Alcatel·Lucent
Certified Application

Alcatel-Lucent Application Partner Program Inter-Working Report

**Partner: GT2F
Application type: Metering application
Application name: Globaltax GTV2
Alcatel-Lucent Platform: OmniPCX Office**

The product and release listed have been tested with the Alcatel-Lucent Communication Platform and the release specified hereinafter. The tests concern only the inter-working between the AAPP member's product and the Alcatel-Lucent Communication Platform. The inter-working report is valid until the AAPP member's product issues a new major release of such product (incorporating new features or functionality), or until Alcatel-Lucent issues a new major release of such Alcatel-Lucent product (incorporating new features or functionalities), whichever first occurs.

Certification overview

Date of the certification	April 2012

Alcatel-Lucent's representative	Jean-Charles Bernard
AAPP member representative	Ivan WAWRZYNIAK

Alcatel-Lucent Communication Platform	OmniPCX Office
Alcatel-Lucent Communication Platform release	R8.1
AAPP member application release	R1.3
Application Category	Accounting

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Reviewer(s): Denis Lienhart

Revision History

Edition 1: creation of the document – *April 2012*
Edition 2: extension to OXO R9.0 – *January 2013*

Test results

☑ Passed　　　　　　　☐ Refused　　　　　　　☐ Postponed

☐ Passed with restrictions

Refer to the section 5 for a summary of the test results.

IWR validity extension

The validity of this IWR has been extended to the following software releases/products:
- OmniPCX Office Release 9.0 – *January 2013*

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1 Introduction

This document is the result of the certification tests performed between the AAPP member's application and Alcatel-Lucent's platform.

It certifies proper inter-working with the AAPP member's application.

Information contained in this document is believed to be accurate and reliable at the time of printing. However, due to ongoing product improvements and revisions, Alcatel-Lucent cannot guarantee accuracy of printed material after the date of certification nor can it accept responsibility for errors or omissions. Updates to this document can be viewed by Business Partners on the Technical Support page of the Enterprise Business Portal (https://businessportal.alcatel-lucent.com) in the Application Partner Interworking Reports corner.

2 Validity of the InterWorking Report

This InterWorking report specifies the products and releases which have been certified.

This inter-working report is valid unless specified until the AAPP member issues a new major release of such product (incorporating new features or functionalities), or until Alcatel-Lucent issues a new major release of such Alcatel-Lucent product (incorporating new features or functionalities), whichever first occurs.

A new release is identified as following:
- a Major Release" is any x. enumerated release. Example Product 1.0 is a major product release.
- a "Minor Release" is any x.y enumerated release. Example Product 1.1 is a minor product release

The validity of the InterWorking report can be extended to upper major releases, if for example the interface didn't evolve, or to other products of the same family range. Please refer to the "IWR validity extension" chapter at the beginning of the report.

Note: *The InterWorking report becomes automatically obsolete when the mentioned product releases are end of life.*

3 Limits of the Technical support

Technical support will be provided only in case of a <u>valid InterWorking Report</u> (see chapter 2 "Validity of the InterWorking Report) and in the scope of the features which have been certified. That scope is defined by the InterWorking report via the tests cases which have been performed, the conditions and the perimeter of the testing as well as the observed limitations. All this being documented in the IWR. The certification does not verify the functional achievement of the AAPP member's application as well as it does not cover load capacity checks, race conditions and generally speaking any real customer's site conditions.

Any possible issue will require first to be addressed and analyzed by the AAPP member before being escalated to Alcatel-Lucent.

For any request outside the scope of this IWR, Alcatel-Lucent offers the "On Demand Diagnostic" service where assistance will be provided against payment.

For more details, please refer to Appendix F "AAPP Escalation Process".

3.1 Case of additional Third party applications

In case at a customer site an additional third party application NOT provided by Alcatel-Lucent is included in the solution between the certified Alcatel-Lucent and AAPP member products such as a Session Border Controller or a firewall for example, Alcatel-Lucent will consider that situation as to that where no IWR exists. Alcatel-Lucent will handle this situation accordingly (for more details, please refer to Appendix F "AAPP Escalation Process").

4 Application information

Application type:	Call Accounting
Application commercial name:	Globaltax GTV2
Application version:	v1.3
Interface type:	CDR/V24 & CDR/IP
Interface version (if relevant):	NA

Brief application description:

GlobalTax is the most affordable communications management solution. It can be deployed in any kind of company (monosite or multisites). GlobalTax installs quickly and easily. Various report styles are available to answer to the users needs: graphical, detail, summary... All reports can be scheduled and sent directly by E-mail or generate document as HTML, EXCEL or PDF files ! Multi-user access is also included: authorized managers can access reports at any time from their own desktop computer by installing the GT-STATS module (remote view of the database).

Figure 1 Global architecture
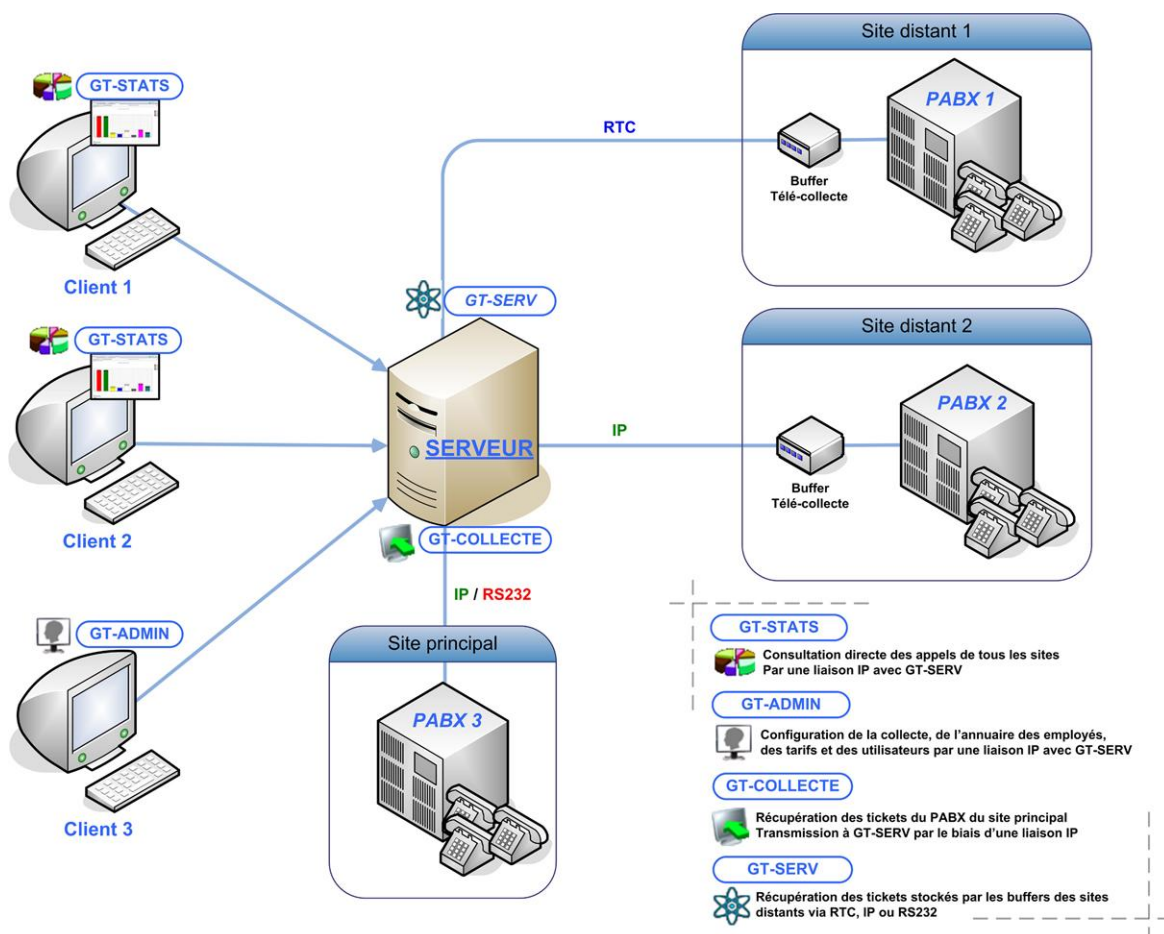
5 Summary of test results

5.1 Summary of problems

None

5.2 Summary of limitations

None

5.3 Notes, remarks

None

6 Test Result Template

The results are presented as indicated in the example below:

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Test case 1** • Action • Expected result	☐	☒	☐	
2	**Test case 2** • Action • Expected result	☐	☒	☐	The application waits for PBX timer or phone set hangs up
3	**Test case 3** • Action • Expected result	☒	☐	☐	Relevant only if the CTI interface is a direct CSTA link
4	**Test case 4** • Action • Expected result	☐	☐	☒	No indication, no error message
…	…	☐	☐	☐	

Test Case Id: a feature testing may comprise multiple steps depending on its complexity. Each step has to be completed successfully in order to conform to the test.

Test Case: describes the test case with the detail of the main steps to be executed the <u>and the expected result</u>

N/A: when checked, means the test case is not applicable in the scope of the application

OK: when checked, means the test case performs as expected

NOK: when checked, means the test case has failed. In that case, <u>describe in the field "Comment" the reason for the failure and the reference number of the issue either on Alcatel-Lucent side or on AAPP member side</u>

Comment: to be filled in with any relevant comment. Mandatory in case a test has failed especially the reference number of the issue.

7 Test Results

7.1 Client Application connection check

Test Case Id	Test Case	N/A	OK	NOK	Comment
CIC101	Configure the use of a Proxy : Login & Password	☐	☒	☐	
CIC102	Configure HTTPS Proxy port 443 or 30443 : port 443 or Port 30443	☐	☒	☐	
CIC103	Configure different OXO IP addresses : 192.168.92.246 or 10.1.3.23 *Expected:* 192.168.92.246 or 10.1.3.23	☐	☒	☐	
CIC104	Configure the Symbolic name of OXO (DNS) : IACCESS	☐	☒	☐	
CIC105	Configure the URL of the CAP web server: 192.168.92.246 or 10.1.3.23	☐	☒	☐	
CIC106	Configure different Administrator passwords: 8 chars. Max. *Expected: Cancellation* ticket	☐	☒	☐	
CIC107	Client **must** accept auto certificate: Yes/No *Expected: Yes*	☐	☒	☐	
CIC108	HTTPS + persistent connection (HTTP 1.1): Yes/no *Expected: Yes*	☐	☒	☐	
CIC109	Client **must** accept HTTP cookies: Yes/no *Expected: Yes*	☐	☒	☐	
RESULT	**Client Application connection**	☐	☒	☐	

7.2 PBX MoIP ---> CMS (Appointment tickets)

Test Case Id	Test Case	N/A	OK	NOK	Comment
AOC101	Generate an appointment *Activation* ticket *Expected: Activation* ticket.	☒	☐	☐	
AOC102	Generate an appointment *Cancellation* ticket *Expected: Cancellation* ticket	☒	☐	☐	
AOC103	Generate an appointment *Failed* ticket	☒	☐	☐	

		N/A	OK	NOK	
	Expected: Failed ticket				
AOC104	Generate an appointment *Complete* ticket *Expected: Complete* ticket	☒	☐	☐	
RESULT	**Appointment tickets configuration**	☒	☐	☐	

7.3 PBX MoIP ---> CMS (Print non-answered IC calls tickets)

Test Case Id	Test Case	N/A	OK	NOK	Comment
MOC101	Check the "print non-answered IC calls" parameter. Make a non-answered IC call *Expected: A ticket is printed for the non-answered call*	☐	☒	☐	
MOC102	Check the "print non-answered IC calls" parameter. Make an answered IC call *Expected: A ticket is printed for the answered call*	☐	☒	☐	
MOC102	UNcheck the "print non-answered IC calls" parameter and make a non-answered IC call *Expected: No ticket is printed for the non-answered call*	☐	☒	☐	
MOC103	UNcheck the "print non-answered IC calls" parameter.and make an answered IC call *Expected: A ticket is printed for the answered call*	☐	☒	☐	
RESULT	**Print non-answered IC calls configuration**	☐	☒	☐	

7.4 PBX MoIP ---> CMS (Masking 4 lasts digits)

Test Case Id	Test Case	N/A	OK	NOK	Comment
STAT101	Check the "Masking 4 lasts digits" parameter. Make a call *Expected: The last 4 digits are masked.*	☐	☒	☐	
STAT102	UNcheck the "Masking 4 lasts digits" parameter. Make a call *Expected: The last 4 digits are displayed.*	☐	☒	☐	
RESULT	**Mask last 4 digits**	☐	☒	☐	

7.5 PBX MoIP --->CMS (Ticket buffer)

Test Case Id	Test Case	N/A	OK	NOK	Comment
WUP101	**Step 1.** Generate some calls without an active CMS session, **Step 2.** Open a CMS session and verify all tickets previously generated are collected by the CMS *Expected: All generated tickets are collected*	☐	☒	☐	
RESULT	Ticket buffer	☐	☒	☐	

7.6 PBX MoIP ---> CMS (Management of CALL TICKETS: Station Message Detail Records)

The following tests have been complied with a view to checking the CMS applications ability to read each of the different fields of the XML metering output.
They are not a test of the applications ability to process the collected metering output data. The 'Grey' field of of each Test indicates the field of the metering
Information under test.

7.6.1 Station Message Detail Records

Test 1: Outgoing call from extn. 100 to external no. 3699 for 38 sec. duration using **Manual dialing** and currency EUR

Call Type	Company	Initial User	User Type	UserID	Sub. Name	Comm. Type	Trunk Type	Trunk ID	Date	Time	Duration	Taxes	Service	Add_ Service	Dialed Number	Dialing Mode	Ring Duration	Cost	Carrier	NodeID	Currency
Call	Alcatel Telecom.		A	100	David Parsonsley	Outgoing	N	001	2006-06-27	13:42:00	00:00:38	0	ST	A	3699	M	00:00:00	0.00	M	2	EUR

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Management of CALL TICKETS: Station Message Detail Recording.**	☐	☒	☐	

Test 2: Outgoing call from extn. 128 to external no. 13013699 for 38 sec. duration using Redial dial

Call Type	Company	Initial User	User Type	UserID	Sub. Name	Comm. Type	Trunk Type	Trunk ID	Date	Time	Duration	Taxes	Service	Add_ Service	Dialed Number	Dialing Mode	Ring Duration	Cost	Carrier	NodeID	Currency

Call Type	Company	Initial User	User Type	UserID	Sub. Name	Comm. Type	Trunk Type	Trunk ID	Date	Time	Duration	Taxes	Service	Add_ Service	Dialed Number	Dialing Mode	Ring Duration	Cost	Carrier	NodeID	Currency
Call	Alcatel Telecom.		A	128	David Parsonsley	Outgoing	N	001	2006-06-27	13:42:00	00:00:38	0	ST	A	13013699	I	00:00:00	0.00	M	2	EUR

Test Case Id	Test Case	N/A	OK	NOK	Comment
2	**Management of CALL TICKETS: Station Message Detail Recording.**	☐	☒	☐	

Test 3: Outgoing call from extn. 128 to external no. 13013699 for 38 sec. Duration using Speed dialing

Call Type	Company	Initial User	User Type	UserID	Sub. Name	Comm. Type	Trunk Type	Trunk ID	Date	Time	Duration	Taxes	Service	Add_ Service	Dialed Number	Dialing Mode	Ring Duration	Cost	Carrier	NodeID	Currency
Call	Alcatel Telecom.		A	128	David Parsonsley	Outgoing	N	001	2006-06-27	13:42:00	00:00:38	0	ST	A	13013699	R	00:00:00	0.00	M	2	EUR

Test Case Id	Test Case	N/A	OK	NOK	Comment
3	**Management of CALL TICKETS: Station Message Detail Recording.**	☐	☒	☐	

Test 4: Basic call : **Incoming call** to extn. **128** from external no. **00390677142** (ring duration 3 seconds and call duration 38 seconds)

Call Type	Company	Initial User	User Type	UserID	Sub. Name	Comm. Type	Trunk Type	Trunk ID	Date	Time	Duration	Taxes	Service	Add_ Service	Dialed Number	Dialing Mode	Ring Duration	Cost	Carrier	NodeID	Currency
Call	Alcatel Telecom.	128	A	128	David Parsonsley	Incoming	N	001	2006-06-27	15:35:00	00:00:38	0	ST	A	00390677142	M	00:00:03	0.00	M	2	EUR

Test Case Id	Test Case	N/A	OK	NOK	Comment
4	**Management of CALL TICKETS: Station Message Detail Recording.**	☐	☒	☐	

Test 5: External diversion cancellation: Extn. 128 **cancels divert** to 00390677142

Call Type	Company	Initial User	User Type	User ID	Sub. Name	Com. Type	Trunk Type	Trunk ID	Date	Time	Duration	Taxes	Service	Add_Service	Dialed Number	Dialing Mode	Ring Duration	Cost	Carrier	Node ID	Currency
Call	Alcatel Telecom.		A	128	David Parsonsley	FacilityCancellation			2006-06-27	15:35:00	00:00:38	0	**	R	00390677142	M	00:00:03	0.00	M	2	EUR

Test Case Id	Test Case	N/A	OK	NOK	Comment
5	**Management of CALL TICKETS: Station Message Detail Recording.**	☐	☒	☐	

Test 6: Call to external diverted extension: local call to 220 and **call** is **external diverted** to 00390677142

Call Type	Company	Initial User	User Type	User ID	Sub. Name	Com. Type	Trunk Type	Trunk ID	Date	Time	Duration	Taxes	Service	Add_Service	Dialed Number	Dialing Mode	Ring Duration	Cost	Carrier	NodeID	Currency
Call	Alcatel Telecom.		A	220	David Parsonsley	OutgoingDiverted	N	001	2006-06-27	15:35:00	00:00:38	0	ST	RA	00390677142	M	00:00:03	0.00	M	2	EUR

Test Case Id	Test Case	N/A	OK	NOK	Comment
6	**Management of CALL TICKETS: Station Message Detail Recording.**	☐	☒	☐	

Test 7: Outgoing call from **ISDN T0**

Call Type	Company	Initial User	User Type	User ID	Sub. Name	Com. Type	Trunk Type	Trunk ID	Date	Time	Duration	Taxes	Service	Add_Service	Dialed Number	Dialing Mode	Ring Duration	Cost	Carrier	NodeID	Currency
Call	Alcatel Telecom.		A	128	David Parsonsley	OutgoingDiverted	N	001	2006-06-27	15:35:00	00:00:38	0	ST	A	00390677142	M	00:00:03	0.00	M	2	EUR

Test Case Id	Test Case	N/A	OK	NOK	Comment

		N/A	OK	NOK	
7	Management of CALL TICKETS: Station Message Detail Recording.	☐	☒	☐	

Test 8: Outgoing call from **ISDN T2**

Call Type	Company	Initial User	User Type	UserID	Sub. Name	Comm. Type	Trunk Type	Trunk ID	Date	Time	Duration	Taxes	Service	Add_Service	Dialed Number	Dialing Mode	Ring Duration	Cost	Carrier	NodeID	Currency
Call	Alcatel Telecom.		A	128	David Parsonsley	Outgoing	P	001	2006-06-27	15:35:00	00:00:38	0	ST	A	00390677142	M	00:00:03	0.00	M	2	EUR

Test Case Id	Test Case	N/A	OK	NOK	Comment
8	**Management of CALL TICKETS: Station Message Detail Recording.**	☒	☐	☐	T2 was not available for tests

Test 9: Outgoing call from **Analogue trunk**

Call Type	Company	Initial User	User Type	UserID	Sub. Name	Comm. Type	Trunk Type	Trunk ID	Date	Time	Duration	Taxes	Service	Add_Service	Dialed Number	Dialing Mode	Ring Duration	Cost	Carrier	NodeID	Currency
Call	Alcatel Telecom.		A	128	David Parsonsley	Outgoing	L	001	2006-06-27	15:35:00	00:00:38	0	ST	A	00390677142	M	00:00:03	0.00	M	2	EUR

Test Case Id	Test Case	N/A	OK	NOK	Comment
9	**Management of CALL TICKETS: Station Message Detail Recording.**	☐	☒	☐	

Test 10: Incoming call from **IP trunk (128 node 2 calls in 200 ' Fred jones' node 1)**

Call Type	Company	Initial User	User Type	UserID	Sub. Name	Comm. Type	Trunk Type	Trunk ID	Date	Time	Duration	Taxes	Service	Add_Service	Dialed Number	Dialing Mode	Ring Duration	Cost	Carrier	NodeID	Currency

Call Type	Company	Initial User	User Type	UserID	Sub. Name	Com.m. Type	Trunk Type	Trunk ID	Date	Time	Duration	Taxes	Service	Add_Service	Dialed Number	Dialing Mode	Ring Duration	Cost	Carrier	NodeID	Currency
Call	Alcatel Telecom.	220	A	200	Fred Jones	IncomingPrivate	V	001	2006-06-27	15:35:00	00:00:38	0	ST	A	128	M	00:00:03	0.00	P	1	EUR

Test Case Id	Test Case	N/A	OK	NOK	Comment
10	**Management of CALL TICKETS: Station Message Detail Recording.**	☐	☒	☐	

Test 11: Outgoing call via **IP trunk (220 ' David Jones 'node 1 calls 100 node 2)**

Call Type	Company	Initial User	User Type	UserID	Sub. Name	Com.m. Type	Trunk Type	Trunk ID	Date	Time	Duration	Taxes	Service	Add_Service	Dialed Number	Dialing Mode	Ring Duration	Cost	Carrier	NodeID	Currency
Call	Alcatel Telecom.		A	220	David Jones	OutgoingTransferPrivate	V	001	2006-06-27	15:35:00	00:00:38	0	ST	X	100	M	00:00:03	0.00	M	1	ERU

Test Case Id	Test Case	N/A	OK	NOK	Comment
11	**Management of CALL TICKETS: Station Message Detail Recording.**	☐	☒	☐	

Test 12: Break out call via **IP trunk (128 David Anderson node 2 calls 0390677142 via ISDN trunk belonging to node 1)**

(Two tickets are generated)

1st Ticket.

Call Type	Company	Initial User	User Type	UserID	Sub. Name	Com.m. Type	Trunk Type	Trunk ID	Date	Time	Duration	Taxes	Service	Add_Service	Dialed Number	Dialing Mode	Ring Duration	Cost	Carrier	NodeID	Currency
Call	Alcatel Telecom.		G		David Anderson	BreakOut	N	001	2006-06-27	15:35:00	00:00:38	0	ST	ST	00390677142	M	00:00:00	0.00	M		ERU

2nd Ticket.

Call Type	Company	Initial User	User Type	UserID	Sub. Name	Comm. Type	Trunk Type	Trunk ID	Date	Time	Duration	Taxes	Service	Add_Service	Dialed Number	Dialing Mode	Ring Duration	Cost	Carrier	NodeID	Currency
Call	Alcatel Telecom.		G		David Anderson	BreakIn	V	001	2006-06-27	15:35:00	00:00:38	0	ST		128	M	00:00:00	0.00	M		ERU

Test Case Id	Test Case	N/A	OK	NOK	Comment
12	**Management of CALL TICKETS: Station Message Detail Recording.**	☐	☒	☐	2 tickets , 128 to nothing and nothing to 0390677142

Test 13: Outgoing call with **Cost** and **currency CHF**

Call Type	Company	Initial User	User Type	UserID	Sub. Name	Comm. Type	Trunk Type	Trunk ID	Date	Time	Duration	Taxes	Service	Add_Service	Dialed Number	Dialing Mode	Ring Duration	Cost	Carrier	NodeID	Currency
Call	Alcatel Telecom.		A	128	David Parsonsley	Outgoing	N	001	2006-06-27	15:35:00	00:00:38	0	ST	A	00390677142	M	00:00:03	2.50	M	2	CHF

Test Case Id	Test Case	N/A	OK	NOK	Comment
13	**Management of CALL TICKETS: Station Message Detail Recording.**	☐	☒	☐	

Test 14: Outgoing **Voice call**

Call Type	Company	Initial User	User Type	UserID	Sub. Name	Comm. Type	Trunk Type	Trunk ID	Date	Time	Duration	Taxes	Service	Add_Service	Dialed Number	Dialing Mode	Ring Duration	Cost	Carrier	NodeID	Currency
Call	Alcatel Telecom.		A	123	David Parsonsley	Outgoing	N	001	2006-06-27	15:35:00	00:00:38	0	ST	A	00390677142	M	00:00:03	00.0	M	2	EUR

Test Case Id	Test Case	N/A	OK	NOK	Comment
14	**Management of CALL TICKETS: Station Message Detail Recording.**	☐	☒	☐	

Test 15: Outgoing **Data call**

Call Type	Company	Initial User	User Type	UserID	Sub. Name	Comm. Type	Trunk Type	Trunk ID	Date	Time	Duration	Taxes	Service	Add_ Service	Dialed Number	Dialing Mode	Ring Duration	Cost	Carrier	NodeID	Currency
Call	Alcatel Telecom.		A	123	David Parsonsley	Outging	N	001	2006-06-27	15:35:00	00:00:38	0	T+	A	00390677142	M	00:00:03	00.0	M	2	EUR

Test Case Id	Test Case	N/A	OK	NOK	Comment
15	**Management of CALL TICKETS: Station Message Detail Recording.**	☐	☒	☐	

Test 16: Incoming transferred call: External **Attendant call** to Operator (etn.220) who makes a **Supervised transfers** to extn.221

- Note: 2 tickets are generated

1st ticket

Call Type	Company	Initial User	User Type	UserID	Sub. Name	Comm. Type	Trunk Type	Trunk ID	Date	Time	Duration	Taxes	Service	Add_ Service	Dialed Number	Dialing Mode	Ring Duration	Cost	Carrier	NodeID	Currency
Call	Alcatel Telecom.	9	A	220	Operator	Incoming	N	001	2006-06-27	18:02:00	00:00:48	0	ST	A	00390677142	M	00:00:02	00.0	M	2	EUR

2nd ticket

Call Type	Company	Initial User	User Type	UserID	Sub. Name	Comm. Type	Trunk Type	Trunk ID	Date	Time	Duration	Taxes	Service	Add_ Service	Dialed Number	Dialing Mode	Ring Duration	Cost	Carrier	NodeID	Currency
Call	Alcatel Telecom.	9	A	221	Fred	Incoming teanster	N	001	2006-06-27	18:03:00	00:00:16	0	ST	X	00390677142	M	00:00:00	00.0	M	2	EUR

7.7 DISRUPTION OF THE LINK

Test Case Id	Test Case	N/A	OK	NOK	Comment
DIS101	Cut the ethernet link between CMS application interface and the OmniPCX Office. Generate some SMDR tickets like wake-up and call-tickets on OmniPCX Office side. Re-establish the link and verify that the events are taken into account on the CMS. *Expected: Buffered tickets should be collected*	☐	☒	☐	
DIS102	Power off the CMS interface (i.e. Power down the PC) and generate some events from the OmniPCX Office side. Restart the interface and verify that the events are sent and taken in consideration on the CMS side *Expected: Buffered tickets should be collected*	☐	☒	☐	
DIS103	If the CMS link is composed of several devices do the same tests by powering off and restarting separately the different devices. *Expected: Buffered tickets should be collected*	☐	☒	☐	
DIS104	Warm reset the OmniPCX Office and attempt a connection by the CMS. Verify the fail messages and all buffered SMDR are collected by the CMS when the OmniPCX is restarted Expected: Buffered tickets should be collected	☐	☒	☐	

8 Tests Scenarios (V24)

8.1 Client Application connection check

Step	Action / Requirement	N/A	Result	Origin of the problem	Comment
1	**V24 Configuration**		OK		
2	**CDR monitoring**		OK		Shows all CDRs from/to PBX

8.2 PBX ---> CMS (Print non-answered IC calls tickets)

Test Case Id	Test Case	N/A	OK	NOK	Comment
MOC101	Check the "print non-answered IC calls" parameter. Make a non-answered IC call *Expected: A ticket is printed for the non-answered call*	☐	☒	☐	
MOC102	Check the "print non-answered IC calls" parameter. Make an answered IC call *Expected: A ticket is printed for the non-answered call*	☐	☒	☐	
MOC103	UNcheck the "print non-answered IC calls" parameter and make a non-answered IC call *Expected: No ticket is printed for the non- answered call*	☐	☒	☐	
MOC10	UNcheck the "print non-answered IC calls" parameter.and make an answered IC call *Expected: ticket is printed for the answered call*	☐	☒	☐	
RESULT	Print non-answered IC calls configuration	☐	☒	☐	

8.3 PBX ---> CMS (Masking 4 lasts digits)

Test Case Id	Test Case	N/A	OK	NOK	Comment
STAT101	Check the "Masking 4 lasts digits" parameter. Make a call *Expected: The last 4 digits are masked.*	☐	☒	☐	Aurenz's recommandations is to use application's options.
STAT102	UNcheck the "Masking 4 lasts digits" parameter. Make a call *Expected: The last 4 digits are masked.*	☐	☒	☐	Aurenz's recommandations is to use application's options.
RESULT	Mask last 4 digits	☐	☒	☐	

8.4 PBX--->CMS

Test Case Id	Test Case	N/A	OK	NOK	Comment
WUP101	**Step 1.** Generate some calls without an active CMS session,	☐	☒	☐	

	Step 2. Open a CMS session and verify all tickets previously generated are collected by the CMS *Expected: All generated tickets are collected*				
RESULT **Ticket buffer**		☐	☒	☐	

8.5 PBX ---> CMS (Management of CALL TICKETS: Station Message Detail Records)

The following tests have been complied with a view to checking the CMS applications ability to read each of the different fields of metering output.

They are not a test of the applications ability to process the collected metering output data

8.5.1 Station Message Detail Records

Test 1: Outgoing call from extn. 100 to external no. 3699 for 38 sec. duration using **Manual dialing** and currency EUR

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Management of CALL TICKETS: Station Message Detail Recording.**	☐	☒	☐	

Test 2: Outgoing call from extn. 128 to external no. 13013699 for 38 sec. duration using Redial dial

Test Case Id	Test Case	N/A	OK	NOK	Comment
2	**Management of CALL TICKETS: Station Message Detail Recording.**	☐	☒	☐	

Test 3: Outgoing call from extn. 128 to external no. 13013699 for 38 sec. Duration using Speed dialing

Test Case Id	Test Case	N/A	OK	NOK	Comment
3	**Management of CALL TICKETS: Station Message Detail Recording.**	☐	☒	☐	

Test 4: Basic call: **Incoming call** to extn. **128** from external no. **00390677142** (ring duration 3 seconds and call duration 38 seconds)

Test Case Id	Test Case	N/A	OK	NOK	Comment
4	**Management of CALL TICKETS: Station Message Detail Recording.**	☐	☒	☐	

Test 5: External diversion cancellation: Extn. 128 **cancels** **divert** to 00390677142

Test Case Id	Test Case	N/A	OK	NOK	Comment
5	**Management of CALL TICKETS: Station Message Detail Recording.**	☐	☒	☐	

Test 6: Call to external diverted extension: local call to 220 and **call** is **external diverted** to 00390677142

Test Case Id	Test Case	N/A	OK	NOK	Comment
6	**Management of CALL TICKETS: Station Message Detail Recording.**	☐	☒	☐	

Test 7: Outgoing call from **ISDN T0**

Test Case Id	Test Case	N/A	OK	NOK	Comment
7	**Management of CALL TICKETS: Station Message Detail Recording.**	☐	☒	☐	

Test 8: Outgoing call from **ISDN T2**

Test Case Id	Test Case	N/A	OK	NOK	Comment
8	**Management of CALL TICKETS: Station Message Detail Recording.**	☒	☐	☐	T2 was not available for tests

Test 9: Outgoing call from **Analogue trunk**

Test Case Id	Test Case	N/A	OK	NOK	Comment
9	**Management of CALL TICKETS: Station Message Detail Recording.**	☐	☒	☐	

Test 10 Incoming call from **IP trunk (I28 node 2 calls in 200 ' Fred jones' node 1)**

Test Case Id	Test Case	N/A	OK	NOK	Comment
10	**Management of CALL TICKETS: Station Message Detail Recording.**	☐	☒	☐	

Test 11: Outgoing call via **IP trunk (220 ' David Jones 'node 1 calls 100 node 2)**

Test Case	Test Case	N/A	OK	NOK	Comment

Id					
11	**Management of CALL TICKETS: Station Message Detail Recording.**	☐	☒	☐	See as internet call with duration , caller and called

Test 12: Break out call via **IP trunk (128 David Anderson node 2 calls 0390677142 via ISDN trunk belonging to node 1)**

Test Case Id	Test Case	N/A	OK	NOK	Comment
12	**Management of CALL TICKETS: Station Message Detail Recording.**	☐	☒	☐	

Test 13: Outgoing call with **Cost** and **currency CHF**

Test Case Id	Test Case	N/A	OK	NOK	Comment
13	**Management of CALL TICKETS: Station Message Detail Recording.**	☐	☒	☐	

Test 14: Outgoing **Voice call**

Test Case Id	Test Case	N/A	OK	NOK	Comment
14	**Management of CALL TICKETS: Station Message Detail Recording.**	☐	☒	☐	

Test 15: Outgoing **Data call**

Test Case Id	Test Case	N/A	OK	NOK	Comment
15	**Management of CALL TICKETS: Station Message Detail Recording.**	☐	☒	☐	

Test 16: Incoming transferred call: External **Attendant call** to Operator (etn.220) who makes a **Supervised transfers** to extn.221

- Note: 2 tickets are generated

Test Case Id	Test Case	N/A	OK	NOK	Comment
16	**Management of CALL TICKETS: Station Message Detail Recording.**	☐	☒	☐	

8.6 DISRUPTION OF THE LINK

Test Case Id	Test Case	N/A	OK	NOK	Comment
DIS101	Cut the V24 link between CMS application interface and the OmniPCX Office. Generate some tickets like call-tickets on OmniPCX Office side. Re-establish the link and verify that the events are taken into account on the CMS. *Expected : Buffered tickets should be collected*	☐	☒	☐	
DIS102	Power off the CMS interface (i.e. Power down the PC) and generate some events from the OmniPCX Office side. Restart the interface and verify that the events are sent and taken in consideration on the CMS side *Expected: Buffered tickets should be collected*	☐	☒	☐	

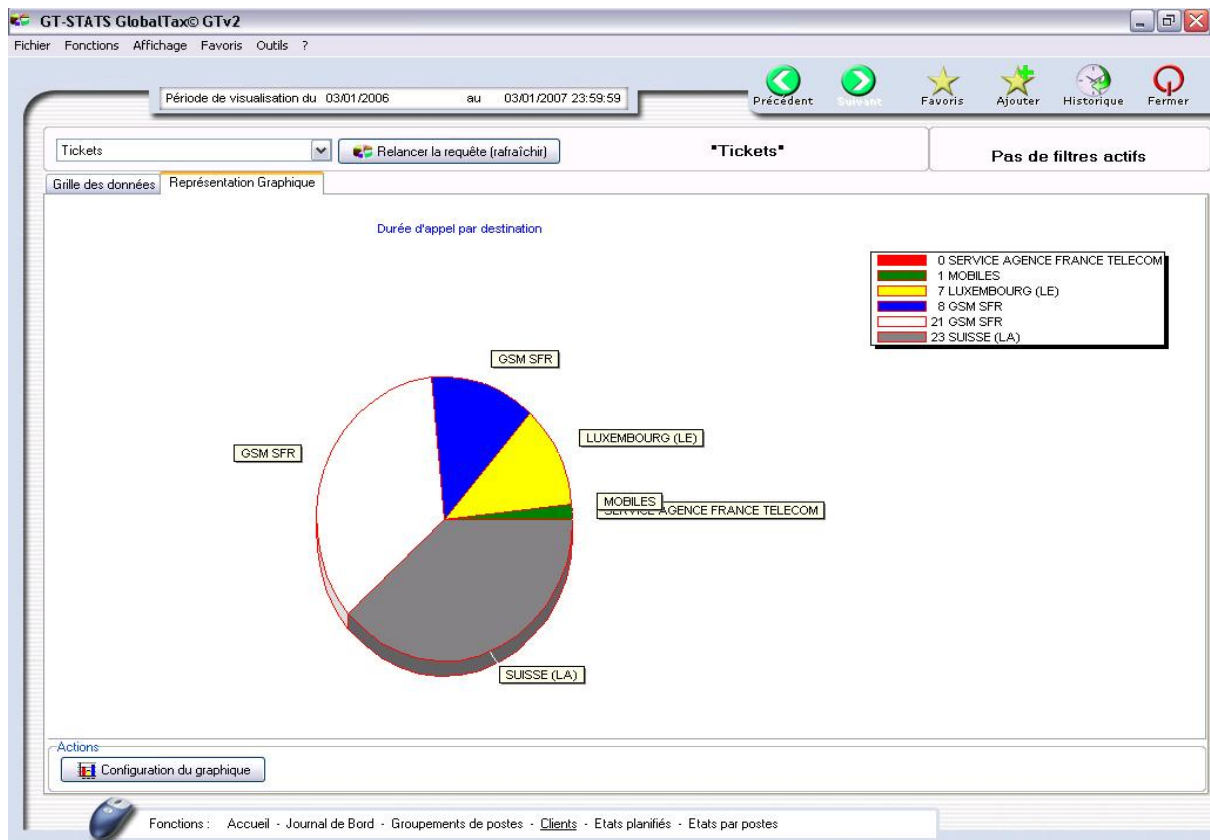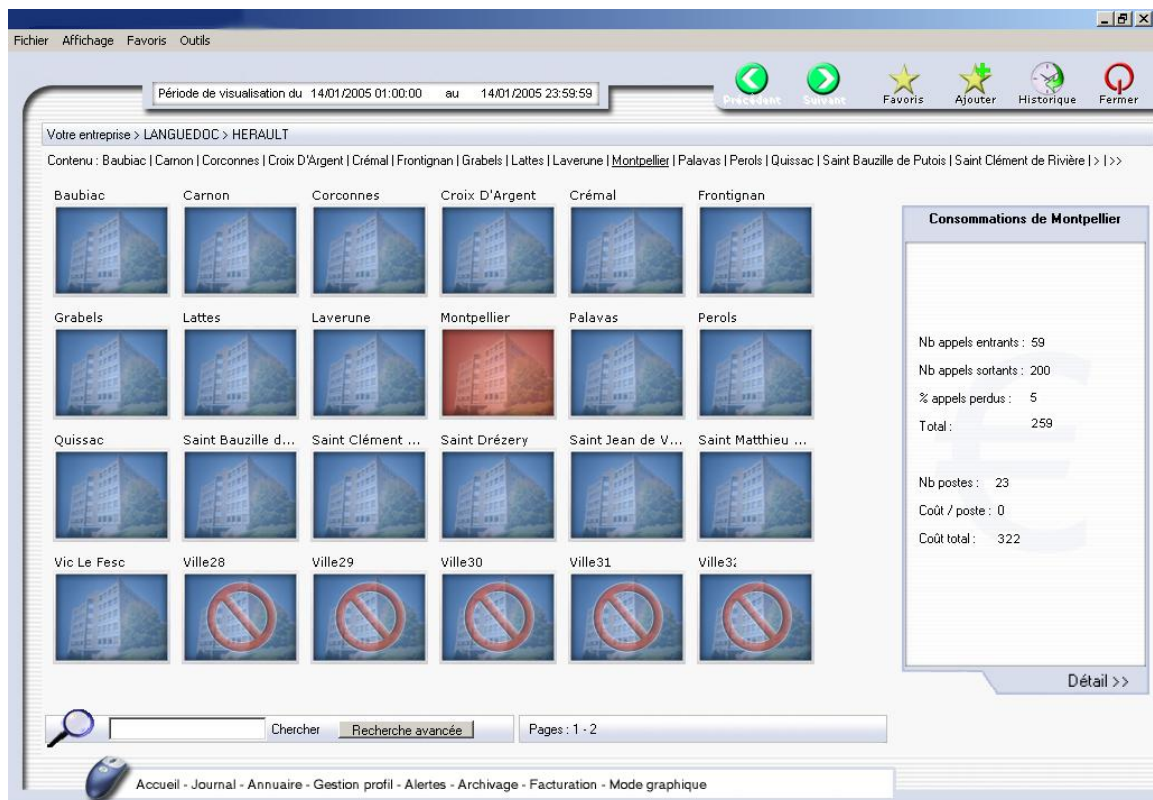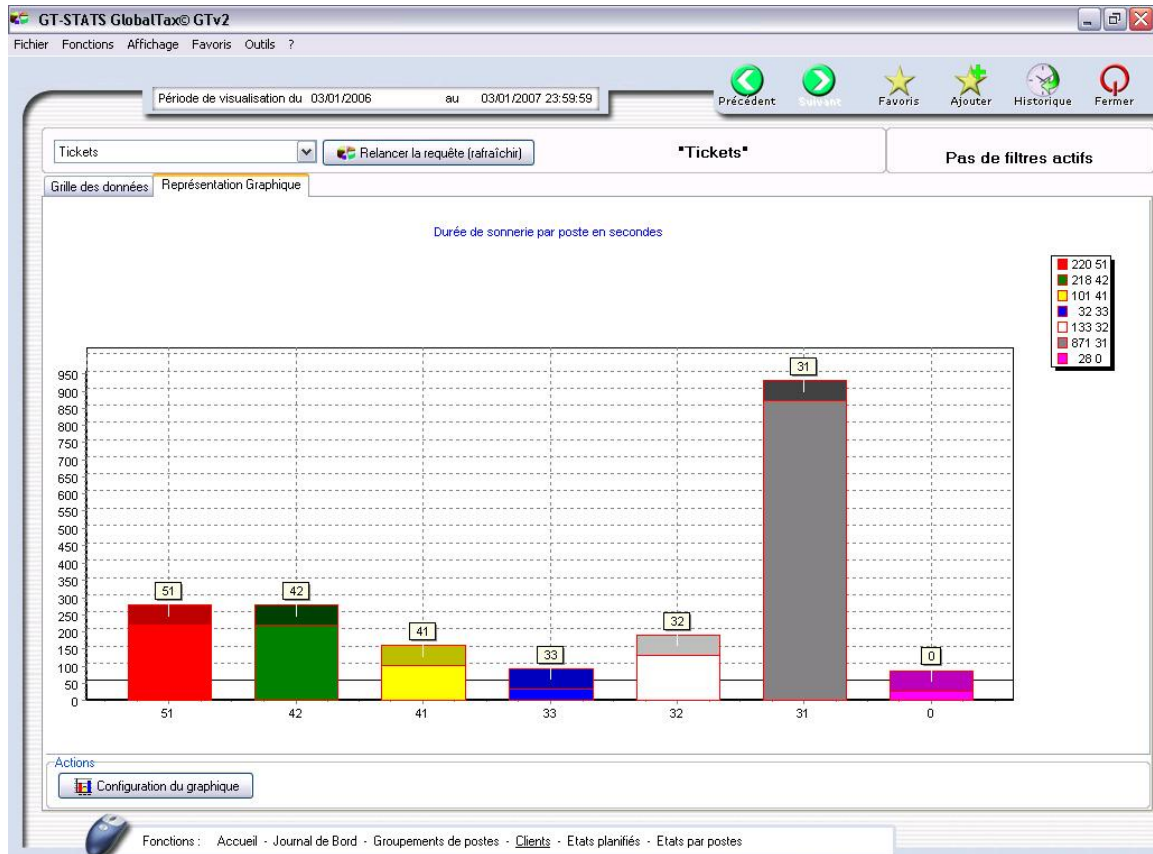# 9 Appendix A: AAPP member's Application description

- Description

  GlobalTax is the most affordable communications management solution. It can be deployed in any kind of company (monosite or multisites). GlobalTax installs quickly and easily. Various report styles are available to answer to the users needs: graphical, detail, summary... All reports can be scheduled and sent directly by E-mail or generate document as HTML, EXCEL or PDF files! Multi-user access is also included: authorized managers can access reports at any time from their own desktop computer by installing the GT-STATS module (remote view of the database).

- General Architecture:
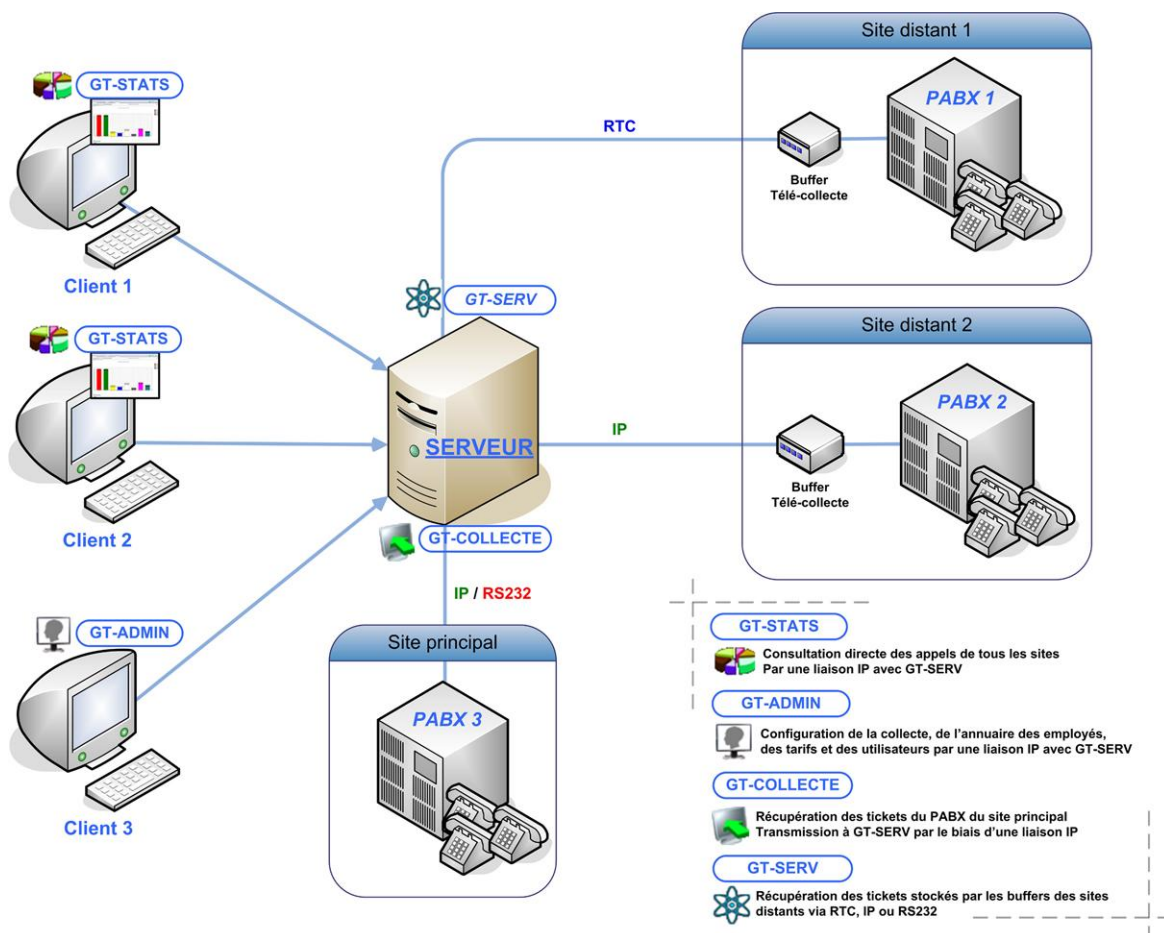
- Screenshot application

- Application usage – system monitoring and status

TELECOMS COST MANAGEMENT SOLUTIONS
SMC- CORPORATE CUSTOMERS- MULTI-SITES- HOTELS

TELEPHONE TRAFFIC ANALYSIS- CALL ACCOUNTING- CORPORATE CUSTOMERS SINGLE
AND MULTI-SITES
Corporate customers SINGLE and MULTI-SITESFrom 50 to 5000 extensions managementUser-
friendliness and ease of use
Automated reports sending by Em@ilTraffic analysis, all options includedCompatible with any PBX

Control your telecoms to increase your performances and lower your costs

Corporate Customers SINGLE and MULTI-SITES
GlobalTax™ GTV2 is the ideal tool for a centralized management of all your sites.
Manage the wholeness of your telephone flows in a centralized way via an automated remote data
collection from your PBX set.
You will also be able to manage and consult the statistics thanks to the modules installation from a
distance.
Traffic analysis – Call accounting You can analyze the telephone traffic of your entire company
thanks to a great number of requests and by planning states that will be automatically sent to the
persons you wish by Email.
Benefits
- Size your telecom infrastructure - Improve your telephone reception quality- Manage efficiently
your collaborators- Spare the maximum of money
- Analyze or invoice the customers' calls
- Invoicing control
For a better management control: ANALYZE – COMPARE => SAVE MONEY
For a better management of the customer relation (After Sales Service, PHONING, RECEPTION)

Consultation/Statistics- More the 90 predefined requests via your favourites
- Filters applying and recording in favourites
- PDF printing and export under Excel
- Customizable printing model
- States automatic generation by Em@il
- Alerts by extremities: the most, the least…
- The calls Top 100: the most expansive, the longest…
- Alert by cost limit, duration limit, towards numbers…

Administration/Directory
- Excel Directory Import/Export
- Directory with unlimited levels
- User rights management
- Mixed call accounting (duration, pulse, cost given by the PBX)
- Operators tariffs import
- Multi PC remote consultation via the network

Security/Maintenance
- E-m@il alerts on dysfunctions
- Retention of all the unprocessed CDRs
- Direct visualization of the CDRs acquisition
- Automatic system backup

GlobalTax GTV2 is a product developed by GT2F © copyright 2008

10 Appendix B: Configuration requirements of the AAPP member's application

Requirements for GlobalTax GTv2 MONOSITE-MULTI SITE installation

Before installing GlobalTax GTv2, you must ensure that your client is operating within a standard software environment.

You must therefore check the following points :

* minimum configuration of computer :
- P4 processor or equivalent : 2 GHz minimum
- 1 Gb memory minimum
- 2 Gb of free disk space
- Graphical display 1024x768 minimum

* Operating system : Currently, the software is supported on :
- Windows XP
- Windows VISTA
- Windows –7
- Windows 2003 Server.
- Windows 2008 Server

* the PC must be dedicated to GlobalTax GT-SERV use !!
If the PC is used for other functions (development, server, shared internet connection, document scanning, etc ....), then GT2F cannot be held responsible for any subsequent failures.

* the PC and the GlobalTax GTv2 software must be permanently switched on.
If this is not the case, then GT2F cannot be held responsible for any subsequent failures.

* the user account under which GlobalTax GTv2 operates must include the necessary authorizations for files writing.

* the following TCP/IP communication ports must be open :
- TCP Port 30001 (accessible from outside)
- TCP Port 30000 (authorization of output)
- TCP Port 3050 (accessible from outside and on the local loop)
  - TCP Port 33333 (listening for GT-SERV)
- TCP Port 33333 (authorization of output)

Refer to installation documents if using a TCP/IP buffer unit.
* All Windows automatic standby must be de-activated (hibernation, shut-down of hard discs, session resuming with password, ...)

* general system settings : « basic » printing settings, alarms, page jump, headers etc ....

IT IS ENTIRELY YOUR RESPONSIBILITY IF ANY OF THESE REQUIREMENTS ARE NOT VALIDATED

11 Appendix C: Alcatel-Lucent Communication Platform: configuration requirements

IMPORTANT: The OmniPCX Office can run in one of two operating modes :

1) Hotel mode
2) Business mode

The default running mode when the OmniPCX Office is started up is Business mode. To select Hotel mode, perform the following : COLD reset (Note: The Cold reset will also delete all previous programming/configuration). Cold reset the OmniPCX using a Reflexes set via installer session (ie:- Reception set) after the system restarts select Hotel mode in the wizard session which appears on the Reflexes set . The OmniPCX will at the end of the wizard session request to perform a Warm reset. Proceed with the Warm reset after which Hotel mode is implemented . Note : During the wizard session also select the system default language and Voice mails for all sets .

OmniPCX Office settings :
The OmniPCX Office must be configured using the OMC configuration software as follows:-

Note : For both Hotel and Business mode a 'Call accounting over IP ' OmniPCX software License is required

❖   **Business Mode**

- Open an OMC session with the OmniPCX Office

  o OMC -> Metering -> Metering -> Metering Printout (Tab) ->Select the following :

  - ☑ External Metering Activation IP

  - ☑ Activation, ☑ Cancellation, ☑ Failed, ☑ Complete

  - ☑ Leased Line printout

  - Enter a name in the 'Company name ' field

  o OMC ->Metering->Metering ->Metering Options for Active Currency (Tab)- >Complete the required charge rates and unit threshold fields and select :

  - ☑ During the call and Duration +Units or Duration + Cost (depending on test)

  o   Change in ' Debug label ' OpeMetEna ' to equal value 01

  o OMC -> Subscriber/Basestations List -> Set the Metering monitoring level for all sets under test to : All Calls

❖ **Hotel Mode**

- Open an OMC session with the OmniPCX Office

  o OMC -> System Miscellaneous ->Hotel Parameters :
     - The "Print Check-In/Check-Out Ticket" check box must be checked.

  o OMC -> Metering -> Metering -> Metering Printout (Tab) ->Select the following :

     - ☑ External Metering Activation IP

     - ☑ Activation, ☑ Cancellation, ☑ Failed, ☑ Complete

     - ☑ Leased Line printout

     - Enter a name in the 'Company name ' field

  o OMC ->Metering->Metering ->Metering Options for Active Currency (Tab)- >Complete the required charge rates and unit threshold fields for ADMINISTRATION sets and select :

     - ☑ During the call and Duration +Units or Duration + Cost (depending on test)

  o OMC -> Metering-> Hotel Metering for Active Currency (Tab) :

     - ☑ Check the "Print Room Status Ticket at any manual status change"
     - Create a ' Guest Ticket Footnote ' entry
     - Complete the required charge rates and unit threshold fields (VAT etc.)

  o Change in ' Debug label ' OpeMetEna ' to equal value 01

OMC -> Subscriber/Basestations List -> Set the Metering monitoring level for all sets under test to : All Calls 01

12 Appendix D: AAPP member's escalation process

To contact GT2F Hotline:

Only business partner can contact our free support by phone. (No contact with user)
France Hotline phone: (33). 892 140 150
International (French or English) : (33) 4 66 62 94 65
Mail: Hotline@gt2f.com

The user of GLOBALTAX have to call his telephone equipment reseller with who we can do free support.

To contact GT2F:

www.gt2f.com: You can download all documentations, brochure, test version…….

- Technical Contact: (Hotline), France : (33).892 140 150.65 / International: (33) 4 66 62 94 65

- Marketing and commercial contact: David MAAMAR or Franck SAINT-ETIENNE

e-mail address: contact@gt2f.com
Phone: (33) 4.66.62.94.65

13 Appendix E: AAPP program

13.1 Alcatel-Lucent Application Partner Program (AAPP)

The Application Partner Program is designed to support companies that develop communication applications for the enterprise market, based on Alcatel-Lucent's product family. The program provides tools and support for developing, verifying and promoting compliant third-party applications that complement Alcatel-Lucent's product family. Alcatel-Lucent facilitates market access for compliant applications.

The Alcatel-Lucent Application Partner Program (AAPP) has two main objectives:

- **Provide easy interfacing for Alcatel-Lucent communication products**: Alcatel-Lucent's communication products for the enterprise market include infrastructure elements, platforms and software suites. To ensure easy integration, the AAPP provides a full array of standards-based application programming interfaces and fully-documented proprietary interfaces. Together, these enable third-party applications to benefit fully from the potential of Alcatel-Lucent products.

- **Test and verify a comprehensive range of third-party applications**: to ensure proper inter-working, Alcatel-Lucent tests and verifies selected third-party applications that complement its portfolio. Successful candidates, which are labelled Alcatel-Lucent Compliant Application, come from every area of voice and data communications.

The Alcatel-Lucent Application Partner Program covers a wide array of third-party applications/products designed for voice-centric and data-centric networks in the enterprise market, including terminals, communication applications, mobility, management, security, etc.

Web site

The Application Partner Portal is a website dedicated to the AAPP members and potential candidates. It can be accessed at this URL:
http://applicationpartner.alcatel-lucent.com

13.2 Alcatel-Lucent.com
You can access the Alcatel-Lucent website at this URL: http://www.Alcatel-Lucent.com/

14 Appendix F: AAPP Escalation process

14.1 Introduction

The purpose of this appendix is to define the escalation process to be applied by the Alcatel-Lucent Business Partners when facing a problem with the solution certified in this document.

The principle is that Alcatel-Lucent Technical Support will be subject to the existence of a valid InterWorking Report within the limits defined in the chapter "Limits of the Technical support".

In case technical support is granted, Alcatel-Lucent and the Application Partner are engaged as following:
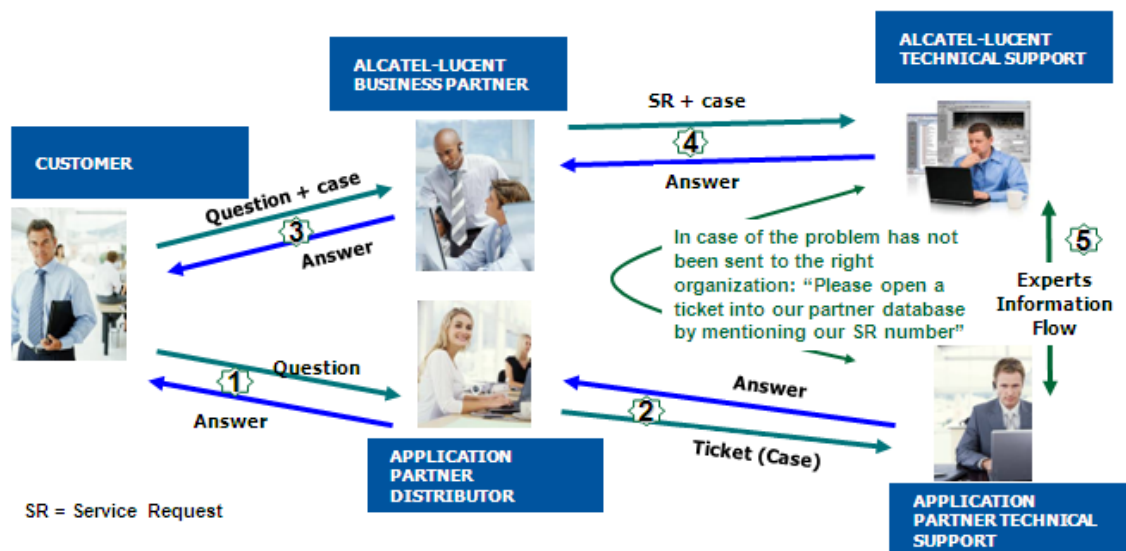
(*) The Application Partner Business Partner can be a Third-Party company or the Alcatel-Lucent Business Partner itself

14.2 Escalation in case of a valid Inter-Working Report

The InterWorking Report describes the test cases which have been performed, the conditions of the testing and the observed limitations.

This defines the scope of what has been certified.

If the issue is in the scope of the IWR, both parties, Alcatel-Lucent and the Application Partner, are engaged:

Case 1: the responsibility can be established 100% on Alcatel-Lucent side.
In that case, the problem must be escalated by the ALU Business Partner to the Alcatel-Lucent Support Center using the standard process: open a ticket (eService Request –eSR)

Case 2: the responsibility can be established 100% on Application Partner side.
In that case, the problem must be escalated directly to the Application Partner by opening a ticket through the Partner Hotline. In general, the process to be applied for the Application Partner is described in the IWR.

Case 3: the responsibility can not be established.
In that case the following process applies:

➢ The Application Partner shall be contacted first by the Business Partner (responsible for the application, see figure in previous page) for an analysis of the problem.

➢ The Alcatel-Lucent Business Partner will escalate the problem to the Alcatel-Lucent Support Center only if the Application Partner has demonstrated with traces a problem on the Alcatel-Lucent side or if the Application Partner (not the Business Partner) needs the involvement of Alcatel-Lucent.

In that case, the Alcatel-Lucent Business Partner must provide the reference of the Case Number on the Application Partner side. The Application Partner must provide to Alcatel-Lucent the results of its investigations, traces, etc, related to this Case Number.

Alcatel-Lucent reserves the right to close the case opened on his side if the investigations made on the Application Partner side are insufficient or do no exist.

Note: Known problems or remarks mentioned in the IWR will not be taken into account.

For any issue reported by a Business Partner outside the scope of the IWR, Alcatel-Lucent offers the "On Demand Diagnostic" service where Alcatel-Lucent will provide 8 hours assistance against payment.

IMPORTANT NOTE 1: The possibility to configure the Alcatel-Lucent PBX with ACTIS quotation tool in order to interwork with an external application is not
the guarantee of the availability and the support of the solution. The reference remains the existence of a valid InterWorking Report.

Please check the availability of the Inter-Working Report on the AAPP (URL:
https://private.applicationpartner.alcatel-lucent.com) or Enterprise Business Portal (Url: Enterprise Business Portal) web sites.

IMPORTANT NOTE 2: Involvement of the Alcatel-Lucent Business Partner is mandatory, the access to the Alcatel-Lucent platform (remote access, login/password) being the Business Partner responsibility.

14.3 Escalation in all other cases

These cases can cover following situations:

1. An InterWorking Report exist but is not valid (see Chap 2 "Validity of an Interworking Report")

2. The 3rd party company is referenced as <u>AAPP participant</u> but there is no official InterWorking Report (no IWR published on the Enterprise Business Portal for Business Partners or on the Alcatel-Lucent Application Partner web site) ,

3. The 3rd party company is NOT referenced as <u>AAPP participant</u>

In all these cases, Alcatel-Lucent offers the "On Demand Diagnostic" service where Alcatel-Lucent will provide 8 hours assistance against payment.

14.4 Technical support access

The Alcatel-Lucent **Support Center** is open 24 hours a day; 7 days a week:
- e-Support from the Application Partner Web site (if registered Alcatel-Lucent Application Partner): http://applicationpartner.alcatel-lucent.com
- e-Support from the Alcatel-Lucent Business Partners Web site (if registered Alcatel-Lucent Business Partners): https://businessportal.alcatel-lucent.com click under "Let us help you" the *eService Request* link
- e-mail: Ebg_Global_Supportcenter@alcatel-lucent.com
- Fax number: +33(0)3 69 20 85 85
- Telephone numbers:

Alcatel-Lucent Business Partners Support Center for countries:

Country	Supported language	Toll free number
France	French	+800-00200100
Belgium		
Luxembourg		
Germany	German	
Austria		
Switzerland		
United Kingdom	English	
Italy		
Australia		
Denmark		
Ireland		
Netherlands		
South Africa		
Norway		
Poland		
Sweden		
Czech Republic		
Estonia		
Finland		
Greece		
Slovakia		
Portugal		
Spain	Spanish	

For other countries:

English answer:	+ 1 650 385 2193
French answer:	+ 1 650 385 2196
German answer:	+ 1 650 385 2197
Spanish answer:	+ 1 650 385 2198

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