360AP Yealink Broadworks Provisioning

Test Plan Name: TAP_Yealink_Broadworks_TestCases

Introduction

➢ This test plan pertains to Yealink Broadworks Provisioning testing of Broadworks calling, with test calls conducted between Yealink phones utilizing the Tekvizion Automation Platform. To use this test plan effectively, the following steps must be followed:

Prerequisites:

➢ The Test Plan Required a minimum of **4 Yealink phones and Broadworks Server**.
➢ The Yealink phones must have a minimum firmware version of **V85 or higher** to be compatible with the 360 Automation Platform.

➢ **"Action URLs"** should be configured as below.
    i.   Access the Yealink phone through its web interface.
    ii. Navigate to Features-> Action URL.
    iii. Provision the events to send to the 360 Automation Platform with the URLs. (Refer **"360 Automation Platform Prerequisites Document -> Section No. 4.3 Provision the Action URL**)
➢ Licensed Yealink phones should be added by utilizing the "Add Phone(s)" button. In the "Add Phone" dialog, enter the details as follows:
    i.   *Provide a Phone Name for the phone.*
    ii. *Select the vendor for the phone from the dropdown.*
    iii. *Enter the Username, Password, and IPv4 Address for the phone.*
    iv. *Enter the Line Number, Extension, DID, E164, and Uri.*
    v.   *Click 'Create'.*
➢ **"Auto Answer"** should be disabled for all the respective Yealink phones.
➢ The Call Servers screen provides a count of all the instances of the call servers configured and list the following details *against each: (Admin Panel -> Call Servers, Refer* **360 Automation Platform User Guide Section No. 10.1 Call Servers***)*
    i.   *Server Name*
    ii.   *Vendor*
    iii. *Model*
    iv.   *IP Address*
    v.   *Relay Name*
    vi.   *Server Port*

vii. *Protocol*
viii. *Status*
ix. *Option to perform a Sync and Status of the last Sync action and when it was last updated.*

➤ Adding the Call Servers to the TAP.
    i. *Click the 'New' link.*
    ii. *Add a 'Server Name'.*
    iii. *Select the 'Vendor' from the dropdown (currently BroadWorks).*
    iv. *Choose the 'Model', type of Call server depending on the vendor selected (currently only the*
    v. *APP_Server is supported).*

➤ **Feature Access Codes** should work for all the Yealink phones to test the features below.
    i. *Call Park (*68) and Retrieve (*88).*
    ii. *Call Forward Always (Activate -*72, Deactivate-*73)*
    iii. *Call Forward Busy (Activate -*90, Deactivate-*91)*
    iv. *Call Forward NoAnswer (Activate -*92, Deactivate-*93)*
    v. *Redial (*66).*
    vi. *Return (*69).*
    vii. *Cancel Call Waiting (*70).*
    viii. *Do not disturb (Activate -*78, Deactivate-*79).*
    ix. *Call Pickup (*98).*

➤ **Call Pickup** should be configured as below.
    i. *In BWKS Navigate to Enterprise/Service provider user group*
    ii. *Services >> call pickup >> Add >> Group Name>> Search User >> Add >> ok.*
    iii. *Assign the Call pickup service to variable phone A and B as per the test Plan.*

Broadworks Services:

➤ In accordance with the **Test Plan**, the following BroadWorks services must be enabled for the corresponding Yealink phone variables in order to conduct comprehensive testing.

Phone Variables	BWK Services
	1. Calling Name Delivery
	2. Calling Number Delivery
	3. Three-Way Call
	4. Call Waiting
	5. Call Transfer
	6. Call Forwarding Busy
	7. Call Forwarding Not Reachable
	8. Do Not Disturb
	9. Anonymous Call Rejection.
	10. Intercept user.
	11. Speed Dial 100.
DUT	12. Speed Dial 8.

	13. Push to talk. 14. Simultaneous ring. 15. Customer Ringback User. 16. Authentication. 17. Priority Alert. 18. Alternate Numbers.
A	1. Calling Name Delivery 2. Calling Number Delivery 3. Three-Way Call 4. Call Waiting 5. Call Transfer 6. Call Return 7. Call Pickup. 8. Speed Dial 100. 9. Speed Dial 8. 10.
B	1. Calling Name Delivery 2. Calling Number Delivery 3. Three-Way Call 4. Call Waiting 5. Call Pickup
C	1. Calling Name Delivery 2. Calling Number Delivery 3. Call Waiting.

Broadworks Group Level Services:

➢ In accordance with the Test Plan,
1. **Identity/Device Profiles**: It should be configured for the Dut in Broadworks portal (This is for Codec supported test cases).
2. **Broadworks Anywhere:** A call director number should be configured.
3. **Group Intercept**: It should be added to the Group Services.

Recommendations for Test Cases:

➢ In accordance with the Test Plan, the following details must be hard-coded for the corresponding test cases to ensure comprehensive testing.

Test Case ID	Hard Code Value Details
tekV-Bwk-Ft- Yealink -001	Auto attendant number should provide in **line number 4** to initiating the call from Dut.

tekV-Bwk-Ft- Yealink -003	Auto attendant number should provide in **line number 8** to initiating the call from B.
tekV-Bwk-Ft- Yealink -009	To Add the **Speed Dial code** to Dut, provide the value for test case in **line number 4** in Broadworks Provisioning under Parameter. In line number 6, Dut should dial to the **speed code value** as per configuration of **line number 4**.
tekV-Bwk-Ft- Yealink -010	To Add the **Speed Dial code** to Dut, provide the value for test case in **line number 6** in Broadworks Provisioning under Parameter. In line number 8, Dut should dial to the **speed code value** as per configuration of **line number 4**.
tekV-Bwk-Ft- Yealink -011	In **line number 10,** provide the Call Director number from the device associated with Number configured at Employee level Call Director settings of DUT user.
tekV-Bwk-Authentication- Yealink -013	Provide Username and New Password for Broadworks provisioning in **line number 8.** Configure Username in **line number 10** for Setconfig. Configure password in **line number 12** for Setconfig.
tekV-Bwk-Authentication- Yealink -014	Provide Username and New Password for Broadworks provisioning in **line number 8.** Configure Username in **line number 10** for Setconfig. Configure password in **line number 12** for Setconfig.
tekV-Bwk-Authentication- Yealink -015	Provide Username and New Password for Broadworks provisioning in **line number 8.** Configure Username in **line number 10** for Setconfig. Configure password in **line number 12** for Setconfig.