**IVRS Test Cases**

1. **Purpose:** IVRS participant should authorize himself to the IVRS system using his user id and pin number.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625/ [703-935-0104](tel:7039350104)/ [571-266-4016](tel:+15712664016)” and listen to the instructions.

2) Enter user id and pin number as 3456 and 3456

**Expected Output:**

User should listen to the message “To here the instructions press 0 or to proceed with the symptom survey please press 1”

**Success**

1. **Purpose:** IVRS participant should get error message when user enters wrong user id or pin number.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 31216 and 3456

**Expected Output:**

User should listen to the message “I am sorry, your id or pin is not correct. Please enter your id number.”

**Success**

1. **Purpose:** IVRS participant should here instructions and cannot be interrupted for first time user.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 3456 and 3456

**Expected Output:**

User should listen to the Instructions.

**Failed: Yes, It did not play the instructions forcibly for new ivrs participant**

Corrected

1. **Purpose:** IVRS participant should able to here instruction on selecting ‘\*’ at any time of the call.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 3456 and 3456

3) Press \* to here instruction

**Expected Output:**

User should listen to the Instructions.

**Success**

1. **Purpose:** IVRS participant should able to skip instruction on selecting ‘1’.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 3456 and 3456

3) Press 1 to skip instructions

**Expected Output:**

User should listen to the message “you are now about to complete a patient symptom survey”. And should listen to questions in the form (to be filled).

**Success**

1. **Purpose:** IVRS participant should answer the first given question and get the next question.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 3456 and 3456

3) Press 1 to skip instructions

4) Answer the first question with the given options

**Expected Output:**

User should listen to the next question.

**Success**

1. **Purpose:** IVRS participant should answer the first given question and get save the same answer in the DB

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 3456 and 3456

3) Press 1 to skip instructions

4) Answer the first question with the given options

**Expected Output:**

User should listen to the next question. And check the database it should store the same answer

**Failure:** For present absent question it is storing Yes for No and No for yes. And also It is playing Yes for no recording and no for ye recording.

**Corrected**

1. **Purpose:** IVRS participant should not be able to interrupt the options for the first given severity/frequency/interference/Present/Absent question

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 3456 and 3456

3) Press 1 to skip instructions

4) Interrupt the options for the first given severity/frequency/interference/Present/Absent question.

**Expected Output:**

User should not be allowed to interrupt the flow.

**Success**

1. **Purpose:** IVRS participant should able to skip conditional questions if he selects never/none/not at all option for a given question.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 3456 and 3456

3) Press 1 to skip instructions

4) Answer never/none/not at all for a question which has conditional questions.

**Expected Output:**

User should get the next symptom questions by skipping all the conditional questions.

**Success**

1. **Purpose:** IVRS participant should go to previous question ( 7) on regular questions

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 3456 and 3456

3) Press 1 to skip instructions

4) Press 7 to go to previous question

**Expected Output:**

User should listen to the previous question along with given answer.

**Success**

1. **Purpose:** IVRS participant should able to change the response for the previous played question.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 3456 and 3456

3) Press 1 to skip instructions

4) Press 7 to go to previous question

5) Press 2 to change the response or 1 to keep the response

**Expected Output:**

User should change the response successfully and go to the next un answered question (present question on which we selected 7)

**Success**

1. **Purpose:** IVRS participant should able to get all the patient added questions from the previous scheduled and completed form.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 3456 and 3456

3) Press 1 to skip instructions

4) Answer all the required questions by answering all the questions

5) From last required question it should go to the un answered added question from the previous form

**Expected Output:**

User should able to get the first un answered added question after regular (mandatory) questions.

**Success**

1. **Purpose:** IVRS participant should able to get Core unconsumed screening questions after answering all the regular and added questions (if any) in the form.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 3456 and 3456

3) Press 1 to skip instructions

4) Answer all the required and added questions by answering all the questions

5) From last required/added question it should go to the unconsumed screening question.

**Expected Output:**

User should able to get the first unconsumed question after regular (mandatory)/added questions.

**Success**

1. **Purpose:** IVRS participant should able to go to the previous core screening question at any given point of time in core screening list.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 3456 and 3456

3) Press 1 to skip instructions

4) Answer some of the core screening question with yes or no options.

5) Click on 7 on core screening question

**Expected Output:**

User should get the previous core screening question along with the user’s answer.

**Failure**: It is playing wrong record for user’s answer. It is playing “yes” audio file for “no” answer.

**Corrected**

1. **Purpose:** IVRS participant should able to go to the previous core screening question at any given point of time in core screening list and should able to change the response by pressing “1”

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 3456 and 3456

3) Press 1 to skip instructions

4) Answer some of the core screening question with yes or no options.

5) Click on 7 on core screening question

6) IVRS will play previous core screening question along with the user’s answer and also asks for the option to change the response or keep the response

7) Press 1 to change the response

**Expected Output:**

IVRS should play the responses to the core screening question (for which answer should be changed).

**Failure**: It skips the question to the next core screening question without prompting for responses. **Corrected**

1. **Purpose:** IVRS participant should able to go to the previous core screening question at any given point of time in core screening list and should able not able to change the response by pressing “0” and go to the next core screening question.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 3456 and 3456

3) Press 1 to skip instructions

4) Answer some of the core screening question with yes or no options.

5) Click on 7 on core screening question

6) IVRS will play previous core screening question along with the user’s answer and also asks for the option to change the response or keep the response

7) Press 0 to keep the response

**Expected Output:**

IVRS should skip that particular core screening question and should go to the next unanswered core screening question

**Failure**: IVRS gives a message “invalid response”

**Corrected**

1. **Purpose:** IVRS participant should able to go to the previous added/mandatory question on first core screening question.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 3456 and 3456

3) Press 1 to skip instructions

4) Don’t answer first core screening question with yes or no option.

5) Click on 7 on first core screening question

**Expected Output:**

User should get the previous added/regular question along with the user’s answer.

**Success**

1. **Purpose:** IVRS participant should able to go to the next added question on select of yes for some of the core screening questions and all the core screening questions are being asked.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 3456 and 3456

3) Press 1 to skip instructions

4) Answer some core screening questions with yes and others with no option.

5) After the last core screening question it should go to the added questions (i.e questions related to core screening symptom questions which are answered as yes)

**Expected Output:**

User should get the first added question.

**Success**

1. **Purpose:** IVRS participant should able to go to the previous added/regular question on select of 7 from core screening questions and one of the core screening questions are answered yes. User confirms his previous answer and continues with the rest of the survey, it goes to the added questions for which user selected yes for the core screening question.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 3456 and 3456

3) Press 1 to skip instructions

4) Answer first core screening question with yes and the click 7 on the second screening question.

5) It goes to the previous core screening question and if user click 2 and then 7 on that question.

6) IVRS asks the user about the last answered added/ regular question.

7) Click 1 (i.e not to change answer)

8) IVRS takes user to added question for the first core screening question. (as user selected yes for first core screening question)

**Expected Output:**

User should get the added question for which he selected yes on core screening question.

**Success**

1. **Purpose:** IVRS participant should able to go to the previous screening question from added question on select of 7.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 3456 and 3456

3) Press 1 to skip instructions

4) Answer some core screening questions with yes and others with no option.

5) After the last core screening question it should go to the added questions (i.e questions related to core screening symptom questions which are answered as yes)

6) Click 7 on the first added question

**Expected Output:**

User should get the last core screening question.

**Success**

1. **Purpose:** IVRS participant should able to go to the Submit message after all the screening questions and regular/added questions are being answered.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 3456 and 3456

3) Press 1 to skip instructions

4) Answer all core screening questions with yes and others with no option.

5) After the last core screening question it should go to the added questions (i.e questions related to core screening symptom questions which are answered as yes)

6) Answer all the patient added questions.

**Expected Output:**

User should get the message “Are you ready to submit the survey.”

**Success**

1. **Purpose:** IVRS participant can go to the previous last answered added question when he press 7 on Submit message before submitting the survey.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 3456 and 3456

3) Press 1 to skip instructions

4) Answer all core screening questions with yes and others with no option.

5) After the last core screening question it should go to the added questions (i.e questions related to core screening symptom questions which are answered as yes)

6) Answer all the patient added questions.

7) Before submitting the survey click 7

**Expected Output:**

User should get the last answered added question along with the answer he selected for the same.

**Success**

1. **Purpose:** IVRS participant should get the successful message when he submits the survey.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 3456 and 3456

3) Press 1 to skip instructions

4) Answer all core screening questions with yes and others with no option.

5) After the last core screening question it should go to the added questions (i.e questions related to core screening symptom questions which are answered as yes)

6) Answer all the patient added questions.

7) Submit the survey by clicking on 1

**Expected Output:**

User should get the message “Your survey is submitted successfully. Thank you for using patient survey outcome system”

**Success**

1. **Purpose:** WhenIVRS participant selects 7 on 2nd core screening question until he reaches regular question. He should get the next core screening question on press 1 (no change in the response).

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 3456 and 3456

3) Press 1 to skip instructions

4) Answer 2 core screening questions with no.

5) Click 7 on 2nd core screening question

6) Click 7 on 1st core screening question

7) It goes to mandatory question and confirms the answer of participant.

8) Don’t change the answer (Press 1)

**Expected Output:**

User should get the next core screening question as there are no unanswered regular/added questions

**Failed**: It goes to submit page directly.

**Corrected**

1. **Purpose:** WhenIVRS participant is on 2nd core screening question and his call gets dropped. He should get the next core screening question, when he log’s in again.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 3456 and 3456

3) Press 1 to skip instructions

4) Answer 2 core screening questions with no.

5) Call gets dropped

6) User log’s in again

**Expected Output:**

User should get the next core screening question as there are no unanswered regular/added questions

**Failed**: It goes to submit page directly.

Corrected

1. **Purpose:** WhenIVRS participant takes a long pause like 15 sec for answering a question. IVRS should repeat the question for 3 repetitive time.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 3456 and 3456

3) Press 1 to skip instructions

4) Listen to the first question

5) Don’t answer the question for 15 sec

**Expected Output:**

User should listen the same question for 3 times if he don’t answers the same question for all the 3 times.

**Success**

1. **Purpose:** WhenIVRS participant takes a long pause like 15 sec for answering a core question. IVRS should repeat the question for 3 repetitive time.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 3456 and 3456

3) Press 1 to skip instructions

4) Listen to the first core question

5) Don’t answer the core question for 15 sec

**Expected Output:**

User should listen the same core question for 3 times if he don’t answers the same core question for all the 3 times.

**Failed**: IVRS ends the call with a thank u message.

Corrected

1. **Purpose:** WhenIVRS participant takes a long pause like 15 sec for answering a core question. IVRS should repeat the question for 3 repetitive time.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 3456 and 3456

3) Press 1 to skip instructions

4) Listen to the first core question

5) Don’t answer the core question for 15 sec

**Expected Output:**

User should listen the same core question for 3 times if he don’t answers the same core question for all the 3 times.

**Success**

1. **Purpose:** IVRS should play recall period for every X number of core questions.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 3456 and 3456

3) Press 1 to skip instructions

4) Listen to the first core question

5) Go to the 3rd core question

**Expected Output:**

User should listen the recall period again before the 4th core question plays

**Success**

1. **Purpose:** IVRS should able to hear an option for recording 30 sec “if he has additional symptoms to report to the clinical staff”.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 3456 and 3456

3) Press 1 to skip instructions

4) Listen to the last core question

5) There are no more added/regular question

**Expected Output:**

User should listen the message “If you experience any other additional symptom please press 1 or to skip press 2. After finished recording please press #”

**Success**

1. **Purpose:** IVRS should able to record the 30 sec if he has additional symptoms to report to the clinical staff.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 3456 and 3456

3) Press 1 to skip instructions

4) Listen to the last core question

5) There are no more added/regular question

6) Press 1 to record the symptom

**Expected Output:**

User should listen the message “After finished recording please press #” and user should able to record his symptom and on press # IVRS will take the user to submit page.

**Success**

1. **Purpose:** IVRS should able to inform the participant, whether the form is in In-Progress or new scheduled form.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 1122 and 1122

3) Press 1 to skip instructions

**Expected Output:**

User should listen to the message “1 You have a new survey to complete." or "You have an in-progress survey to complete. You will begin the survey where you previously left off.

2 Based on the number of questions on this survey, it should take you between \_\_\_ and \_\_\_ minutes to complete this call.

3) If the call drops or you need to hang up prior to completing the call, your responses will be saved and you will be able to call back into the system to begin this survey where you left off”.

**Success**

1. **Purpose:** IVRS should able to inform the participant, when the participant answered half of the questions in the form.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 1122 and 1122

3) Press 1 to skip instructions

4) User should listen to the message “ You have a new survey to complete." or "You have an in-progress survey to complete. You will begin the survey where you previously left off. Based on the number of questions on this survey, it should take you between \_\_\_ and \_\_\_ minutes to complete this call. If the call drops or you need to hang up prior to completing the call, your responses will be saved and you will be able to call back into the system to begin this survey where you left off”.

5) Answer the questions with the valid response

6) When the participant answers half the number of questions in the form

**Expected Output:**

When the participant is 1/2 way through the call, the system should play a message that says "You are half-way though this survey."

To account for in-progress forms, the calculation of the 1/2 way point should be based on the number of items remaining at the beginning of the call.

To account for surveys that are very short or almost complete at the beginning of the call, this message should only be presented when the survey has ten (10) or more remaining items at the beginning of the call (including core symptoms).

**Success**

1. **Purpose:** IVRS should able to save the correct option In database. From Web we should see the correct response selected from IVRS for Severity question

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 1122 and 1122

3) Press 1 to skip instructions

4) Answer the first question with response none i.e 0

5) log in with the clinician’s credential

6) Open Manage schedule page of the same participant

7) Open the in-progress form (which he has answered from IVRS)

**Expected Output:**

Web should show the response for the first question as “none”

**Success**

1. **Purpose:** IVRS should able to save the correct option In database. From Web we should see the correct response selected from IVRS for present / absent question.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 1122 and 1122

3) Press 1 to skip instructions

4) Answer the first question with response Yes i.e 1

5) log in with the clinician’s credential

6) Open Manage schedule page of the same participant

7) Open the in-progress form (which he has answered from IVRS)

**Expected Output:**

Web should show the response for the first question as “YES”

**Success**

1. **Purpose:** IVRS should able to save the correct option In database. From Web we should see the correct response selected from IVRS for Interference question.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 1122 and 1122

3) Press 1 to skip instructions

4) Answer the first question with response a little bit i.e 1 (yes)

5) log in with the clinician’s credential

6) Open Manage schedule page of the same participant

7) Open the in-progress form (which he has answered from IVRS)

**Expected Output:**

Web should show the response for the first question as “a Little Bit”

**Success**

1. **Purpose:** IVRS should able to save the correct option In database. From Web we should see the correct response selected from IVRS for Frequency question.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Call to the number “703-787-7625” and listen to the instructions.

2) Enter user id and pin number as 1122 and 1122

3) Press 1 to skip instructions

4) Answer the first question with response occasionally i.e 2 (yes)

5) log in with the clinician’s credential

6) Open Manage schedule page of the same participant

7) Open the in-progress form (which he has answered from IVRS)

**Expected Output:**

Web should show the response for the first question as “occasionally”

**Success**

When the system calls a participant (NOT when the participant calls the system) there needs to be a salutation that the person or answering machine hears to provide some context about who the call is for and what the purpose of the call is.   
  
Ex: "This is a call from the Patient Symptom Monitor. This is a reminder for the clinical trial participant at this number to complete your symptom survey. Please pass on this message if you are not the participant. If you are the participant, please press one on your keypad to begin answering your symptom survey. If you are unable to begin your symptom survey at this time, please call the system as soon as you are able or wait until you receive your next reminder call. The system call-in number can be found on the information card that you should have received from your study staff. If you did not receive or cannot find your card, please contact your study doctor for the call-in number. Thank you."

**IVRS Call Out Test cases**

1. **Purpose:** IVRS should be able to call out to the participant (patient) for each form at a given preferred call time.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Create a participant with the IVRS mode under a study by giving preferred time of call

2) Schedule a form for the above participant

**Expected Output:**

IVRS should be able to call the scheduled participant on preferred time.

1. **Purpose:** IVRS should be able to send reminders calls to the participant (patient) for each scheduled form after a given preferred call time (after 1 mandatory call) for the given reminder calls for a form.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Create a participant with the IVRS mode under a study by giving preferred time of call

2) Schedule a form for the above participant

3) Set the number of remainder calls per day and the intervals between those calls (remainder frequency) when a Study is being generated.

4) IVRS should call out to the participant on given preferred time (first mandatory call).

**Expected Output:**

IVRS should be able to send remainder calls to the scheduled participant after preferred time in mentioned remainder number of calls and frequency.

1. **Purpose:** IVRS should **not** be able to send reminders calls to the participant (patient) for each scheduled form after a given preferred call time (after 1 mandatory call) for the given reminder calls for a form if remainder via call check box is disabled while creating a participant.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Create a participant with the IVRS mode under a study by giving preferred time of call and disable the remainder check box

2) Schedule a form for the above participant

3) Set the number of remainder calls per day and the intervals between those calls (remainder frequency) when a Study is being generated.

4) IVRS should call out to the participant on given preferred time (first mandatory call).

**Expected Output:**

IVRS should **not** be able to send remainder calls to the scheduled participant after preferred time in mentioned remainder number of calls and frequency.

1. **Purpose:** IVRS should be able to send reminders calls to the participant (patient) for each scheduled form after a given preferred call time (after 1 mandatory call) for the given reminder calls for a form if remainder via call check box is enabled while creating a participant.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Create a participant with the IVRS mode under a study by giving preferred time of call and enabled the remainder via call check box

2) Schedule a form for the above participant

3) Set the number of remainder calls per day and the intervals between those calls (remainder frequency) when a Study is being generated.

4) IVRS should call out to the participant on given preferred time (first mandatory call).

**Expected Output:**

IVRS should be able to send remainder calls to the scheduled participant after preferred time in mentioned remainder number of calls and frequency.

1. **Purpose:** IVRS should be able to send reminders text to the participant (patient) for each scheduled form after a given preferred call time (after 1 mandatory call) for the given number of reminders for a form if remainder via text check box is enabled while creating a participant.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Create a participant with the IVRS mode under a study by giving preferred time of call and enabled the remainder via text check box

2) Schedule a form for the above participant

3) Set the number of remainder calls per day and the intervals between those calls (remainder frequency) when a Study is being generated.

4) IVRS should call out to the participant on given preferred time (first mandatory call).

**Expected Output:**

IVRS should be able to send remainder text to the scheduled participant after preferred time in mentioned remainder number of calls and frequency.

1. **Purpose:** IVRS should **not** be able to send reminders text to the participant (patient) for each scheduled form after a given preferred call time (after 1 mandatory call) for the given number of reminders for a form if remainder via text check box is disabled while creating a participant.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Create a participant with the IVRS mode under a study by giving preferred time of call and disable the remainder via text check box

2) Schedule a form for the above participant

3) Set the number of remainder calls per day and the intervals between those calls (remainder frequency) when a Study is being generated.

4) IVRS should call out to the participant on given preferred time (first mandatory call).

**Expected Output:**

IVRS should **not** be able to send remainder text to the scheduled participant after preferred time in mentioned remainder number of calls and frequency.

1. **Purpose:** IVRS should **not** be able to call a participant if participant switched from IVRS mode to WEB mode for all the oncoming forms for the same participant.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Edit a participant by changing his mode from IVRS to WEB mode.

2) Schedule a form for the above participant

3) Set the number of remainder calls per day and the intervals between those calls (remainder frequency) when a Study is being generated.

**Expected Output:**

IVRS should **not** be able to call the participant for any scheduled forms.

1. **Purpose:** IVRS should be able to call a participant if participant switched from WEB mode to IVRS mode for all the oncoming forms for the same participant.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Edit a participant by changing his mode from WEB to IVRS mode by giving all the needed information.

2) Schedule a form for the above participant

3) Set the number of remainder calls per day and the intervals between those calls (remainder frequency) when a Study is being generated.

**Expected Output:**

IVRS should be able to call the participant for all the scheduled forms.

1. **Purpose:** IVRS should be able to call a participant on new preferred call time, if participant changed his preferred call time.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Edit a participant by changing his preferred call time successfully.

2) Schedule a form for the above participant

3) Set the number of remainder calls per day and the intervals between those calls (remainder frequency) when a Study is being generated.

**Expected Output:**

IVRS should be able to call the participant for all the scheduled forms on new preferred call time.

1. **Purpose:** IVRS should not be able to call out a participant on that particular scheduled form on which participant answered it via IVRS call in functionality before IVRS called him.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Create a participant with the IVRS mode under a study by giving preferred time of call

2) Schedule a form for the above participant

3) Set the number of remainder calls per day and the intervals between those calls (remainder frequency) when a Study is being generated.

4) Patient calls in to IVRS and answers the scheduled form before IVRS called out to him

**Expected Output:**

IVRS should not be able to call out the participant for that particular scheduled form on preferred call time.

1. **Purpose:** IVRS should not be able to call out a participant on that particular scheduled form on which clinical staff answered it via clinical interface for a participant.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Create a participant with the IVRS mode under a study by giving preferred time of call

2) Schedule a form for the above participant

3) Set the number of remainder calls per day and the intervals between those calls (remainder frequency) when a Study is being generated.

4) Clinical staff answers the form for a Patient through clinical interface before IVRS called out to the patient.

**Expected Output:**

IVRS should **not** be able to call out the participant for that particular scheduled form on preferred call time.

1. **Purpose:** IVRS should not be able to call out a participant from the form from which he has been kept hold off from the treatment.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Create a participant with the IVRS mode under a study by giving preferred time of call

2) Schedule a form for the above participant

3) Set the number of remainder calls per day and the intervals between those calls (remainder frequency) when a Study is being generated.

4) Put patient on hold from the treatment.

**Expected Output:**

IVRS should **not** be able to call out the participant from the day the participant was kept on hold from treatment.

1. **Purpose:** IVRS should be able to call out a participant from the form from which he has been removed from hold from the treatment.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Create a participant with the IVRS mode under a study by giving preferred time of call

2) Schedule a form for the above participant

3) Set the number of remainder calls per day and the intervals between those calls (remainder frequency) when a Study is being generated.

4) Put patient on hold from the treatment.

5) Remove hold on participant

**Expected Output:**

IVRS should be able to call out the participant from the day the participant was removed from hold from the treatment.

1. **Purpose:** IVRS should not be able to call out a participant from the form from which he has been removed (off study) from the treatment.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Create a participant with the IVRS mode under a study by giving preferred time of call

2) Schedule a form for the above participant

3) Set the number of remainder calls per day and the intervals between those calls (remainder frequency) when a Study is being generated.

4) Remove patient from the treatment (off study).

**Expected Output:**

IVRS should **not** be able to call out the participant from the day the participant was removed from the treatment.

1. **Purpose:** IVRS should **not** be able to call out a participant for the form which has been deleted by clinical staff using clinical interface

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Create a participant with the IVRS mode under a study by giving preferred time of call

2) Schedule a form for the above participant

3) Set the number of remainder calls per day and the intervals between those calls (remainder frequency) when a Study is being generated.

4) Delete a form schedule for a participant on a same day before call is sent to the participant on a preferred call time.

**Expected Output:**

IVRS should **not** be able to call out the participant for the deleted form

1. **Purpose:** IVRS should be able to call out a participant for the form which has been scheduled by clinical staff using clinical interface before the call out to a patient on that particular scheduled day

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Create a participant with the IVRS mode under a study by giving preferred time of call

2) Schedule a form for the above participant

3) Set the number of remainder calls per day and the intervals between those calls (remainder frequency) when a Study is being generated.

4) Schedule a form for a participant on a same day before call is sent to the participant on a preferred call time.

**Expected Output:**

IVRS should be able to call out the participant for the scheduled form

1. **Purpose:** IVRS should **not** be able to call out a participant for the form which has been moved a scheduled form to other date (reschedule) by clinical staff using clinical interface before the call out to a participant on that particular scheduled day

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Create a participant with the IVRS mode under a study by giving preferred time of call

2) Schedule a form for the above participant

3) Set the number of remainder calls per day and the intervals between those calls (remainder frequency) when a Study is being generated.

4) Move the scheduled form to other date for a participant on a same day before call is sent to the participant on a preferred call time.

**Expected Output:**

IVRS should not be able to call out the participant for the rescheduled form

1. **Purpose:** IVRS should be able to call out a patient for that particular form which has been changed due to the change of start date of the participant by clinician.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Edit a participant’s profile by changing the start date.

2) Schedule will change for the above participant

3) Set the number of remainder calls per day and the intervals between those calls (remainder frequency) when a Study is being generated.

**Expected Output:**

IVRS should be able to call out the participant for the new form which has been changed

1. **Purpose:** IVRS should be able to call out a patient for that particular form which has been changed due to the change of arm of that study by clinician.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Edit a participant’s profile by changing the Arm on a study.

2) Schedule will change for the above participant

3) Set the number of remainder calls per day and the intervals between those calls (remainder frequency) when a Study is being generated.

**Expected Output:**

IVRS should be able to call out the participant for the new form which has been changed

1. **Purpose:** IVRS should be able to call out a patient for that particular form which has been released for a study after a patient is being created and in middle of the trial.

**Pre-requisites:** IVRS should be up and running

**Procedure:**

1) Create and release a form for a study under which a participant is created.

2) New Schedule (for new form) will be scheduled for the above participant

3) Set the number of remainder calls per day and the intervals between those calls (remainder frequency) when a Study is being generated.

**Expected Output:**

IVRS should be able to call out the participant for the new form which has been scheduled