**SAMwin**

# Samwin contact center suite

**>>** PBX Certification – Innovaphone v8

## Test Environment

| | Vendor | Product | Release |
|---|---|---|---|
| **PBX 1** | Innovaphone | IP800 | V8 hotfix8 |
| **TAPI** | Innovaphone | TSP | V8 build 8058 |
| **Phone** | Innovaphone | IP200 | V8 hotfix8 |

## 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 |

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| 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 |

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| 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 |

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| 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 |

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| 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 CallerdID | | | 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 CallerdID | | | N.A. |
| Monitor connected extension getting idle | | | N.A. |
| Monitor non-forwarded idle extension getting | | | N.A. |

| | | | |
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| 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 |