

Samwin contact center suite

>> PBX Certification – Innovaphone v7

Test Environment

	Vendor	Product	Release
PBX 1	Innovaphone	IP800	V7 hotfix21
TAPI	Innovaphone	TSP	V7 build 7531
Phone	Innovaphone	IP200	V7 hotfix21

Test Cases

Description		Comment	Pass
1. External directory number			
Reachability			OK
CallerID signaling at operator			OK
ConnectedID signaling in routing trace			OK
Two-way audio			OK
2. Internal directory number			
Reachability			OK
CallerID signaling at operator			OK
ConnectedID signaling			OK
Two-way audio			OK
3. Outbound internal call			
Reachability			OK
CallerID signaling at callee			OK
Two-way audio			OK
4. Outbound external call			
Reachability			OK
CallerID signaling at callee			OK

Two-way audio			OK
5. Outbound internal call disconnect			
Cleanup at operator			OK
Cleanup at callee			OK
6. External transferee, external transfer target, consultation			
Correct CallerID signaling at transfer target before completing transfer			OK
Two-way audio during connected consultation			OK
Correct CallerID signaling at transfer target after completing transfer			OK
Two-way audio after completing transfer			OK
7. External transferee, internal transfer target, consultation			
Correct CallerID signaling at transfer target before completing transfer			OK
Two-way audio during connected consultation			OK
Correct CallerID signaling at transfer target after completing transfer			OK
Two-way audio after completing transfer			OK
8. Internal transferee, external transfer target, consultation			
Correct CallerID signaling at transfer target before completing transfer			OK
Two-way audio during connected consultation			OK
Correct CallerID signaling at transfer target after completing transfer			OK
Two-way audio after completing transfer			OK
9. Internal transferee, internal transfer target, consultation			
Correct CallerID signaling at transfer target before completing transfer			OK
Two-way audio during connected consultation			OK

Correct CallerID signaling at transfer target after completing transfer			OK
Two-way audio after completing transfer			OK
10. External transferee, external transfer target, half-blind			
Correct CallerID signaling at transfer target before completing transfer			OK
Correct CallerID signaling at transfer target after completing transfer			OK
Two-way audio after completing transfer			OK
11. External transferee, internal transfer target, half-blind			
Correct CallerID signaling at transfer target before completing transfer			OK
Correct CallerID signaling at transfer target after completing transfer			OK
Two-way audio after completing transfer			OK
12. Internal transferee, external transfer target, half-blind			
Correct CallerID signaling at transfer target before completing transfer			OK
Correct CallerID signaling at transfer target after completing transfer			OK
Two-way audio after completing transfer			OK
13. Internal transferee, internal transfer target, half-blind			
Correct CallerID signaling at transfer target before completing transfer			OK
Correct CallerID signaling at transfer target after completing transfer			OK
Two-way audio after completing transfer			OK
14. External transferee, external transfer target, blind			
Correct CallerID signaling at transfer target			OK
Two-way audio after completing transfer			OK

15. External transferee, internal transfer target, blind			
Correct CallerID signaling at transfer target			OK
Two-way audio after completing transfer			OK
16. Internal transferee, external transfer target, blind			
Correct CallerID signaling at transfer target			OK
Two-way audio after completing transfer			OK
17. Internal transferee, internal transfer target, blind			
Correct CallerID signaling at transfer target			OK
Two-way audio after completing transfer			OK
18. Busy signaling			
Correct signaling of busy on outbound calls at operator (audio, visual)			OK
Correct signaling of busy on blind transfer falling back			OK
19. Inbound diversions			
Correct signaling of CFWD Unconditional to SAMwin			OK
Correct signaling of CFWD No Answer to SAMwin			OK
Correct signaling of CFWD Busy to SAMwin			OK
Correct signaling of two-hop CFWD Unconditional/Unconditional to SAMwin			OK
Correct signaling of two-hop CFWD Unconditional/ No Answer to SAMwin			OK
Correct signaling of two-hop CFWD Unconditional/ Busy to SAMwin			OK
20. Outbound diversions			
Correct signaling of CFWD Unconditional of callee to second extension			OK
Correct signaling of CFWD No Answer of callee			OK

to second extension			
Correct signaling of CFWD Busy of callee to second extension			OK
21. Rebound diversions on outbound calls			
Correct signaling of CFWD Unconditional of callee to SAMwin			OK
Correct signaling of CFWD Busy of callee to SAMwin			OK
22. Rebound diversions on blind transferred calls			
Correct signaling of CFWD Unconditional of callee to SAMwin			OK
Correct signaling of CFWD Busy of callee to SAMwin			OK
23. Peer telephony features on outbound calls			
Correct signaling of call transferred from callee to second extension, at SAMwin			OK
Two-way audio after transfer			OK
On-hold music after on-hold at callee			OK
On-hold music during consultation at callee while transferring			OK
Two-way audio after unhold			OK
Park music after park at callee			OK
Two-way audio after retrieving from park			OK
24. Long call durations			
Two-way audio connection on outbound internal call for 5 minutes			OK
Two-way audio connection on outbound external call for 5 minutes			OK
Two-way audio connection on inbound internal call for 5 minutes			OK
Two-way audio connection on inbound external			OK

call for 5 minutes			
25. Codec negotiation			
Renegotiation from G.711 to G.729			OK
26. TAPI monitoring			
Monitor alerting extension			OK
Monitor connected extension with connection target CallerID			OK
Monitor connected extension getting idle			OK
Monitor non-forwarded idle extension getting call forwarded			OK
Monitor call forwarded extension getting forward cleared			OK
Check if extension forward state is retrieved after service start			OK
27. TAPI control			
Set extension call forward and test forward			OK
Clear extension call forward and test forward			OK
Call in to TAPI console and disconnect at alerting			OK
Call in to TAPI console, connect, test two-way audio, and disconnect			OK
Call out from TAPI console and disconnect at alerting			OK
Call out from TAPI console, connect, test two-way audio, and disconnect			OK
28. SIP/CTI TR87 monitoring			
Monitor alerting extension			N.A.
Monitor connected extension with connection target CallerID			N.A.
Monitor connected extension getting idle			N.A.
Monitor non-forwarded idle extension getting			N.A.

call forwarded			
Monitor call forwarded extension getting forward cleared			N.A.
Check if extension forward state is retrieved after service start			N.A.
29. SIP/CTI TR87 control			
Set extension call forward and test forward			N.A.
Clear extension call forward and test forward			N.A.
Call in to TAPI console and disconnect at alerting			N.A.
Call in to TAPI console, connect, test two-way audio, and disconnect			N.A.
Call out from TAPI console and disconnect at alerting			N.A.
Call out from TAPI console, connect, test two-way audio, and disconnect			N.A.
30. DTMF detection			
Call SAMwin IVR and test detection of tones 0-9 and * and #			OK
31. Standby configuration			
Hot standby			N.A.
Fallback to regular extension			N.A.
32. Self calling			
Make inter-position call between two agents, connect, drop at calling agent			OK
Make inter-position call between two agents, connect, drop at called agent			OK