

ID	Case Title	Description	Call Component Flow	Status	Defects
UC861CF.CET.001	Mobile Agent Load with Peripheral Gateway Set to LOAD 1	Verifies CAD load with 400 mobile agents and peripheral gateways set to LOAD 1.		Passed	
UC861CF.CET.002	Peripheral Gateway Failover with 500 Mobile Agents on Cisco Unified Customer Voice Portal (Unified CVP) Call Flow	Verifies that 500 mobile agents can successfully log back in after a peripheral gateway failover due to a network WAN failure.		Passed	
UC861CF.CET.003	Mobile Agent Call Reporting Using Cisco Unified Intelligence Center	Verifies that Unified Intelligence Center can capture call statistics for mobile agents.		Passed	
UC861CF.CET.004	Reporting on Call Statistics of Agents with Multiple Skill Groups	Verifies reporting on the numbers of calls handed in an agent's primary skill group and secondary skill group 1. Collect Customer Requirements 2. Based on Employee Number 3. Based on Call Type.		Passed	
UC861CF.CET.005	Call Transfers Between/Across Different Peripheral Gateways	Verifies call transfers can be performed from agents on one peripheral gateway to agents and supervisors on a second peripheral gateway.		Passed	
UC861CF.CET.006	Call Transfers Across the WAN	Verifies the performance of call transfers across the WAN network.		Passed	

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UC861CF.CET.007	WAN Failure Scenario 1	Verifies WAN disconnect Sub 1 to Sub 2 Mobile Agent configured on 2 subscribers Scenario 1 log in 200 nailed up mobile agents and cause a WAN failure splitting the cluster. Agents are logged back in after failure and after restoration.		Passed	
UC861CF.CET.008	WAN Failure Scenario 2	Verifies that when Subscriber 1 CTIManager and CallManager services are stopped, Peripheral Gateway 1A fails over to Peripheral Gateway 1B and that the agents who were logged in with customer calls established across Subscriber 1 and 2 are logged out with calls still in progress.		Passed	
UC861CF.CET.009	Cisco CallManager Service and Cisco CTIManager Service Activation Race Condition with Peripheral Gateway and CTI OS Server Activation	Verifies that 200 nailed up mobile agents are able to log in and take calls when Cisco CallManager service and Cisco CTIManager service are activated within 20 seconds of peripheral gateway and CTI OS server activation.		Passed	
UC861CF.CET.010	WAN Failure on Subscriber 2	Verifies that a WAN failure on Subscriber 2 with two agents logged in and on established customer calls, causes LCP/RCP move to Subscriber 1, logging out agents and disconnecting calls. Agents are then able to log back in and resume taking new calls.		Passed	

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UC861CF.CET.011	Peripheral Gateway Failover Cisco Unified Communications Manager Disconnect A Side	Verifies peripheral gateway failover test PG1A to PG1B on Unified CM Side A disconnect. Verifies mobile agents log in after failover.		Passed	
UC861CF.CET.012	Peripheral Gateway Failover Visible Peripheral Gateway Network Failure	Verifies peripheral gateway failover on active side network failure. Verifies mobile agent log ins. Repeats in opposite direction.		Passed	
UC861CF.CET.013	Failover of CTI Server Peripheral Gateway A to Peripheral Gateway B	Verifies that mobile agents can successfully log in after the active peripheral gateway A has been stopped and failed over to peripheral gateway B.		Passed	
UC861CF.CET.014	Peripheral Gateway Private Network Failure on Active A Side	Verifies that when the private network fails on the active A side primary peripheral gateway, the A side does not fail over to the B side and remains in control and active.		Passed	
UC861CF.CET.015	Peripheral Gateway Private Network Failure on Active B Side	Verifies that if the active B side peripheral gateway's private network fails, the A side primary peripheral gateway will resume control.		Passed	

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UC861CF.OTH.017	MediaSense: Basic Recording for Cisco Unified Communications Manager (Unified CM) Post-Routed SIP Call	Verifies the record/pause/resume call recording functions on a Unified CM Post-Routed call to an agent using an IP phone.		Passed	
UC861CF.OTH.018	Cisco MediaSense: Basic Recording for Cisco Unified Customer Voice Portal (Unified CVP) Post-Routed SIP Call	Verifies the record/pause/resume call recording functions on a Unified CVP Post-Routed call to an agent using an IP phone.		Passed	
UC861CF.OTH.023	Voice Response Unit (VRU): Agent Receives Consult/Blind/Conference Transfer Calls from VRU when Agent Available in Cisco Unified Communications Manager (Unified CM) Post-Route Environment	Verifies that consult, blind and conference transfer calls are placed to the VRU when an agent is not available, and when agent is available the transfer is completed.		Passed	
UC861CF.OTH.024	VRU: Agent Receives Consult/Blind/Conference Transfer Calls from VRU when Available in Unified CVP Post-Route Environment	Verifies that consult, blind and conference transfer calls are placed to the VRU when an agent is not available, and when agent is available the transfer is completed.		Passed	
UC861CF.OTH.025	VRU: Place Consult/Blind/Conference Transfer Calls to VRU when Agent Not Available in Unified CM Post-Route Environment	Verify the agent receives consult/blind/conference transfer calls from VRU when the agent is available.		Passed	

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UC861CF.OTH.026	VRU: Place Consult/Blind/Conference Transfer Call to VRU when Agent Not Available in Unified CVP Post-Route Environment	Verify the agent receives consult/blind/conference transfer calls from the VRU when the agents are available.		Passed	
UC861CF.OTH.027	VRU: Place Consult Transfer Call to VRU then Place Conference Call to VRU in Unified CM Post-Route Environment	Verifies that the calls comes back to the available agent from the VRU.		Passed	
UC861CF.OTH.028	VRU: Place Consult Transfer Call to VRU, then Place Conference Call to VRU in Unified CVP Post-Route Environment	Verify that the calls come back to the available agent from the VRU.		Passed	
UC861CF.OTH.029	VRU: Place Calls with Different Skill Groups to VRU when Agents Not Available, Make Agents Available One by One in Unified CM Post-Route Environment	Verify that the calls come back to the agents from the VRU when the agents are available.		Passed	
UC861CF.OTH.030	VRU: Place Calls with Different Skill Group to VRU when Agents Not Available then Make Agents Available One by One in Unified CVP Post-Route Environment	Verify that the calls come back to the agents from the VRU when the agents are available.		Passed	

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UC861CF.OTH.031	VRU: Place Calls with Same Skill Group to VRU when Agents Not Available then Make Agents Available One by One in Unified CM Post-Route Environment	Verify that the calls come back to the agents from the VRU when the agents are available.		Passed	
UC861CF.OTH.032	VRU: Place Calls with Same Skill Group to VRU when Agents Not Available then Make Agents Available One by One in Unified CVP Post-Route Environment	Verify that the calls come back to the agents from the VRU when agents are available.		Passed	
UC861CF.OTH.033	VRU: Place Consult Transfer Call to VRU when Agent Not Available, Make Agent Available, then Complete Transfer in Unified CM Post-Route Environment	Verify the agent receives a consult transfer call from the VRU when the agent is available.		Passed	
UC861CF.OTH.034	VRU: Place Consult Transfer Call to VRU when Agent Not Available and Complete Transfer When Agent Available in Cisco Unified Customer Voice Portal (Unified CVP) Post-Route Environment	Verifies that the agent receives a transfer call from the VRU when the agent is available.		Passed	

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UC861CF.OTH.035	VRU: Place Conference Call to VRU when Agent Not Available, Complete Conference, then Make Agent Available in Unified CM Post-Route Environment	Verify the call comes back to the agent from the VRU when agent is available.		Passed	
UC861CF.OTH.036	VRU: Place Conference Call to VRU when Agent Not Available, Complete Conference, then Make Agent Available in Unified CVP Post-Route Environment	Verify the call comes back to the agent from the VRU when agent is available.		Passed	
UC861CF.OTH.037	Multiline Test: Direct Transfer Across Line on Multiline Enabled Device on Parent Child Test Bed	Verifies the multiline functionality of a direct transfer across a line on a parent child test bed.		Passed	
UC861CF.OTH.038	Multiline Test: Join Across Line on Multiline Enabled Device on Parent Child Test Bed	Verifies the multiline functionality of a join across a line on a parent child test bed.		Passed	
UC861CF.OTH.039	Multiline Test: Consult Conference on Multiline Enabled Device on Parent Child Test Bed	Verifies the consult conference functionality on a multiline enabled device on a parent child test bed.		Passed	
UC861CF.OTH.040	Multiline Test: Call Hold/Retrieve and Answer/Release on Multiline Enabled Setup Using CTI OS	Verifies that Hold/Retrieve and Answer/Release work on a multiline device setup using CTI OS.		Passed	

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UC861CF.OTH.041	Agent Wrap-up: Consult Transfer	Verifies the wrap-up functionality during a consult transfer on a parent child test bed.		Passed	
UC861CF.OTH.042	Agent Wrap-up: Before Disconnecting From Joint Across Line Call	Verify wrap-up functionality before disconnecting from a joint across line call.		Passed	
UC861CF.OTH.043	Agent Wrap-up: Conference	Verifies agent wrap-up functionality during a conference.		Passed	
UC861CF.OTH.055	Agent Greeting: Multiple Blind Transfers of Unified CM Post-Routed Calls via SIP Gateway to CAD Agent, CTI OS Agent and Call-by-call Mobile Agent	Verifies agent greeting on multiple blind transfers of Unified CM post-routed calls via SIP gateway to a CAD agent followed by a CTI OS agent and then to a call-by-call mobile agent.		Passed	
UC861CF.OTH.060	Whisper Announcement: Multiple Blind Transfers of Unified CM Post-Routed Calls via SIP Gateway to CAD Agent, CTI OS Agent and Call-by-call Mobile Agent	Verifies whisper announcement to agents on multiple blind transfers of Unified CM post-routed calls via SIP gateway to a CAD agent followed by a CTI OS agent and then to call-by-call mobile agent.		Passed	
UC861CF.OTH.062	Security: Implement Cisco Adaptive Security Appliance (ASA) 55xx Firewall in Cisco Unified Customer Voice Portal (Unified CVP) Post-Routed Contact Center Topology	Verifies configuration of ASA in contact center with new feature ports and verifies Silent Monitoring call flows.		Passed	

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UC861CF.OTH.068	Smart Business Architecture: Implemented with Borderless Networks in Data Center in Unified CVP Post-Routed Test Environment	Verifies Smart Business Architecture implementation in data centers (Site1) by replacing existing access switches with 3750X switches.		Passed	
UC861CF.OTH.069	Smart Business Architecture: Implement Redundant Access at Core/Distribution Layer in Unified CVP Post-Route Test Environment	Verifies implementation of QoS by replacing and configuring one of the existing access switches with a 3750X switch for phones.		Passed	
UC861CF.OTH.070	Smart Business Architecture: Implement Borderless Networks at Remote Sites in Unified CVP Post-Route Test Environment	Verifies implementation of QoS by replacing and configuring one of the existing access switches with a 2960S switch in remote site.		Passed	
UC861CF.OTH.071	Windows 2008: Migrate Unified CCE Rogger From Windows Server 2003 to Windows Server 2008 Platform	Verifies Unified CCE Rogger migration process from Windows Server 2003 to Windows Server 2008 platform.		Passed	
UC861CF.OTH.072	Windows 2008: Migrate Current Domain Users' Accounts on Windows Server 2008 Platform	Verifies the creation process of domain users, setup users, and configuration users on a Windows Server 2008 platform.		Passed	

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UC861CF.OTH.073	Windows 2008: Migration of Cisco Unified Contact Center Enterprise (Unified CCE) Admin Workstation (AW) From Windows Server 2003 to Windows Server 2008 Platform	Verifies Unified CCE AW migration process from Windows Server 2003 to Windows Server 2008 platform.		Passed	
UC861CF.OTH.074	Windows 2008: Backward Compatibility of Unified CCE Peripheral Gateways in Windows Server 2003 and Rogger in Windows Server 2008 with Different Unified CCE Version	Verifies backward compatibility of Unified CCE peripheral gateways in Windows Server 2003 and Rogger in Windows Server 2008 with different Unified CCE version.		Passed	
UC861CF.OTH.075	Windows 2008: Migrate Cisco Unified Contact Center Enterprise (Unified CCE) Peripheral Gateways From Windows Server 2003 to Windows Server 2008 Platform	Verifies UCCE peripheral gateways migration process from Windows Server 2003 to Windows Server 2008 platform.		Passed	
UC861CF.OTH.076	Windows 2008: Migration of CTI OS Server From Windows Server 2003 to Windows Server 2008 Platform	Verifies CTI OS server migration process from Windows Server 2003 to Windows Server 2008 platform.		Passed	

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UC861CF.OTH.077	Windows 2008: Compatibility of Cisco Unified Communications Manager (Unified CM) Plugin, Cisco JTAPI 32-bit Client for Windows, in UCCS Peripheral Gateway on Windows 2008 Platform	Verify the compatibility of Unified CM plugin, Cisco JTAPI 32-bit Client for Windows, in UCCS peripheral gateway on Windows 2008 platform.		Passed	
UC861CF.OTH.078	Windows 2008: Unified CCE Duplex Environment with One Side in Windows Server 2008, Other Side in Windows Server 2003 and Rogger and Peripheral Gateways in Different Unified CCE Version	Verify Unified CCE duplex environment with one side in Windows Server 2008 and the other side in Windows Server 2003 with Rogger and peripheral gateways in different Unified CCE versions.		Passed	
UC861CF.OTH.079	Windows 2008: Cisco Unified Contact Center Enterprise (Unified CCE) Duplex Environment with One Side in Windows Server 2008, Other Side in Windows Server 2003 and Rogger and Peripheral Gateways in Same Unified CCE Version	Verify Unified CCE duplex environment with one side in Windows Server 2008 and other side in Windows Server 2003 and Rogger and peripheral gateways are in same Unified CCE version.		Passed	
UC861CF.OTH.080	Windows 2008: Routing Calls with Unified CCE 8.5(2) on Windows 2008 Platform	Verifies ability to route calls with Unified CCE 8.5(2) on Windows 2008 platform.		Passed	

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UC861CF.OTH.084	Unified Intelligence Center: Generate Permalinks for Stock Reports Dashboards on Cisco Unified Customer Voice Portal (Unified CVP) Post-Route Deployment	Verifies generation of permalinks for stock reports dashboards on Unified Intelligence Centers deployed on Unified CVP post-route deployments.		Passed	
UC861CF.OTH.084	Unified Intelligence Center: Generate Permalinks for Stock Reports Dashboard on Unified CVP Post-Route Deployment	Verifies generation of permalinks for stock reports dashboards on Unified CVP post-route deployment.		Passed	
UC861CF.OTH.085	Unified Intelligence Center: Generate Permalinks for Stock Reports Dashboards on Parent Child Deployment	Verifies generation of permalinks for stock reports dashboards on Unified Intelligence Centers deployed on a Parent Child deployment.		Passed	
UC861CF.OTH.085	Unified Intelligence Center: Generate Permalinks for Stock Reports Dashboard on Parent Child Deployment	Verifies generation of permalinks for stock reports dashboards on the Parent Child deployment.		Passed	
UC861CF.OTH.086	Cisco Unified Intelligence Center (Unified Intelligence Center): Generate Permalinks for Stock Report Dashboards on Cisco Unified Communications Manager (Unified CM) Post-Route Deployment	Verifies generation of permalinks for stock reports dashboards on Unified Intelligence Centers deployed on Unified CM post-route deployment.		Passed	

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UC861CF.OTH.086	Cisco Unified Intelligence Center (Unified Intelligence Center): Generate Permalinks for Stock Reports Dashboard on Unified CM Post-Route Deployment	Verifies generation of permalinks for stock reports dashboards on Unified CM post-route deployment.		Passed	
UC861CF.OTH.087	Unified Intelligence Center: Generate Permalinks for New Feature Reports Dashboard for Agent Greeting	Verifies generation of permalinks for new feature reports dashboards on Unified Intelligence Centers for Agent Greeting call flows.		Passed	
UC861CF.OTH.088	Unified Intelligence Center: Generate Permalinks for New Feature Reports Dashboards for Whisper Announcement	Verifies generation of permalinks for new feature reports dashboards on Unified Intelligence Centers for Whisper Announcement call flows.		Passed	
UC861CF.OTH.089	Cisco Unified Intelligence Center (Unified Intelligence Center): CoW Replication After Upgrade	Verifies that database replication works for all Unified IC nodes installed over a WAN after an upgrade.		Passed	
UC861CF.OTH.090	Silent Monitoring: CTI OS SIP Supervisor Monitors CTI OS SCCP Agent	Verifies that a CTI OS SIP Supervisor can silently monitor the conversation between a CTI OS SIP Agent and the calling party.		Passed	
UC861CF.OTH.091	Silent Monitoring: CTI OS SIP Supervisor Monitors CTI OS SCCP Agent Who Places Call on Hold and Resumes Call	Verifies that the system allows a CTI OS SIP Supervisor to silently monitor a CTI OS SCCP Agent who places a caller on hold and then resumes the call.		Passed	

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UC861CF.OTH.092	Silent Monitoring: CTI OS Supervisor Monitors Call on Hold	Verifies that the system allows a CTI OS Supervisor to monitor a call that is on hold.		Passed	
UC861CF.OTH.095	Silent Monitoring: CTI OS SIP Supervisor Barges In When Monitoring a CTI OS SIP Agent	Verifies that a CTI OS SIP Supervisor can barge in when silently monitoring a CTI OS SIP Agent.		Passed	
UC861CF.OTH.096	Silent Monitoring: CTI OS SIP Supervisor Monitors Agent After One Call Ends and New Call Begins Using ASA	Verifies that a CTI OS SIP Supervisor can silently monitor an agent after a call ends and a new call begins.		Passed	
UC861CF.OTH.098	Silent Monitoring: CTI OS SIP Supervisor Monitors CTI OS SIP Agent Place Call on Hold and Resume Call Using ASA	Verifies system behavior when CTI OS SIP Agent places the caller on hold and resumes the call while being monitored by a CTI OS SIP Supervisor.		Passed	
UC861CF.OTH.099	Silent Monitoring: CTI OS SIP Supervisor Monitors CTI OS SIP Agent Place Call on Hold and Resume Call Using ASA	Verifies system behavior when CTI OS SIP Agent places the caller on hold and resumes the call while being monitored by a CTI OS SIP Supervisor.		Passed	
UC861CF.OTH.100	Silent Monitoring: CTI OS SCCP Supervisor Monitors CTI OS SCCP Agent Place Call on Hold and Resume Call Using ASA	Verifies system behavior when CTI OS SCCP Agent places the caller on hold and resumes the call while being monitored by a CTI OS SCCP Supervisor.		Passed	

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UC861CF.VXC.004	Cisco Unified CVP Post-Routed SIP Call by CTI OS Agent on VXC Components with PCoIP Protocol	Verifies a Unified CVP Post-Routed SIP call flow to a CTI OS agent desktop in a VXI environment with PCoIP protocol.	PSTN->SIP Gateway->SIP Proxy->Unified CVP->Unified CCE->Unified CallManager->Agent	Passed	
UC861CF.VXC.005	Unified CVP Post-Routed SIP Call on Hold/Retrieve by CTI OS Agent on Cisco VXC Components with PCoIP Protocol	Verifies that a CTI OS agent on a Cisco VXC with PCoIP protocol can retrieve a Unified CVP Post-Routed SIP call after placing a caller on hold.		Passed	
UC861CF.VXC.006	CTI OS Agent Login/Logout in Cisco Virtualization Experience Infrastructure (VXI) ICA Environment	Verifies successful CTI OS agent login/ and logout in a Cisco Virtualization Experience Infrastructure (VXI) ICA environment.		Passed	
UC861CF.VXC.007	Unified CVP Post-Routed SIP Call by CTI OS Agent on Cisco VXC Components with ICA Protocol	Verifies a successful Unified CVP Post-Routed SIP call by a CTI OS agent on a Cisco VXC with ICA protocol.		Passed	
UC861CF.VXC.008	Unified CVP Post-Routed SIP Call Flow on Hold/Retrieve by CTI OS Agent on Cisco VXC Components with ICA Protocol	Verifies that a CTI OS agent on a Cisco VXC with ICA protocol can retrieve a Unified CVP Post-Routed SIP call after placing a caller on hold.		Passed	

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UC861CF.VXC.009	CTI OS Supervisor Agent Desktop Login/Logout in Cisco Virtualization Experience Infrastructure (VXI) Environment with Cisco Virtualization Experience Clients (VXC) with PCoIP Protocol	Verifies the successful CTI OS Supervisor Agent Desktop login and logout with a Cisco VXC with PCoIP protocol.		Passed	
UC861CF.VXC.010	CTI OS Supervisor Agent Desktop Login/Logout in Cisco Virtualization Experience Infrastructure (VXI) Environment on Cisco VXC with ICA Protocol	Verifies the successful CTI OS Supervisor Agent Desktop login and logout in a Cisco VXI Environment on a Cisco VXC with ICA protocol.		Passed	
UC861CF.VXC.011	Unified CVP Post-Routed H.323 Call by CTI OS Agent on Cisco VXC Components with PCoIP Protocol	Verifies a successful Unified CVP Post-Routed H.323 call by a CTI OS agent on a Cisco VXC with PCoIP protocol.		Passed	
UC861CF.VXC.012	Cisco Unified Customer Voice Portal (Unified CVP) H.323 Call Flow on Hold/Retrieve by CTI OS Agent on Cisco Virtualization Experience Client (VXC) Components with PCoIP Protocol	Verifies that a CTI OS agent on a Cisco VXC with PCoIP protocol can retrieve a Unified CVP Post-Routed H.323 call after placing a caller on hold.		Passed	

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UC861CF.VXC.017	Cisco Unified Customer Voice Portal (Unified CVP) Post-Routed SIP Call on Hold/Retrieve by CTI OS DOTNET Agent on Cisco Virtualization Experience Client (Cisco VXC) Components with PCoIP Protocol	Verifies that a CTI OS DOTNET agent on a Cisco VXC with PCoIP protocol can retrieve a Unified CVP Post-Routed SIP call after placing a caller on hold.		Passed	
UC861CF.VXC.018	Ad hoc Conference of Unified CVP Post-Routed SIP Call by CTI OS Agent with SCCP Phone to Another Agent Using SIP IP Phone in Same Unified CM Cluster	Verifies the ad hoc conference functionality of a Unified CVP Post-Routed SIP call on a CTI OS agent desktop with PCoIP desktop virtualization.		Passed	
UC861CF.VXC.019	Unified CVP Post-Routed SIP Call by CTI OS Agent on Cisco VXC Components with ICA Protocol	Verifies the functionality of a Unified CVP Post-Routed SIP call on a CTI OS agent desktop with ICA desktop virtualization.		Passed	
UC861CF.VXC.020	Unified CVP Post-Routed SIP Call on Hold/Retrieve by CTI OS Agent on Cisco VXC Components with ICA Protocol	Verifies that a CTI OS agent on a Cisco VXC with ICA protocol can retrieve a Unified CVP Post-Routed SIP call after placing a caller on hold.		Passed	

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UC861CF.VXC.021	Ad hoc Conference of Unified CVP Post-Routed SIP Call by CTI OS Agent with SCCP Phone to Another Agent Using SIP IP Phone in Same Cisco Unified Communications Manager (Unified CM) Cluster	Verifies the ad hoc conference functionality of a Unified CVP Post-Routed SIP call on a CTI OS agent desktop with ICA desktop virtualization.		Passed	
UC861CF.VXC.022	Unified CVP Post-Routed SIP Call by CTI OS Agent on Cisco VXC Components with PCoIP Protocol	Verifies the functionality of a Unified CVP Post-Routed SIP call flow on a CTI OS agent desktop with PCoIP desktop virtualization.		Passed	
UC861CF.VXC.023	Blind Transfer of Unified CVP Post-Routed SIP Call by CTI OS Agent to Another CTI OS Agent on Cisco VXC Components with ICA Protocol	Verifies the blind transfer functionality of a Unified CVP Post-Routed SIP call flow on a CTI OS agent desktop with ICA desktop virtualization.		Passed	
UC861CF.VXC.024	Blind Transfer of Unified CVP Post-Routed SIP Call by CTI OS Agent to Another CTI OS Agent on Cisco VXC Components with PCoIP Protocol	Verifies the blind transfer functionality of a Unified CVP Post-Routed SIP call flow on a CTI OS agent desktop with PCoIP desktop virtualization.		Passed	

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UC861CF.VXC.025	CTI OS Supervisor Agent Desktop Login/Logout in VXI Environment on Cisco VXC with PColP Protocol	Verifies the successful CTI OS Supervisor Agent Desktop login and logout on Cisco VXC with PColP protocol.		Passed	
UC861CF.VXC.051	Unified CVP Post-Route SIP Call by CTI OS Agent on Cisco VXC Components with ICA Protocol	Verifies Unified CVP post-route SIP call flow on a CTI OS agent desktop with ICA desktop virtualization.		Passed	
UC861CF.VXC.052	Blind Transfer of Unified CVP Post-Route SIP Call by CTI OS Agent to CTI OS Agent on Cisco VXC Components with ICA Protocol	Verifies blind transfer of Unified CVP post-route SIP call flow on a CTI OS agent desktop with ICA desktop virtualization.		Passed	
UC861CF.VXC.053	Blind Transfer of Unified CVP Post-Route SIP Call by CTI OS Agent to CTI OS Agent on Cisco VXC Components with PColP Protocol	Verifies blind transfer of Unified CVP post-route SIP call flow on a CTI OS agent desktop with PColP desktop virtualization.		Passed	
UC861CF.VXC.054	CTI OS Supervisor Agent desktop Login/Logout in VXI Environment with Cisco VXC (PColP) Clients	Verifies Cisco supervisor desktop login/logout using desktop virtualization.		Passed	
UC861CF.VXC.055	CTI OS Supervisor Agent Desktop Login/Logout in VXI Environment with Cisco VXC (ICA) Clients	Verifies Cisco supervisor desktop login/logout using desktop virtualization.		Passed	

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UC861CF.VXC.056	CTI OS Supervisor Barge-in of a regular CVP Post-Route SIP Call in a VXI (PCoIP) Environment	Verifies supervisor barge-in of a Unified CVP post-route SIP call flow.		Passed	
UC861CF.VXC.057	CTI OS Supervisor Barge-in of Regular Unified CVP Post-Route SIP Call in VXI (ICA) Environment	Verifies supervisor barge-in of a Unified CVP post-route SIP call flow.		Passed	
UC861CF.VXC.058	Agent Chat with Agent on Cisco VXC Components with PCoIP Protocol in Unified CVP Post-Route Environment	Verifies supervisor barge-in of a Unified CVP post-route SIP call flow.		Passed	
UC861CF.VXC.059	Call Data Verification on Blind Transfer of Unified CVP Post-Route SIP Call by CTI OS Agent to CTI OS Agent on Cisco VXC Components with PCoIP Protocol	Verifies call data verification of a blind transferred Unified CVP post-route SIP call flow with a CTI OS PCoIP desktop.		Passed	
UC861CF.VXC.060	Call Data Verification on Consult Transfer of Unified CVP Post-Route SIP Call by CTI OS Agent to CTI OS Agent on Cisco VXC Components with PCoIP Protocol	Verifies call data verification of a consult transferred Unified CVP post-route SIP call flow with a CTI OS PCoIP desktop.		Passed	

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UC861CF.VXC.061	Call Data Verification on Ad Hoc Conference of Unified CVP Post-Route SIP Call by CTI OS Agent to CTI OS Agent on Cisco VXC Components with PColP Protocol	Verifies call data verification of an ad hoc conference of Unified CVP post-route SIP call flow with a CTI OS PColP desktop.		Passed	
UC861CF.VXC.062	Unified CM Based Silent Monitoring of Unified CVP Post-Route SIP Call with CTI OS Agents on Cisco VXC Components with PColP Protocol	Verifies Unified CM based silent monitoring of Unified CVP post-route SIP call flow with a CTI OS PColP desktop.		Passed	
UC861CF.VXC.063	Unified CM Based Silent Monitoring of a CVP Post-Route SIP Call with CTI OS Agents on Cisco VXC Components with ICA Protocol	Verifies Unified CM based silent monitoring of Unified CVP post-route SIP call flow in ICA environment.		Passed	
UC861CF.VXC.064	Supervisor Intercept of Monitored Regular Unified CVP Post-Route SIP Call in VXi (PCoIP) Environment with CTI OS Agent Desktop	Verifies supervisor intercept of a Unified CM based silent monitoring Unified CVP post-route SIP call flow in PColP environment.		Passed	
UC861CF.VXC.065	Blind Transfer of Unified CVP Post-Route H.323 Call by CTI OS Agent to CTI OS Agent on Cisco VXC Components with PColP Protocol	Verifies blind transfer of Unified CVP post-route H.323 call flow on a CTI OS agent desktop with PColP desktop virtualization.		Passed	

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UC861CF.VXC.066	Ad Hoc Conference of Unified CVP Post-Route H.323 Call by CTI OS Agent with SCCP Phone to Agent Using SIP IP Phone in Same Unified CM Cluster	Verifies ad hoc conference of a Unified CVP post-route SIP call on a CTI OS agent desktop with PColP desktop virtualization.		Passed	
UC861CF.VXC.067	Call Data Verification on a Blind Transfer of Unified CVP Post-Route H.323 Call by CTI OS Agent to CTI OS Agent on Cisco VXC Components with PColP Protocol	Verifies call data verification of a blind transferred Unified CVP post-route H.323 call flow in PColP Cisco VXC environment.		Passed	
UC861CF.VXC.068	Call Data Verification on Consult Transfer of Unified CVP Post-Route H.323 Call by CTI OS Agent to CTI OS Agent on Cisco VXC Components with PColP Protocol	Verifies call data verification of a consult transferred CVP post-route H.323 call flow with a CTI OS PColP desktop.		Passed	
UC861CF.VXC.069	Call Data Verification on Ad Hoc Conference of Unified CVP Post-Route H.323 Call by CTI OS Agent to CTI OS Agent in VXi PColP Environment	Verifies call data verification of an ad hoc conference of Unified CVP post-route H.323 call flow with a CTI OS PColP desktop.		Passed	

ID	Case Title	Description	Call Component Flow	Status	Defects
UC861CF.VXC.070	Unified CM Based Silent Monitoring of Unified CVP Post-Route H.323 Call with CTI OS Agents on Cisco VXC Components with PColP Protocol	Verifies Unified CM based silent monitoring of CVP post-route H.323 call flow with a CTI OS PColP desktop.		Passed	
UC861CF.VXC.071	Unified CM based Silent Monitoring of Unified CVP Post-Route H.323 Call with CTI OS Agents on Cisco VXC Components with ICA Protocol	Verifies Unified CM based silent monitoring of CVP post-route H.323 call flow in an ICA environment.		Passed	
UC861CF.VXC.072	Supervisor Intercept of Monitored Regular Unified CVP Post-Route H.323 Call in a VXi (PCoIP) Environment with CTIOS Agent Desktop	Verifies supervisor intercept of a Unified CM based silent monitoring Unified CVP post-route H.323 call flow in PColP environment.		Passed	
UC861CF.VXC.073	Unified CCE with Unified CM: Unified CM Peripheral Gateway Failure and Recovery	Verifies Unified CVP post-route SIP call flow with Unified CM peripheral gateway failure and recovery in a Cisco VXC PColP environment.		Passed	
UC861CF.VXC.074	Unified CCE with Unified CVP: CTI Server Failure and Recovery	Verifies Unified CVP post-route SIP call flow with CTI server failure and recovery.		Passed	
UC861CF.VXC.075	Unified CCE with Unified CVP: Active Unified CCE Rogger Failure and Recovery	Verifies Unified CVP post-route SIP call flow with active Unified CCE Rogger failure and recovery in Cisco VXC PColP environment.		Passed	

ID	Case Title	Description	Call Component Flow	Status	Defects
UC861CF.VXC.076	Unified CCE with Unified CVP: VRU Peripheral Gateway Failure and Recovery	Verifies Unified CVP post-route SIP call flow with VRU peripheral gateway fail over and recovery.		Passed	
UC861CF.VXC.077	Silent Monitoring of Unified CVP Post-Route SIP Ad Hoc Conference Call Flow with Active Unified CCE Rogger Failure and Recovery	Verifies silent monitoring of a Unified CVP post-route SIP conference call flow with active Unified CCE Rogger failure and recovery in a Cisco VXC PCoIP environment.		Passed	

ID	Case Title	Description	Call Component Flow	Status	Defects
UC861CF.CET.001	Mobile Agent Load with Peripheral Gateway Set to LOAD 1	Verifies CAD load with 400 mobile agents and peripheral gateways set to LOAD 1.		Passed	
UC861CF.CET.002	Peripheral Gateway Failover with 500 Mobile Agents on Cisco Unified Customer Voice Portal (Unified CVP) Call Flow	Verifies that 500 mobile agents can successfully log back in after a peripheral gateway failover due to a network WAN failure.		Passed	
UC861CF.CET.003	Mobile Agent Call Reporting Using Cisco Unified Intelligence Center	Verifies that Unified Intelligence Center can capture call statistics for mobile agents.		Passed	
UC861CF.CET.004	Reporting on Call Statistics of Agents with Multiple Skill Groups	Verifies reporting on the numbers of calls handed in an agent's primary skill group and secondary skill group 1. Collect Customer Requirements 2. Based on Employee Number 3. Based on Call Type.		Passed	
UC861CF.CET.005	Call Transfers Between/Across Different Peripheral Gateways	Verifies call transfers can be performed from agents on one peripheral gateway to agents and supervisors on a second peripheral gateway.		Passed	
UC861CF.CET.006	Call Transfers Across the WAN	Verifies the performance of call transfers across the WAN network.		Passed	

ID	Case Title	Description	Call Component Flow	Status	Defects
UC861CF.CET.007	WAN Failure Scenario 1	Verifies WAN disconnect Sub 1 to Sub 2 Mobile Agent configured on 2 subscribers Scenario 1 log in 200 nailed up mobile agents and cause a WAN failure splitting the cluster. Agents are logged back in after failure and after restoration.		Passed	
UC861CF.CET.008	WAN Failure Scenario 2	Verifies that when Subscriber 1 CTIManager and CallManager services are stopped, Peripheral Gateway 1A fails over to Peripheral Gateway 1B and that the agents who were logged in with customer calls established across Subscriber 1 and 2 are logged out with calls still in progress.		Passed	
UC861CF.CET.009	Cisco CallManager Service and Cisco CTIManager Service Activation Race Condition with Peripheral Gateway and CTI OS Server Activation	Verifies that 200 nailed up mobile agents are able to log in and take calls when Cisco CallManager service and Cisco CTIManager service are activated within 20 seconds of peripheral gateway and CTI OS server activation.		Passed	
UC861CF.CET.010	WAN Failure on Subscriber 2	Verifies that a WAN failure on Subscriber 2 with two agents logged in and on established customer calls, causes LCP/RCP move to Subscriber 1, logging out agents and disconnecting calls. Agents are then able to log back in and resume taking new calls.		Passed	

ID	Case Title	Description	Call Component Flow	Status	Defects
UC861CF.CET.011	Peripheral Gateway Failover Cisco Unified Communications Manager Disconnect A Side	Verifies peripheral gateway failover test PG1A to PG1B on Unified CM Side A disconnect. Verifies mobile agents log in after failover.		Passed	
UC861CF.CET.012	Peripheral Gateway Failover Visible Peripheral Gateway Network Failure	Verifies peripheral gateway failover on active side network failure. Verifies mobile agent log ins. Repeats in opposite direction.		Passed	
UC861CF.CET.013	Failover of CTI Server Peripheral Gateway A to Peripheral Gateway B	Verifies that mobile agents can successfully log in after the active peripheral gateway A has been stopped and failed over to peripheral gateway B.		Passed	
UC861CF.CET.014	Peripheral Gateway Private Network Failure on Active A Side	Verifies that when the private network fails on the active A side primary peripheral gateway, the A side does not fail over to the B side and remains in control and active.		Passed	
UC861CF.CET.015	Peripheral Gateway Private Network Failure on Active B Side	Verifies that if the active B side peripheral gateway's private network fails, the A side primary peripheral gateway will resume control.		Passed	
UC861CF.OTH.017	MediaSense: Basic Recording for Cisco Unified Communications Manager (Unified CM) Post-Routed SIP Call	Verifies the record/pause/resume call recording functions on a Unified CM Post-Routed call to an agent using an IP phone.		Passed	
UC861CF.OTH.018	Cisco MediaSense: Basic Recording for Cisco Unified Customer Voice Portal (Unified CVP) Post-Routed SIP Call	Verifies the record/pause/resume call recording functions on a Unified CVP Post-Routed call to an agent using an IP phone.		Passed	

ID	Case Title	Description	Call Component Flow	Status	Defects
UC861CF.OTH.023	Voice Response Unit (VRU): Agent Receives Consult/Blind/Conference Transfer Calls from VRU when Agent Available in Cisco Unified Communications Manager (Unified CM) Post-Route Environment	Verifies that consult, blind and conference transfer calls are placed to the VRU when an agent is not available, and when agent is available the transfer is completed.		Passed	
UC861CF.OTH.024	VRU: Agent Receives Consult/Blind/Conference Transfer Calls from VRU when Available in Unified CVP Post-Route Environment	Verifies that consult, blind and conference transfer calls are placed to the VRU when an agent is not available, and when agent is available the transfer is completed.		Passed	
UC861CF.OTH.025	VRU: Place Consult/Blind/Conference Transfer Calls to VRU when Agent Not Available in Unified CM Post-Route Environment	Verify the agent receives consult/blind/conference transfer calls from VRU when the agent is available.		Passed	
UC861CF.OTH.026	VRU: Place Consult/Blind/Conference Transfer Call to VRU when Agent Not Available in Unified CVP Post-Route Environment	Verify the agent receives consult/blind/conference transfer calls from the VRU when the agents are available.		Passed	

ID	Case Title	Description	Call Component Flow	Status	Defects
UC861CF.OTH.027	VRU: Place Consult Transfer Call to VRU then Place Conference Call to VRU in Unified CM Post-Route Environment	Verifies that the calls comes back to the available agent from the VRU.		Passed	
UC861CF.OTH.028	VRU: Place Consult Transfer Call to VRU, then Place Conference Call to VRU in Unified CVP Post-Route Environment	Verify that the calls come back to the available agent from the VRU.		Passed	
UC861CF.OTH.029	VRU: Place Calls with Different Skill Groups to VRU when Agents Not Available, Make Agents Available One by One in Unified CM Post-Route Environment	Verify that the calls come back to the agents from the VRU when the agents are available.		Passed	
UC861CF.OTH.030	VRU: Place Calls with Different Skill Group to VRU when Agents Not Available then Make Agents Available One by One in Unified CVP Post-Route Environment	Verify that the calls come back to the agents from the VRU when the agents are available.		Passed	
UC861CF.OTH.031	VRU: Place Calls with Same Skill Group to VRU when Agents Not Available then Make Agents Available One by One in Unified CM Post-Route Environment	Verify that the calls come back to the agents from the VRU when the agents are available.		Passed	

ID	Case Title	Description	Call Component Flow	Status	Defects
UC861CF.OTH.032	VRU: Place Calls with Same Skill Group to VRU when Agents Not Available then Make Agents Available One by One in Unified CVP Post-Route Environment	Verify that the calls come back to the agents from the VRU when agents are available.		Passed	
UC861CF.OTH.033	VRU: Place Consult Transfer Call to VRU when Agent Not Available, Make Agent Available, then Complete Transfer in Unified CM Post-Route Environment	Verify the agent receives a consult transfer call from the VRU when the agent is available.		Passed	
UC861CF.OTH.034	VRU: Place Consult Transfer Call to VRU when Agent Not Available and Complete Transfer When Agent Available in Cisco Unified Customer Voice Portal (Unified CVP) Post-Route Environment	Verifies that the agent receives a transfer call from the VRU when the agent is available.		Passed	
UC861CF.OTH.035	VRU: Place Conference Call to VRU when Agent Not Available, Complete Conference, then Make Agent Available in Unified CM Post-Route Environment	Verify the call comes back to the agent from the VRU when agent is available.		Passed	

ID	Case Title	Description	Call Component Flow	Status	Defects
UC861CF.OTH.036	VRU: Place Conference Call to VRU when Agent Not Available, Complete Conference, then Make Agent Available in Unified CVP Post-Route Environment	Verify the call comes back to the agent from the VRU when agent is available.		Passed	
UC861CF.OTH.037	Multiline Test: Direct Transfer Across Line on Multiline Enabled Device on Parent Child Test Bed	Verifies the multiline functionality of a direct transfer across a line on a parent child test bed.		Passed	
UC861CF.OTH.038	Multiline Test: Join Across Line on Multiline Enabled Device on Parent Child Test Bed	Verifies the multiline functionality of a join across a line on a parent child test bed.		Passed	
UC861CF.OTH.039	Multiline Test: Consult Conference on Multiline Enabled Device on Parent Child Test Bed	Verifies the consult conference functionality on a multiline enabled device on a parent child test bed.		Passed	
UC861CF.OTH.040	Multiline Test: Call Hold/Retrieve and Answer/Release on Multiline Enabled Setup Using CTI OS	Verifies that Hold/Retrieve and Answer/Release work on a multiline device setup using CTI OS.		Passed	
UC861CF.OTH.041	Agent Wrap-up: Consult Transfer	Verifies the wrap-up functionality during a consult transfer on a parent child test bed.		Passed	
UC861CF.OTH.042	Agent Wrap-up: Before Disconnecting From Joint Across Line Call	Verify wrap-up functionality before disconnecting from a joint across line call.		Passed	

ID	Case Title	Description	Call Component Flow	Status	Defects
UC861CF.OTH.043	Agent Wrap-up: Conference	Verifies agent wrap-up functionality during a conference.		Passed	
UC861CF.OTH.055	Agent Greeting: Multiple Blind Transfers of Unified CM Post-Routed Calls via SIP Gateway to CAD Agent, CTI OS Agent and Call-by-call Mobile Agent	Verifies agent greeting on multiple blind transfers of Unified CM post-routed calls via SIP gateway to a CAD agent followed by a CTI OS agent and then to a call-by-call mobile agent.		Passed	
UC861CF.OTH.060	Whisper Announcement: Multiple Blind Transfers of Unified CM Post-Routed Calls via SIP Gateway to CAD Agent, CTI OS Agent and Call-by-call Mobile Agent	Verifies whisper announcement to agents on multiple blind transfers of Unified CM post-routed calls via SIP gateway to a CAD agent followed by a CTI OS agent and then to call-by-call mobile agent.		Passed	
UC861CF.OTH.062	Security: Implement Cisco Adaptive Security Appliance (ASA) 55xx Firewall in Cisco Unified Customer Voice Portal (Unified CVP) Post-Routed Contact Center Topology	Verifies configuration of ASA in contact center with new feature ports and verifies Silent Monitoring call flows.		Passed	
UC861CF.OTH.068	Smart Business Architecture: Implemented with Borderless Networks in Data Center in Unified CVP Post-Routed Test Environment	Verifies Smart Business Architecture implementation in data centers (Site1) by replacing existing access switches with 3750X switches.		Passed	

ID	Case Title	Description	Call Component Flow	Status	Defects
UC861CF.OTH.069	Smart Business Architecture: Implement Redundant Access at Core/Distribution Layer in Unified CVP Post-Route Test Environment	Verifies implementation of QoS by replacing and configuring one of the existing access switches with a 3750X switch for phones.		Passed	
UC861CF.OTH.070	Smart Business Architecture: Implement Borderless Networks at Remote Sites in Unified CVP Post-Route Test Environment	Verifies implementation of QoS by replacing and configuring one of the existing access switches with a 2960S switch in remote site.		Passed	
UC861CF.OTH.071	Windows 2008: Migrate Unified CCE Rogger From Windows Server 2003 to Windows Server 2008 Platform	Verifies Unified CCE Rogger migration process from Windows Server 2003 to Windows Server 2008 platform.		Passed	
UC861CF.OTH.072	Windows 2008: Migrate Current Domain Users' Accounts on Windows Server 2008 Platform	Verifies the creation process of domain users, setup users, and configuration users on a Windows Server 2008 platform.		Passed	
UC861CF.OTH.073	Windows 2008: Migration of Cisco Unified Contact Center Enterprise (Unified CCE) Admin Workstation (AW) From Windows Server 2003 to Windows Server 2008 Platform	Verifies Unified CCE AW migration process from Windows Server 2003 to Windows Server 2008 platform.		Passed	

ID	Case Title	Description	Call Component Flow	Status	Defects
UC861CF.OTH.074	Windows 2008: Backward Compatibility of Unified CCE Peripheral Gateways in Windows Server 2003 and Rogger in Windows Server 2008 with Different Unified CCE Version	Verifies backward compatibility of Unified CCE peripheral gateways in Windows Server 2003 and Rogger in Windows Server 2008 with different Unified CCE version.		Passed	
UC861CF.OTH.075	Windows 2008: Migrate Cisco Unified Contact Center Enterprise (Unified CCE) Peripheral Gateways From Windows Server 2003 to Windows Server 2008 Platform	Verifies UCCE peripheral gateways migration process from Windows Server 2003 to Windows Server 2008 platform.		Passed	
UC861CF.OTH.076	Windows 2008: Migration of CTI OS Server From Windows Server 2003 to Windows Server 2008 Platform	Verifies CTI OS server migration process from Windows Server 2003 to Windows Server 2008 platform.		Passed	
UC861CF.OTH.077	Windows 2008: Compatibility of Cisco Unified Communications Manager (Unified CM) Plugin, Cisco JTAPI 32-bit Client for Windows, in UCCS Peripheral Gateway on Windows 2008 Platform	Verify the compatibility of Unified CM plugin, Cisco JTAPI 32-bit Client for Windows, in UCCS peripheral gateway on Windows 2008 platform.		Passed	

ID	Case Title	Description	Call Component Flow	Status	Defects
UC861CF.OTH.078	Windows 2008: Unified CCE Duplex Environment with One Side in Windows Server 2008, Other Side in Windows Server 2003 and Rogger and Peripheral Gateways in Different Unified CCE Version	Verify Unified CCE duplex environment with one side in Windows Server 2008 and the other side in Windows Server 2003 with Rogger and peripheral gateways in different Unified CCE versions.		Passed	
UC861CF.OTH.079	Windows 2008: Cisco Unified Contact Center Enterprise (Unified CCE) Duplex Environment with One Side in Windows Server 2008, Other Side in Windows Server 2003 and Rogger and Peripheral Gateways in Same Unified CCE Version	Verify Unified CCE duplex environment with one side in Windows Server 2008 and other side in Windows Server 2003 and Rogger and peripheral gateways are in same Unified CCE version.		Passed	
UC861CF.OTH.080	Windows 2008: Routing Calls with Unified CCE 8.5(2) on Windows 2008 Platform	Verifies ability to route calls with Unified CCE 8.5(2) on Windows 2008 platform.		Passed	
UC861CF.OTH.084	Unified Intelligence Center: Generate Permalinks for Stock Reports Dashboards on Cisco Unified Customer Voice Portal (Unified CVP) Post-Route Deployment	Verifies generation of permalinks for stock reports dashboards on Unified Intelligence Centers deployed on Unified CVP post-route deployments.		Passed	

ID	Case Title	Description	Call Component Flow	Status	Defects
UC861CF.OTH.084	Unified Intelligence Center: Generate Permalinks for Stock Reports Dashboard on Unified CVP Post-Route Deployment	Verifies generation of permalinks for stock reports dashboards on Unified CVP post-route deployment.		Passed	
UC861CF.OTH.085	Unified Intelligence Center: Generate Permalinks for Stock Reports Dashboards on Parent Child Deployment	Verifies generation of permalinks for stock reports dashboards on Unified Intelligence Centers deployed on a Parent Child deployment.		Passed	
UC861CF.OTH.085	Unified Intelligence Center: Generate Permalinks for Stock Reports Dashboard on Parent Child Deployment	Verifies generation of permalinks for stock reports dashboards on the Parent Child deployment.		Passed	
UC861CF.OTH.086	Cisco Unified Intelligence Center (Unified Intelligence Center): Generate Permalinks for Stock Report Dashboards on Cisco Unified Communications Manager (Unified CM) Post-Route Deployment	Verifies generation of permalinks for stock reports dashboards on Unified Intelligence Centers deployed on Unified CM post-route deployment.		Passed	
UC861CF.OTH.086	Cisco Unified Intelligence Center (Unified Intelligence Center): Generate Permalinks for Stock Reports Dashboard on Unified CM Post-Route Deployment	Verifies generation of permalinks for stock reports dashboards on Unified CM post-route deployment.		Passed	

ID	Case Title	Description	Call Component Flow	Status	Defects
UC861CF.OTH.087	Unified Intelligence Center: Generate Permalinks for New Feature Reports Dashboard for Agent Greeting	Verifies generation of permalinks for new feature reports dashboards on Unified Intelligence Centers for Agent Greeting call flows.		Passed	
UC861CF.OTH.088	Unified Intelligence Center: Generate Permalinks for New Feature Reports Dashboards for Whisper Announcement	Verifies generation of permalinks for new feature reports dashboards on Unified Intelligence Centers for Whisper Announcement call flows.		Passed	
UC861CF.OTH.089	Cisco Unified Intelligence Center (Unified Intelligence Center): CoW Replication After Upgrade	Verifies that database replication works for all Unified IC nodes installed over a WAN after an upgrade.		Passed	
UC861CF.OTH.090	Silent Monitoring: CTI OS SIP Supervisor Monitors CTI OS SCCP Agent	Verifies that a CTI OS SIP Supervisor can silently monitor the conversation between a CTI OS SIP Agent and the calling party.		Passed	
UC861CF.OTH.091	Silent Monitoring: CTI OS SIP Supervisor Monitors CTI OS SCCP Agent Who Places Call on Hold and Resumes Call	Verifies that the system allows a CTI OS SIP Supervisor to silently monitor a CTI OS SCCP Agent who places a caller on hold and then resumes the call.		Passed	
UC861CF.OTH.092	Silent Monitoring: CTI OS Supervisor Monitors Call on Hold	Verifies that the system allows a CTI OS Supervisor to monitor a call that is on hold.		Passed	
UC861CF.OTH.095	Silent Monitoring: CTI OS SIP Supervisor Barges In When Monitoring a CTI OS SIP Agent	Verifies that a CTI OS SIP Supervisor can barge in when silently monitoring a CTI OS SIP Agent.		Passed	

ID	Case Title	Description	Call Component Flow	Status	Defects
UC861CF.OTH.096	Silent Monitoring: CTI OS SIP Supervisor Monitors Agent After One Call Ends and New Call Begins Using ASA	Verifies that a CTI OS SIP Supervisor can silently monitor an agent after a call ends and a new call begins.		Passed	
UC861CF.OTH.098	Silent Monitoring: CTI OS SIP Supervisor Monitors CTI OS SIP Agent Place Call on Hold and Resume Call Using ASA	Verifies system behavior when CTI OS SIP Agent places the caller on hold and resumes the call while being monitored by a CTI OS SIP Supervisor.		Passed	
UC861CF.OTH.099	Silent Monitoring: CTI OS SIP Supervisor Monitors CTI OS SIP Agent Place Call on Hold and Resume Call Using ASA	Verifies system behavior when CTI OS SIP Agent places the caller on hold and resumes the call while being monitored by a CTI OS SIP Supervisor.		Passed	
UC861CF.OTH.100	Silent Monitoring: CTI OS SCCP Supervisor Monitors CTI OS SCCP Agent Place Call on Hold and Resume Call Using ASA	Verifies system behavior when CTI OS SCCP Agent places the caller on hold and resumes the call while being monitored by a CTI OS SCCP Supervisor.		Passed	
UC861CF.VXC.004	Cisco Unified CVP Post-Routed SIP Call by CTI OS Agent on VXC Components with PCoIP Protocol	Verifies a Unified CVP Post-Routed SIP call flow to a CTI OS agent desktop in a VXi environment with PCoIP protocol.	PSTN->SIP Gateway->SIP Proxy->Unified CVP->Unified CCE->Unified CallManager->Agent	Passed	
UC861CF.VXC.005	Unified CVP Post-Routed SIP Call on Hold/Retrieve by CTI OS Agent on Cisco VXC Components with PCoIP Protocol	Verifies that a CTI OS agent on a Cisco VXC with PCoIP protocol can retrieve a Unified CVP Post-Routed SIP call after placing a caller on hold.		Passed	

ID	Case Title	Description	Call Component Flow	Status	Defects
UC861CF.VXC.006	CTI OS Agent Login/Logout in Cisco Virtualization Experience Infrastructure (VXI) ICA Environment	Verifies successful CTI OS agent login/ and logout in a Cisco Virtualization Experience Infrastructure (VXI) ICA environment.		Passed	
UC861CF.VXC.007	Unified CVP Post-Routed SIP Call by CTI OS Agent on Cisco VXC Components with ICA Protocol	Verifies a successful Unified CVP Post-Routed SIP call by a CTI OS agent on a Cisco VXC with ICA protocol.		Passed	
UC861CF.VXC.008	Unified CVP Post-Routed SIP Call Flow on Hold/Retrieve by CTI OS Agent on Cisco VXC Components with ICA Protocol	Verifies that a CTI OS agent on a Cisco VXC with ICA protocol can retrieve a Unified CVP Post-Routed SIP call after placing a caller on hold.		Passed	
UC861CF.VXC.009	CTI OS Supervisor Agent Desktop Login/Logout in Cisco Virtualization Experience Infrastructure (VXI) Environment with Cisco Virtualization Experience Clients (VXC) with PCoIP Protocol	Verifies the successful CTI OS Supervisor Agent Desktop login and logout with a Cisco VXC with PCoIP protocol.		Passed	
UC861CF.VXC.010	CTI OS Supervisor Agent Desktop Login/Logout in Cisco Virtualization Experience Infrastructure (VXI) Environment on Cisco VXC with ICA Protocol	Verifies the successful CTI OS Supervisor Agent Desktop login and logout in a Cisco VXI Environment on a Cisco VXC with ICA protocol.		Passed	

ID	Case Title	Description	Call Component Flow	Status	Defects
UC861CF.VXC.011	Unified CVP Post-Routed H.323 Call by CTI OS Agent on Cisco VXC Components with PColP Protocol	Verifies a successful Unified CVP Post-Routed H.323 call by a CTI OS agent on a Cisco VXC with PColP protocol.		Passed	
UC861CF.VXC.012	Cisco Unified Customer Voice Portal (Unified CVP) H.323 Call Flow on Hold/Retrieve by CTI OS Agent on Cisco Virtualization Experience Client (VXC) Components with PColP Protocol	Verifies that a CTI OS agent on a Cisco VXC with PColP protocol can retrieve a Unified CVP Post-Routed H.323 call after placing a caller on hold.		Passed	
UC861CF.VXC.017	Cisco Unified Customer Voice Portal (Unified CVP) Post-Routed SIP Call on Hold/Retrieve by CTI OS DOTNET Agent on Cisco Virtualization Experience Client (Cisco VXC) Components with PColP Protocol	Verifies that a CTI OS DOTNET agent on a Cisco VXC with PColP protocol can retrieve a Unified CVP Post-Routed SIP call after placing a caller on hold.		Passed	
UC861CF.VXC.018	Ad hoc Conference of Unified CVP Post-Routed SIP Call by CTI OS Agent with SCCP Phone to Another Agent Using SIP IP Phone in Same Unified CM Cluster	Verifies the ad hoc conference functionality of a Unified CVP Post-Routed SIP call on a CTI OS agent desktop with PColP desktop virtualization.		Passed	

ID	Case Title	Description	Call Component Flow	Status	Defects
UC861CF.VXC.019	Unified CVP Post-Routed SIP Call by CTI OS Agent on Cisco VXC Components with ICA Protocol	Verifies the functionality of a Unified CVP Post-Routed SIP call on a CTI OS agent desktop with ICA desktop virtualization.		Passed	
UC861CF.VXC.020	Unified CVP Post-Routed SIP Call on Hold/Retrieve by CTI OS Agent on Cisco VXC Components with ICA Protocol	Verifies that a CTI OS agent on a Cisco VXC with ICA protocol can retrieve a Unified CVP Post-Routed SIP call after placing a caller on hold.		Passed	
UC861CF.VXC.021	Ad hoc Conference of Unified CVP Post-Routed SIP Call by CTI OS Agent with SCCP Phone to Another Agent Using SIP IP Phone in Same Cisco Unified Communications Manager (Unified CM) Cluster	Verifies the ad hoc conference functionality of a Unified CVP Post-Routed SIP call on a CTI OS agent desktop with ICA desktop virtualization.		Passed	
UC861CF.VXC.022	Unified CVP Post-Routed SIP Call by CTI OS Agent on Cisco VXC Components with PCoIP Protocol	Verifies the functionality of a Unified CVP Post-Routed SIP call flow on a CTI OS agent desktop with PCoIP desktop virtualization.		Passed	
UC861CF.VXC.023	Blind Transfer of Unified CVP Post-Routed SIP Call by CTI OS Agent to Another CTI OS Agent on Cisco VXC Components with ICA Protocol	Verifies the blind transfer functionality of a Unified CVP Post-Routed SIP call flow on a CTI OS agent desktop with ICA desktop virtualization.		Passed	

ID	Case Title	Description	Call Component Flow	Status	Defects
UC861CF.VXC.024	Blind Transfer of Unified CVP Post-Routed SIP Call by CTI OS Agent to Another CTI OS Agent on Cisco VXC Components with PCoIP Protocol	Verifies the blind transfer functionality of a Unified CVP Post-Routed SIP call flow on a CTI OS agent desktop with PCoIP desktop virtualization.		Passed	
UC861CF.VXC.025	CTI OS Supervisor Agent Desktop Login/Logout in VXI Environment on Cisco VXC with PCoIP Protocol	Verifies the successful CTI OS Supervisor Agent Desktop login and logout on Cisco VXC with PCoIP protocol.		Passed	
UC861CF.VXC.051	Unified CVP Post-Route SIP Call by CTI OS Agent on Cisco VXC Components with ICA Protocol	Verifies Unified CVP post-route SIP call flow on a CTI OS agent desktop with ICA desktop virtualization.		Passed	
UC861CF.VXC.052	Blind Transfer of Unified CVP Post-Route SIP Call by CTI OS Agent to CTI OS Agent on Cisco VXC Components with ICA Protocol	Verifies blind transfer of Unified CVP post-route SIP call flow on a CTI OS agent desktop with ICA desktop virtualization.		Passed	
UC861CF.VXC.053	Blind Transfer of Unified CVP Post-Route SIP Call by CTI OS Agent to CTI OS Agent on Cisco VXC Components with PCoIP Protocol	Verifies blind transfer of Unified CVP post-route SIP call flow on a CTI OS agent desktop with PCoIP desktop virtualization.		Passed	

ID	Case Title	Description	Call Component Flow	Status	Defects
UC861CF.VXC.054	CTI OS Supervisor Agent desktop Login/Logout in VXI Environment with Cisco VXC (PCoIP) Clients	Verifies Cisco supervisor desktop login/logout using desktop virtualization.		Passed	
UC861CF.VXC.055	CTI OS Supervisor Agent Desktop Login/Logout in VXI Environment with Cisco VXC (ICA) Clients	Verifies Cisco supervisor desktop login/logout using desktop virtualization.		Passed	
UC861CF.VXC.056	CTI OS Supervisor Barge-in of a regular CVP Post-Route SIP Call in a VXI (PCoIP) Environment	Verifies supervisor barge-in of a Unified CVP post-route SIP call flow.		Passed	
UC861CF.VXC.057	CTI OS Supervisor Barge-in of Regular Unified CVP Post-Route SIP Call in VXI (ICA) Environment	Verifies supervisor barge-in of a Unified CVP post-route SIP call flow.		Passed	
UC861CF.VXC.058	Agent Chat with Agent on Cisco VXC Components with PCoIP Protocol in Unified CVP Post-Route Environment	Verifies supervisor barge-in of a Unified CVP post-route SIP call flow.		Passed	
UC861CF.VXC.059	Call Data Verification on Blind Transfer of Unified CVP Post-Route SIP Call by CTI OS Agent to CTI OS Agent on Cisco VXC Components with PCoIP Protocol	Verifies call data verification of a blind transferred Unified CVP post-route SIP call flow with a CTI OS PCoIP desktop.		Passed	

ID	Case Title	Description	Call Component Flow	Status	Defects
UC861CF.VXC.060	Call Data Verification on Consult Transfer of Unified CVP Post-Route SIP Call by CTI OS Agent to CTI OS Agent on Cisco VXC Components with PColP Protocol	Verifies call data verification of a consult transferred Unified CVP post-route SIP call flow with a CTI OS PColP desktop.		Passed	
UC861CF.VXC.061	Call Data Verification on Ad Hoc Conference of Unified CVP Post-Route SIP Call by CTI OS Agent to CTI OS Agent on Cisco VXC Components with PColP Protocol	Verifies call data verification of an ad hoc conference of Unified CVP post-route SIP call flow with a CTI OS PColP desktop.		Passed	
UC861CF.VXC.062	Unified CM Based Silent Monitoring of Unified CVP Post-Route SIP Call with CTI OS Agents on Cisco VXC Components with PColP Protocol	Verifies Unified CM based silent monitoring of Unified CVP post-route SIP call flow with a CTI OS PColP desktop.		Passed	
UC861CF.VXC.063	Unified CM Based Silent Monitoring of a CVP Post-Route SIP Call with CTI OS Agents on Cisco VXC Components with ICA Protocol	Verifies Unified CM based silent monitoring of Unified CVP post-route SIP call flow in ICA environment.		Passed	
UC861CF.VXC.064	Supervisor Intercept of Monitored Regular Unified CVP Post-Route SIP Call in VXi (PCoIP) Environment with CTI OS Agent Desktop	Verifies supervisor intercept of a Unified CM based silent monitoring Unified CVP post-route SIP call flow in PColP environment.		Passed	

ID	Case Title	Description	Call Component Flow	Status	Defects
UC861CF.VXC.065	Blind Transfer of Unified CVP Post-Route H.323 Call by CTI OS Agent to CTI OS Agent on Cisco VXC Components with PColP Protocol	Verifies blind transfer of Unified CVP post-route H.323 call flow on a CTI OS agent desktop with PColP desktop virtualization.		Passed	
UC861CF.VXC.066	Ad Hoc Conference of Unified CVP Post-Route H.323 Call by CTI OS Agent with SCCP Phone to Agent Using SIP IP Phone in Same Unified CM Cluster	Verifies ad hoc conference of a Unified CVP post-route SIP call on a CTI OS agent desktop with PColP desktop virtualization.		Passed	
UC861CF.VXC.067	Call Data Verification on a Blind Transfer of Unified CVP Post-Route H.323 Call by CTI OS Agent to CTI OS Agent on Cisco VXC Components with PColP Protocol	Verifies call data verification of a blind transferred Unified CVP post-route H.323 call flow in PColP Cisco VXC environment.		Passed	
UC861CF.VXC.068	Call Data Verification on Consult Transfer of Unified CVP Post-Route H.323 Call by CTI OS Agent to CTI OS Agent on Cisco VXC Components with PColP Protocol	Verifies call data verification of a consult transferred CVP post-route H.323 call flow with a CTI OS PColP desktop.		Passed	
UC861CF.VXC.069	Call Data Verification on Ad Hoc Conference of Unified CVP Post-Route H.323 Call by CTI OS Agent to CTI OS Agent in VXi PColP Environment	Verifies call data verification of an ad hoc conference of Unified CVP post-route H.323 call flow with a CTI OS PColP desktop.		Passed	

ID	Case Title	Description	Call Component Flow	Status	Defects
UC861CF.VXC.070	Unified CM Based Silent Monitoring of Unified CVP Post-Route H.323 Call with CTI OS Agents on Cisco VXC Components with PColP Protocol	Verifies Unified CM based silent monitoring of CVP post-route H.323 call flow with a CTI OS PColP desktop.		Passed	
UC861CF.VXC.071	Unified CM based Silent Monitoring of Unified CVP Post-Route H.323 Call with CTI OS Agents on Cisco VXC Components with ICA Protocol	Verifies Unified CM based silent monitoring of CVP post-route H.323 call flow in an ICA environment.		Passed	
UC861CF.VXC.072	Supervisor Intercept of Monitored Regular Unified CVP Post-Route H.323 Call in a VXi (PCoIP) Environment with CTIOS Agent Desktop	Verifies supervisor intercept of a Unified CM based silent monitoring Unified CVP post-route H.323 call flow in PColP environment.		Passed	
UC861CF.VXC.073	Unified CCE with Unified CM: Unified CM Peripheral Gateway Failure and Recovery	Verifies Unified CVP post-route SIP call flow with Unified CM peripheral gateway failure and recovery in a Cisco VXC PColP environment.		Passed	
UC861CF.VXC.074	Unified CCE with Unified CVP: CTI Server Failure and Recovery	Verifies Unified CVP post-route SIP call flow with CTI server failure and recovery.		Passed	
UC861CF.VXC.075	Unified CCE with Unified CVP: Active Unified CCE Rogger Failure and Recovery	Verifies Unified CVP post-route SIP call flow with active Unified CCE Rogger failure and recovery in Cisco VXC PColP environment.		Passed	

ID	Case Title	Description	Call Component Flow	Status	Defects
UC861CF.VXC.076	Unified CCE with Unified CVP: VRU Peripheral Gateway Failure and Recovery	Verifies Unified CVP post-route SIP call flow with VRU peripheral gateway fail over and recovery.		Passed	
UC861CF.VXC.077	Silent Monitoring of Unified CVP Post-Route SIP Ad Hoc Conference Call Flow with Active Unified CCE Rogger Failure and Recovery	Verifies silent monitoring of a Unified CVP post-route SIP conference call flow with active Unified CCE Rogger failure and recovery in a Cisco VXC PCoIP environment.		Passed	

Project Features Tested	Total Test Cases		Passed		Passed with Exception		Failed	
	Number	%	Number	%	Number	%	Number	%
Unified CM Post-Routed ICT Calls Across GTK Controlled H.225 Trunk	9	15%	9	100%	0	0%	0	0%
Unified CM Post-Routed ICT Calls Across SIP Trunk	8	13%	8	100%	0	0%	0	0%
Unified CM Post-Routed ICT with Mobile Agents	1	2%	1	100%	0	0%	0	0%
Unified CCX Parent/Child Basic Call	2	3%	2	100%	0	0%	0	0%
Cisco MediaSense	13	21%	13	100%	0	0%	0	0%
Cisco Unified Operations Manager	14	23%	13	93%	1	7%	0	0%
Agent Greeting	4	6%	4	100%	0	0%	0	0%
Agent Greeting with Whisper Announcement	7	11%	7	100%	0	0%	0	0%
Cisco Unified Intelligence Center	4	6%	4	100%	0	0%		
	62	100%	61	98%	1	2%	0	0%