP->Unified ICME-Agent	Passed	
UCS712CL.REL.001	Load	Queue to Unified Expert Advisor Load: Calls from SCCP Unified IP Phone to Unified Expert Advisor	Verifies under heavy traffic call volume that SCCP Unified IP Phone calls are sent to Unified Expert Advisor agents with Queue to Expert feature.	PSTN->Unified CVP->Unified ICME-Agent	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%