



CCNA

Converged Communication Network Applications Pty Ltd

Communication Framework Test Plan

Patent Pending, Patent Application No. 2009904883

Version 1.3

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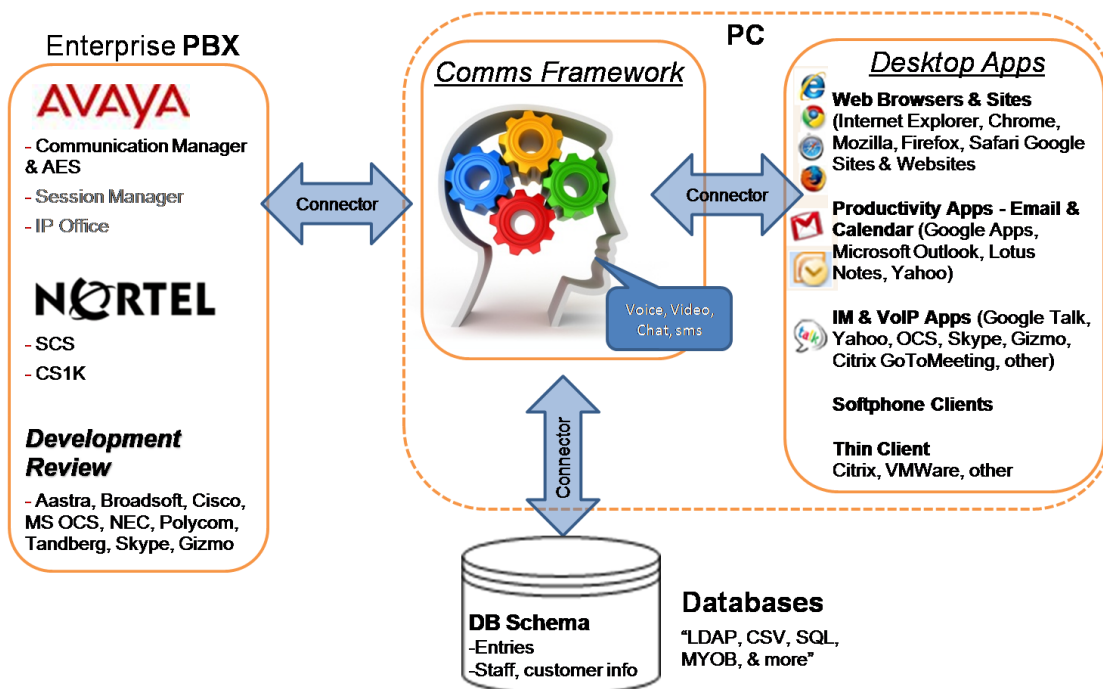
Introduction

This document describes the operational testing and evaluation of CCNA's Communication Framework Desktop Client Application within your organisation:

1. Telephony System (PBX)
2. Directory Services Database (Database or Web Server)
3. Desktops

Functional testing is based on the level of integration with the customers PBX which is either

- Outbound Services (Basic Web Services Integration)
- Inbound and Outbound Services (CTI Based Integration)





Pre Requisites

To ensure successful and effective testing with minimal delays, the following information should be supplied as well as a test environment consisting of PCs and users to evaluate Communication Frameworks functionality

Data Collection:

Desktop Requirements	Customer Input
OS and Service Packs	
Java Version	Requires 1.6 or higher

PBX Requirements	Customer Input
PBX Vendor	Avaya, Cisco, Nortel
Connection Type	Web service, CTI server, SIP messaging, other
IP Address	
Port Number	
CTI Server IP Address	
CTI Server Name	
CTI Server Port Number	
CTI Connection Name	
Login Name	
Password	

Database or Web Server	Customer Input
Type of Database or Web Server	
IP Address	
Distinguished Names	
DB Authentication	
Login Name	
Password	



Test Scenarios

This section outlines 6 areas of testing by\with the customer. The functional areas of testing include:

1. General Operation
2. Contact Search
3. Outbound Communications
4. Inbound Communications
5. Application Aggregation
6. Gadgets

Each testing section should be evaluated using the description results below. Additional information regarding testing should be add to the next section “Test Results and Comments”

Result	Result Description
PASS	The feature works as expected
FAIL	The feature does not work as expected
N/A	Not Available to test/Not test has executed
ERROR	The feature does not work as expected, comments provided in section 3
PSTN	Numbers on public switch network, tests are carried out both land-lines and mobile.

ID	Description	Result
1	Communication Framework General Operations	
1.1	Initialisation	
1.2	Initial Registration	
1.3	Import Contacts	
1.4	Add, clear, edit users	
1.5	Users Settings. Transparency, CF to foreground on Copy, Name, Extension Number, digit for an outside line	
1.6	Copying information (Names, email addresses, Phone numbers) to Communication Framework from, Microsoft applications (Word, excel, Outlook, Sharepoint, email application, Web browser, Instant Messaging Application, other	

ID	Description	Result	Benefit
2	Contact Search		
2.1	Search a local Contact within Communication Framework		Time it took before and after to perform Search
2.2	Search a Contact from your Corporate Directory from Communication Framework		Time it took before and after to perform Search

ID	Description	Result	Benefit
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3		Outbound Communication Functions	
3.1	Dial via a phone number. Local, std and international. Also include operator		Time it took before and after to dial a phone number
3.2	Dial from Directory search (double click on number)		Time it took before and after to dial a phone number
3.3	Dial from application menu (Outlook, IE)		Time it took before and after to dial a phone number
3.4	Dial via Hyperlink (<a href="mailto:callto://<number/>">callto://<number/>) (could be embedded in an email, email signature, web site other)		Time it took before and after to dial a phone number
3.5	Transfer, Conference, Hang-up (Any functions that require call states require CTI Integration. This includes hang-up)		Time it took before and after to transfer, conference a user

ID	Description	Result
4		
Application Aggregation		
4.1	Launch a 3 rd party application after the call. i.e. Launch Skype Video once the Audio call has been established	

ID	Description	Result
5		
Inbound Communication Functions (Requires CTI Integration)		
5.1	CTI pop of calling number	
5.2	Resolution of incoming CLI to a name	
5.3	Google Pop of previous email correspondence from calling party	
5.4	Pass CLI and resolved name of CLI to 3 rd party application	

Within the Gadget Section of Communication Framework, Gadgets can be created by the customer, Reseller, a vendor or CCNA to provide additional value between the Communication Framework application and the organisation applications. Examples include:

- Skype Video call (Muted mode)
- Rostering or database lookup – Search for a user/customer etc via Communication Framework, press the enterprise gadget which shall pass the users details to the application and launch the application with prefilled and search information
- Any enterprise application can be integrated to Communication Framework to increase operational efficiency and user productivity



Test Results and Comments

Please comment on an areas of concern or feature improvement you have for Communication Framework to add further value to your organisation

ID	Comments

Signoff

Customer

Tester

Name: _____

Name: _____

Date: / /

Date: / /