1. Start
2. Login
   1. Input Credentials
   2. Validate them
   3. Valid?
      1. Filter Coaching Type.
      2. Main?
         1. View Main Page
            1. Create Main Entry?

Main Form

Select Employee

Done?

**I don’t know this part works (Agent Metrics , Scorecards etc..)**

Input Success/Wins

Input Areas of Opportunity

Input General Notes

Done?

Click Complete

* + - 1. Filter Main List?
         1. View List of Entries
      2. Edit?
         1. Update Details
    1. Monitoring?
       1. View Monitoring Page
          1. Create Monitoring Entry?

Monitoring Form

Select Employee

Done?

Input Call Details: Date, URL and Quote ID.

Input Category Details: Select Ratings and Input Notes.

Input Top Successes: Select Category and Input Notes

Input Top Areas of Opportunity: Select Category and Input Notes

Input General Comments to Agent

Done?

Click Complete

* + - 1. Filter Monitoring List?
         1. View List of Entries
      2. Edit?
         1. Update Details

1. End