DOCUMENT CONTROL

**PROCESS: Post Launch QC Process (Implementation-Support Transfer)**

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| Revision No. | Date | Originator | Revision History |
| 00 | 28 September 2017 | Iryn Ocado | origination |

Process Name: **Post-Launch QC Process (Implementation-Support Transfer)**

Department: DAS

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| Step | Process | Duration | Output | Output Requirement |
| 1 | DAS agents will need to check if the case is ready to be transferred to Support.  C:\Users\Iryn\Documents\SC.PNG | 5 mins. | Case is ready to be submitted for Post-Launch QC | * Client is satisfied and requested revisions are done. * Google Analytics is set up * “Google Analytics” section on Service Cloud case is properly filled out. * Website is online Step 5 * Ensure SEO is on every page * Ensure SEO in Step 5 * Check front end of website to ensure live online and on correct domain * Check IDX/ECOMM functionality * Check for SSL (if applicable) * Check all pages of the site to ensure content (No stock content or 'coming soon' pages) * Check all buttons of the site to ensure proper functionality * Check all links of the site to ensure proper functionality * OPL approval box is checked on the details view of the case. * If you have notes regarding the DC Transfer (i.e. Client requested a landing page and does not plan to add additional pages) double-click the DC Transfer Notes field on the Service Cloud case field view then hit save once done. |
| 2 | Once it’s ready, the DAS clicks the “Submit for Post-Launch QC approval” button.  C:\Users\Iryn\Documents\SC-.PNG |  | Case is ready for DAS OPL to review. |  |
| 3 | The OPL of the DAS then reviews the case and approves the transfer via Approval History in the SC Case.  C:\Users\Iryn\Documents\SC---.PNG  C:\Users\Iryn\Documents\SC----.PNG |  | Case CS substage is now “Transferred to Support”. This then sends an auto-email to the client. |  |
| 4 | The OPL of the DAS then enters the case details manually on the [OPL Tracker Google Sheet](https://docs.google.com/a/mopro.com/spreadsheets/d/1XR1u8Zbp3pTWN3UVvdCg9GnwT5MhA-0mKLAg67sfySo/edit?usp=sharing). This is an interim process while the SC bucket where the OPL-approved cases need to go for Cx QC’s visibility is still in the works  C:\Users\Iryn\Documents\SC--.PNG |  | Case is ready for Post-Launch QC | * The fields below are completed:   \*Date  \*DAS  \*OPL  \*Client’s Business Name  \*Case # |
| 5 | **CX QC** then goes through the [Post-Launch QC checklist](https://docs.google.com/a/mopro.com/document/d/14-bWAwElDa48txNZN8_ual_oVm0hhwgBRMcZg0zdL74/edit?usp=sharing) to QC the website.  C:\Users\Iryn\Documents\SC-----.PNG  C:\Users\Iryn\Documents\SC------.PNG |  | * + If the site passes QC, the CX QC posts a “QC passed” comment on the case and uploads a screenshot of a properly working Google Analytics.   + If kickbacks are found in the site, the CX QC “@ mentions” the DAS OPL and the DAS in a case comment, with details of the kickback to be resolved as well as the screenshots applicable to the kickbacks with instructions as to what the next steps to take are. |  |