Project Proposal: PowerCoach

1. **Background**

A tool used to assist in coaching Tech Support Agents.

1. **Goal**

Create a streamlined and consistent application for call monitoring and tracking 1:1 that can scale in size.

1. **Objectives**
   1. Create a single page web application
   2. Customized data validation to avoid error in reporting
2. **Title**

PowerCoach v2

1. **Managers**
   1. Daniel Woolcott
   2. Arthur Cuan
2. **Customers / End-Users**
   1. PSTS Manila Management
   2. PSTS North Managers
   3. PSTS Agents
3. **Developer**
   1. PSTS Reports Team
4. **Scope**
   1. **Technology Stack**
      1. HTML/CSS
      2. PHP - Lumen Micro Framework or Javascript - ExpressJS
      3. ReactJS or AngularJS
      4. MySQL or Microsoft SQL
      5. Windows Server
      6. Apache
      7. NodeJS
   2. **Project Requirements**
      1. Functional
         1. Main/Monitoring - The system records the coaching details of the supervisor and his agent.
         2. Edit Main/Monitoring - The system will allow the authorized users to modify and update a record.
         3. Main/Monitoring Filter and Historical View – The system allows users to filter records based on some specific criteria. Can back track previous records for verification or clarifications.
         4. Can store user actions log a.k.a Audit Trail.
         5. User - add, edit & disable/archive. Modify user role.
         6. User as supervisor can assign call auditor for specific agents.
      2. Non-Functional
         1. Security
            1. User as a supervisor role can only see records of the ff:

agents from other team that he audited the call.

his agents that was call audited by other supervisors.

his agents that he coached.

* + - * 1. User as an agent can only see records of his 1:1.
        2. User as administrator can only add, modify or delete user and change roles.
      1. Performance
         1. Response Time - can process multiple request at the same time.
         2. Cross Platform - responsive to the device used by the user.
         3. Loading - reduce resource consumption for the CPU, memory and disk space.
      2. Usability
         1. Can export data based from the old excel database format of the first version. The old format is relevant to the dashboards.
         2. Multiple user can use the app at the same time.
         3. Usable on tablet, phone or desktop.
         4. REST API based – data can be used by or integrate with mobile or other applications.
      3. Dependencies
         1. Roster Employee details for the users table will come from the AD.

1. **Limitations**
   1. Cannot playback a call to review into the app.
2. **Methodology**
   1. Technical Process (Process Flow Diagram)
   2. Functional Design (Graphical User Interface)
   3. Business Model (Entity Relationship Diagram)
   4. Source Code (REST API & Documentation)
3. **Recommendation**
   1. Schedule migration of updated roster employee basic details for the users table.
   2. Become a module of PSTS systems.