



CTI OS

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Verify Upgrade to CTI OS Server and Outbound Option

After upgrading the Cisco Telephony Integration Object Server and Outbound Option, verify the following:

Procedure

- Step 1** Use the Windows Event Viewer on each server to check that no exceptions, errors, or unexpected events have occurred. Select **Administrative Tools > Event Viewer**, then expand **Windows Logs** and review the Application and System logs.
 - Step 2** Ensure that all Outbound Option Agent and Transfer to VRU campaigns function as expected, including all applicable dialing modes (Preview, Direct Preview, Progressive, Predictive).
 - Step 3** Ensure that Import Rules function as expected by importing a Contact List and Do Not Call List as applicable.
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Verify Upgrade to CTI OS Desktop Clients

After upgrading the Cisco Telephony Integration Object Server (CTI OS) agent client software, verify the following:

Procedure

- Step 1** Use the Windows Event Viewer on each server to check that no exceptions, errors, or unexpected events have occurred. Select **Administrative Tools > Event Viewer**, then expand **Windows Logs** and review the Application and System logs.
- Step 2** Ensure that basic calls and call functionality (such as transfers, conferences, call treatment and queuing by Unified IP IVR, and so on) are working properly.

Step 3 Check that agents are still able to log in and answer calls.
