

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.FRR.001	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.003	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.FRR.004	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	
UC701CF.FRR.006	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.FRR.007	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.011	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.FRR.012	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.014	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.	N/A	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.FRR.016	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.FRR.019	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.020	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	
UC702CF.FRR.028	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	
UC702CF.FRR.029	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.IUP.001	Upgrade	Upgrade Cisco Unified Communications to Unified Communications System Release 7.1	Verifies the upgrade of the Unified Communications Manager cluster to Unified Communications System Release 7.1		Passed	
UC712CF.IUP.002	Upgrade	Two hour load test after Upgrade of Cisco Unified Expert Advisor in Unified Contact Center Enterprise (Unified CCE) with Unified Communications System Release 7.1.	Verify the installation and configuration of Unified Expert Advisor in a Unified CVP post route environment with Unified Communications System Release 7.1.		Passed	
UC712CF.IUP.003	Upgrade	Two-hour Load Test After Upgrading Unified Contact Center Enterprise Routing Components.	Verifies that the contact center routing components upgraded properly by running heavy traffic for an hour.		Passed	
UC712CF.IUP.004	Upgrade	Two-hour load test after upgrading Cisco Unified Customer Voice portal environment with Outbound.	Verifies Outbound call flow. With new Unified Communication Manager, and Contact Center routing components upgraded properly by running heavy traffic for two hours.		Passed	
UC712CF.IUP.005	Installation and Upgrade	Upgrade Cisco Unified IOS Gateway version to Cisco Unified IOS Release 7.1	Verifies the upgrade of the Unified IOS in a Unified CCM post route and Unified CVP post route environment is at System Release 7.1		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC712CF.IUP.006	Installation and Upgrade	Upgrade Cisco Unified CTIOS Agent Desktop in Unified Contact Center Enterprise (Unified CCE) to System Release 7.1.	Verify the installation and configuration of Unified CTIOS Agent Desktop in a Unified CCM and Unified CVP post route environments is at System Release 7.1.		Passed	
UC712CF.IUP.007	Upgrade	Two-hour Load Test after upgrading Cisco Unified Customer Voice Portal ViewMaster IOS, Unified Communications Manager, and Unified Contact Center Enterprise to System Release 7.1.	Verifies that Unified Customer Voice Portal ViewMaster, IOS, Communication Manager, and Contact Center routing components upgraded properly by running heavy traffic for two hours.		Passed	
UC712CF.IUP.008	Upgrade	Two-hour Load Test after upgrading Cisco Unified Customer Voice Portal Self Service IOS to System Release 7.1.	Verifies that Unified Customer Voice Portal Self Service IOS is upgraded properly by running heavy traffic for two hours.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.OOF.001	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	
UC701CF.OOF.002	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	
UC701CF.OOF.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	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CL.REL.001	Expert Advisor	Load run with SCCP phone calling to Unified Expert Advisor using Queue to Expert feature	Verifies load run with Queue to Expert		Passed	
UC701CL.REL.002	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.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	
UC701CL.REL.004	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	
UC701CL.REL.005	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.006	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	

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	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.011	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	
UC712CL.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	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.CVP.003	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.CVP.004	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.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, who then transfers (consult) it to another 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, 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	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.CVP.008	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.CVP.009	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.CVP.010	Failover	Unified CCE with Unified CVP: Before Unified Expert Advisor Accepts or Rejects IM Offering on Blind Transfer from Agent, RunTime Server Process 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 either accepts or rejects the offering, the RunTime Server process fails.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A->Unified ICM->Unified CVP->Unified CM->Unified Presence->Unified Expert Advisor B	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.CVP.003	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.CVP.004	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.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, who then transfers (consult) it to another 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, 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	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.CVP.008	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.CVP.009	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.CVP.010	Failover	Unified CCE with Unified CVP: Before Unified Expert Advisor Accepts or Rejects IM Offering on Blind Transfer from Agent, RunTime Server Process 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 either accepts or rejects the offering, the RunTime Server process fails.	PSTN->SIP Gateway->Unified CVP->Unified ICM->Unified CVP->Unified CM->Agent A->Unified ICM->Unified CVP->Unified CM->Unified Presence->Unified Expert Advisor B	Passed	
UC701CF.FRR.001	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	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.FRR.003	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.FRR.004	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	
UC701CF.FRR.006	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.FRR.007	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	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CF.FRR.011	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.FRR.012	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.014	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.FRR.016	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.FRR.019	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.020	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.OOF.001	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	
UC701CF.OOF.002	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	
UC701CF.OOF.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.001	Expert Advisor	Load run with SCCP phone calling to Unified Expert Advisor using Queue to Expert feature	Verifies load run with Queue to Expert		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC701CL.REL.002	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.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	
UC701CL.REL.004	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	
UC701CL.REL.005	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.006	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.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	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.011	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	
UC702CF.FRR.028	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	
UC702CF.FRR.029	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.IUP.001	Upgrade	Upgrade Cisco Unified Communications to Unified Communications System Release 7.1	Verifies the upgrade of the Unified Communications Manager cluster to Unified Communications System Release 7.1		Passed	
UC712CF.IUP.002	Upgrade	Two hour load test after Upgrade of Cisco Unified Expert Advisor in Unified Contact Center Enterprise (Unified CCE) with Unified Communications System Release 7.1.	Verify the installation and configuration of Unified Expert Advisor in a Unified CVP post route environment with Unified Communications System Release 7.1.		Passed	
UC712CF.IUP.003	Upgrade	Two-hour Load Test After Upgrading Unified Contact Center Enterprise Routing Components.	Verifies that the contact center routing components upgraded properly by running heavy traffic for an hour.		Passed	
UC712CF.IUP.004	Upgrade	Two-hour load test after upgrading Cisco Unified Customer Voice portal environment with Outbound.	Verifies Outbound call flow. With new Unified Communication Manager, and Contact Center routing components upgraded properly by running heavy traffic for two hours.		Passed	
UC712CF.IUP.005	Installation and Upgrade	Upgrade Cisco Unified IOS Gateway version to Cisco Unified IOS Release 7.1	Verifies the upgrade of the Unified IOS in a Unified CCM post route and Unified CVP post route environment is at System Release 7.1		Passed	

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UC712CF.IUP.006	Installation and Upgrade	Upgrade Cisco Unified CTIOS Agent Desktop in Unified Contact Center Enterprise (Unified CCE) to System Release 7.1.	Verify the installation and configuration of Unified CTIOS Agent Desktop in a Unified CCM and Unified CVP post route environments is at System Release 7.1.		Passed	
UC712CF.IUP.007	Upgrade	Two-hour Load Test after upgrading Cisco Unified Customer Voice Portal ViewMaster IOS, Unified Communications Manager, and Unified Contact Center Enterprise to System Release 7.1.	Verifies that Unified Customer Voice Portal ViewMaster, IOS, Communication Manager, and Contact Center routing components upgraded properly by running heavy traffic for two hours.		Passed	
UC712CF.IUP.008	Upgrade	Two-hour Load Test after upgrading Cisco Unified Customer Voice Portal Self Service IOS to System Release 7.1.	Verifies that Unified Customer Voice Portal Self Service IOS is upgraded properly by running heavy traffic for two hours.		Passed	
UC712CL.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	

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%