

**CCO eCoaching**

**Database Design**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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Last Modified Date: January 19, 2015

Approved by:

Change History Log

| Date | Version Number | Change Description | Author |
| --- | --- | --- | --- |
| 02/05/2014 | 1.0 | Initial Revision | Susmitha Palacherla |
| 07/20/2014 | 2.0 | Updated per SCR 13054 to add new Verint Form Name field to respective tables | Susmitha Palacherla |
| 08/20/2014 | 3.0 | Updated for the Modular design | Susmitha Palacherla |
| 10/13/2014 | 4.0 | Updated per SCR 13479 to add CSR warnings functionality | Susmitha Palacherla |
| 10/29/2014 | 5.0 | Updated per SCR 13624 to add a new procedure # 95.  Marked procedures 88 and 90 and functions 18 and 19 as Not used due to requirement change s for SCR 13479. | Susmitha Palacherla |
| 11/14/2014 | 6.0 | Updated to add new objects to support the ETS feed load process per SCR 13659. | Susmitha Palacherla |
| 11/20/2014 | 7.0 | Additional updates from V&V feedback for SCR 13659. Added 2 new columns to coaching log table supid and mgrid and one new ETS procedure.(#99) | Susmitha Palacherla |
| 12/8/2014 | 8.0 | Updated to add 2 new columns to warning\_log table (numReportID and strReportCode) to support historical warning loads per scr 13623. | Susmitha Palacherla |
| 12/15/2014 | 9.0 | Updated per SCR 14010 to increase column size of time\_code attribute in ETS Tables to 30. | Susmitha Palacherla |
| 12/19/2014 | 10.0 | Updated coaching\_log table definition to add 2 new fields Review\_supid and review\_mgrid per scr 13891. | Susmitha Palacherla |
| 01/07/2015 | 11.0 | Updated for incorporating ETS Compliance Report Feeds per SCR 14031 and LSA Module per SCR 13653. | Susmitha Palacherla |
| 01/19/2015 | 12.0 | Updated to add 2 new fields to emp\_id\_to\_supid table per scr 14072. | Susmitha Palacherla |
| 03/31/2015 | 13.0 | Updated to add new objects created to support the dashboard redesign and the sr leadership dashboards per scrs 14422 and 14423. | Susmitha Palacherla |
| 04/13/2015 | 14.0 | Updates for SCR 14512. Adding Training module. | Susmitha Palacherla |
| 04/23/2015 | 15.0 | Updated for SCR 14634 for in-activations from feed and SCR 14676 to add procedure for historical dashboard export. | Susmitha Palacherla |
| 05/26/2015 | 16.0 | SCR 14818. Added new field to Outliers tables to support rotational mgr for LCSAT. | Susmitha Palacherla |

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1. **Software Project Overview and Scope**

The eCoaching Log (eCL) is an internal GDIT tool designed for the entry and storage of coaching notes that supervisors, managers, training and quality leads create regarding CSR performance. The application provides users with a platform for initiating a coaching request directly from the web interface or tracking the workflow of a coaching log initiated from the telecom or Quality source systems. The application will also act as a repository for storing Progressive warnings given to CSRs. Users will be appropriately notified at each stage of the Coaching process to help act in a timely manner to complete the coaching process. Dashboards and reporting will be created to allow users to get a consolidated view of the coaching logs for their teams and to allow for analysis of trends. It also provides a repository of coaching notes to generate reports for CCO management. The eCL tool supports the paperless Secure Floor environment of the CCO by eliminating the need to physically print and store coaching records. In addition to logs submitted from the web interface, the application (eCL) will use data from Peoplesoft, Aspect eWFM, Quality and Telecom systems.

* 1. **System Diagram**

ETS Data Feed

Quality Data from IQS/Verint

Employee Data from PeopleSoft

Supervisor and Program Data from eWFM

Outliers Data from NDW

File Staging Area

(VRIVSCORS01)

Load Processes

(SSIS/ETL)

eCoaching Database eCoaching on VDENSSDBP07\SCORP01

Web Interface

VADENMWBP11

* 1. **Interfaces**
     1. **Hardware**
* Web Servers

VADENMWBP11 (prod)

VACMSMPMD01 (dev)

* Database on Shared Virtual SQL Server Instances

eCoaching on VDENSSDBP07\SCORP01 (prod)

eCoachingDev on VRIVFSSDBT02\SCORD01,1437 (dev)

* VRIVSCORS01- File staging server
  + 1. **External Software**
* The software components used for the creation and maintenance of the database.
  + Database: SQL Server 2008 R2 SP1 Suite (Including SSIS)
  + Visual Studio 2008 9.030729.4462
  + Windows Script Host 5.8.7600.16385
  + 7zip 9.2
  1. **Users and User Access**

The users will gain access via the web interface via submission pages to submit coaching logs and dashboards to review submitted logs. The following group of CCO users will have access:

* CCO CSRs
* CCO Supervisors
* CCO Managers
* CCO Quality Specialists and Trainers
* CCO Engineering and Support Staff
  1. **Inputs and Outputs**
     1. **Inputs**



#### Employee Feed from PeopleSoft

Description: This is an Employee file from Peoplesoft. Used for capturing Employee attributes

Like Employee ID, Name, Lan ID, Location, Job Code and Manager(Supervisor’s supervisor) and last hire date and Active Flag.

Source system: PeopleSoft

Staging location: [\\vrivscors01\BCC Scorecards\Coaching\HRInfo\](file:///\\vrivscors01\BCC%20Scorecards\Coaching\HRInfo\)

File name: PS\_Employee\_Information\_mmddyyyy.csv

Frequency: Daily

Load job: NewDailyHRLoad sql agent job

Load time: 8 PM EST (DB time 6:00 PM )

Destination Table: Employee\_Hierarchy

|  |  |  |
| --- | --- | --- |
| Feed Element | Employee\_Hierarchy | Comments |
| lanid | Emp\_LanID |  |
| emplid | Emp\_ID |  |
| first\_name | Emp\_Name | Derived From first, middle and last names. |
| middle\_name |
| last\_name |
| locationid | Emp\_Site | Derived from locationid. |
| location |
| supervisorid | Sup\_Emp\_ID | For CSRs sup is replaced with Sup from WFM |
|  | Mgr\_Emp\_ID | Mgr\_Emp\_ID is derived from supervisor’s supervisor value from the feed. |
| jobcodeid | Emp\_Job\_Code |  |
| jobcode | Emp\_Job\_Description |  |
| email\_address | Emp\_Email |  |
| empl\_status | Active |  |
| last\_hiredate | Start\_Date |  |

#### Employee Feed from Aspect eWFM

Description: This is an Employee file from Aspect eWFM. Used to capture the Supervisor for employees having a CSR job code and the program value. The program value should be associated with the call or activity and will be input from the web interface or provided in the Coaching requests from Quality system and Outliers feeds. The program value based on the agents 1MULTI value from eWFM will only be sued when a program cannot be identified for the call activity for a specific coaching log.

Source system: Aspect eWFM

Staging location: [\\vrivscors01\BCC Scorecards\Coaching\EmpInfo\](file:///\\vrivscors01\BCC%20Scorecards\Coaching\EmpInfo\)

File name: Employee\_information\_WithProgram.csv

Frequency: Daily

Load job: NewDailyHRLoad sql agent job

Load time: 8 PM EST (6:00 PM Database time)

Destination Table: EmpID\_To\_SupID\_Stage

|  |  |  |
| --- | --- | --- |
| Feed Element | EmpID\_To\_SupID\_Stage | Comments |
| EMP\_ID | Emp\_ID | Used for employee join |
| EMP\_SORT\_NAME | Emp\_Name | Not used |
| EMP\_JOB\_CODE | Emp\_Job\_Code | Not used |
| EMP\_SITE | Emp\_Site\_Code | Not used |
| SUP\_ID | Sup\_ID | Used for populating Supervisor value for CSRs. |
| EMP\_PROGRAM | Emp\_Program | Used for populating program value for CSRs. |
| Emp\_Status | Emp\_Status | Used for inactivating ecls for users in EA status. |
| Emp\_LanID | Emp\_LanID | Used for employee join |

#### Web Interface for Coaching Logs

Description: This is the primary method for Coaching log submissions. Users can submit direct or indirect Coaching logs from the main coaching page.

Source system: N/A

Frequency: N/A (On demand)

Load job: N/A

Load time: N/A

#### Quality Feed for Coaching Logs

Description: This is the feed of evaluations from the Quality system. Passed evaluations are just acknowledged by the CSR whereas failed, evaluations start off with a sup or mgr review depending on whether or not it is a CSE. Appropriate notifications are sent out depending on the status of the log on insert into the table.

Source system: Quality system (Verint or other)

Staging location: [\\vrivscors01\BCC Scorecards\Coaching\Apps\Encryption\Encrypt\_out\](file:///\\vrivscors01\BCC%20Scorecards\Coaching\Apps\Encryption\Encrypt_out\)

File name: eCL\_IQS\_Scorecard\_yyyymmdd.csv.zip.encrypt

(file gets decrypted as eCL\_IQS\_Scorecard\_20140209.csv into the decrypt\_out folder [\\vrivscors01\BCC Scorecards\Coaching\Apps\Encryption\Decrypt\_out\](file:///\\vrivscors01\BCC%20Scorecards\Coaching\Apps\Encryption\Decrypt_out\) during the load process.

Frequency: Daily

Load job: NewDailyCoaching

Load time: 6:30 AM EST (4:30 AM Database time)

Destination Tables: Coaching\_Log and Quality\_Coaching\_Fact

|  |  |  |  |
| --- | --- | --- | --- |
| Feed Element | Quality\_Coaching\_Fact | Coaching\_Log | Comments |
| Column 0- EvalID | Eval\_ID | VerintEvalID |  |
| Column 1-EvalDate | Eval\_Date | StartDate |  |
| Column 2-EvalSiteID | Eval\_Site\_ID |  |  |
| Column 3-UserID | User\_ID |  |  |
| Column 4-UserEmpID | User\_EmpID | CSRID |  |
| Column 5-SupID | Sup\_ID |  |  |
| Column 6-SupEmpID | Sup\_EmpID |  |  |
| Column 7-MgrID | Mgr\_ID |  |  |
| Column 8-MgrEmpID | Mgr\_EmpID |  |  |
| Column 9-JournalNum | Journal\_ID | VerintID |  |
| Column 10-CallDate | Call\_Date |  |  |
| Column 11-CoachingDate |  |  |  |
| Column 12-SumOfCallerIssues | Summary\_CallerIssues | Description |  |
| Column 13-CoachingDiscussion | Coaching\_Goal\_Discussion |  |  |
| Column 14-CSE | CSE | isCSE  AND  StatusID | 1. WHEN CSE = '' THEN 0 ELSE 1  2. Used along with Oppor\_Rein value to determine Status |
| Column 15-EvaluatorID | Evaluator\_ID | SubmitterID |  |
| Column 16-CoachedBy |  |  |  |
| Column 17-CoachedByEmpID |  |  |  |
| Column 18-Source | Source |  |  |
| Column 19-CSR\_Signature |  |  |  |
| Column 20-Oppoer\_rein | Oppor\_Rein | StatusID | Status is indirectly derived using Oppor\_Rein value and CSE value |
| Column 21-Program | Program | ProgramName |  |
| Column 22- EvaluationForm | VerintFormName | VerintFormName |  |
|  |  |  |  |
|  |  |  |  |
| Feed Element | Quality\_Coaching\_Fact | Coaching\_Log\_Reason | Comments |
| Column 20-Oppor\_rein | Oppor\_Rein | Value | Child table for Coaching Reasons |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

#### Outliers Feed for Coaching Logs

Description: Outlier reports will be created by the BCC Analytics team which will identify thresholds and exceptions for 19 metrics that require coaching or further research by Call Center Mangers (CCM). A feed will be generated for each metric based on the predefined input format..

19 metrics identified: (3 letter report code at the end used to identify the Report)

|  |
| --- |
| * Inbound Short Calls-ISQ |
| * Returned MAC Escalation-RME |
| * Inappropriate DME Escalation-IDE |
| * Inappropriate EE/MM Escalation-IEE |
| * Low CSAT-LCS |
| * Inappropriate NGD Feedback-INF |
| * Scripts Logged-SLG |
| * Default Qualifiers-DFQ |
| * ISG Consults-ISG |
| * Inappropriate ACO Escalation-ACO |
| * Transfers-TRN |
| * Inappropriate ARC Escalation-IAE |
| * Outbound Short Calls-OSC |
| * Cancelled Calls-CAN |
| * Open Calls-OPN |
| * ACW-ACW |
| * AHT-AHT |
| * NGD Inappropriate Transfer-NIT |
| * BCC Security and Privacy Incident Coaching-SPI |

Source system: Various source systems depending on the metric.

Staging location: [\\vrivscors01\BCC Scorecards\Coaching\Outliers\](file:///\\vrivscors01\BCC%20Scorecards\Coaching\Outliers\)

File name: eCL\_Outlier\_Feed\_XXXyyyymmdd.csv where XXX is the 3 letter report code for each metric as shown above.

Frequency: As needed

Load job: NewDailyCoaching

Load time: 6:30 AM EST (4:30 AM Database time)

Coaching\_Log and Outlier\_Coaching\_Fact

|  |  |  |  |
| --- | --- | --- | --- |
| Feed Element | Outlier\_Coaching\_Fact | Coaching\_Log | Comments |
| numReportID | Report\_ID | numReportID |  |
| strReportCode | Report\_Code | strReportCode |  |
| strFormType | Form\_Type | SourceID |  |
| strSource | Source |  |
| strFormStatus | Form\_Status | StatusID | Looked up |
| EventDate | Event\_Date | EventDate |  |
| SubmittedDate | Submitted\_Date | SubmittedDate |  |
| StartDate | Start\_Date | StartDate |  |
| strSubmitterName | Submitter\_LANID |  |  |
| strSubmitterEmail | Submitter\_Email |  |  |
| strcSR | CSR\_LANID | FormName, CSR |  |
| strCSRSite | CSR\_Site |  |  |
| strCoachingReason\_Current\_Coaching\_Initiatives | CoachReason\_Current\_Coaching\_Initiatives |  |  |
| txtDescription | TextDescription | Description |  |
| strProgram | Program | ProgramName |  |
|  |  |  |  |
|  |  |  |  |
| Feed Element | Outlier\_Coaching\_Fact | Coaching\_Log\_Reason | Comments |
| strCoachingReason\_Current\_Coaching\_Initiatives | CoachReason\_Current\_Coaching\_Initiatives | Value |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

#### ETS Feeds for Coaching Logs

Description: ETS Reports will be created by CCO Operations team which will include time card

infractions by CCO CSRs, supervisors, and approvers. Below is a list of reports that will be loaded into eCL. Each Report is identified by a 2-4 letter code.

* EA Excused Absence
* EOT Exempt Over Time
* FWH Future Worked Hours
* FWHA Future Worked Hours (Approver)
* HOL Incorrect Holiday
* HOLA Incorrect Holiday (Approver)
* ITD Invalid Timecodes Direct
* ITDA Invalid Timecodes Direct (Approver)
* ITI Invalid Timecodes Indirect
* ITIA Invalid Timecodes Indirect (Approver)
* UTL Utilization
* UTLA Utilization (Approver)

Staging location: [\\vrivscors01\BCC Scorecards\Coaching\ETS\](file:///\\vrivscors01\BCC%20Scorecards\Coaching\ETS\)

File name: eCL\_ETS\_Feed\_XX(XX)YYYYMMDD.csv where XX(XX) is the 2-4 letter report code for each type of report.

Frequency: Most reports are once weekly, some reports are twice weekly.

Expected on Mondays for weeklies and Mondays and Wednesdays for twice weeklies.

SQL agent load job: ETSCoaching

Load Schedule: Job will be scheduled to run once every 2 hours between 2 PM and 8 PM EST on Mondays and Wednesdays.

2:00 PM EST

4:00 PM EST

6:00 PM EST

8:00 PM EST

Tables Populated/Used

Coaching\_Log

Coaching\_Log\_Reason

ETS\_Coaching\_Stage

ETS\_Coaching\_Rejected

ETS\_Coaching\_Fact

ETS\_Description

ETS\_FileList

Feed element to ETS\_Fact and Coaching\_Log mapping

|  |  |  |  |
| --- | --- | --- | --- |
| Feed Element | ETS\_Coaching\_Fact | Coaching\_Log | Comments |
| Friday End Date | Event\_Date | EventDate |  |
| Report Code | Report\_Code  (reformatted and concatenated with formatted Friday end date) | strReportCode |  |
| Employee Number | Emp\_ID | Emp\_ID |  |
| Employee Name | Not used |  |
| Project Number | Project\_Number | Description |  |
| Task Number | Task\_Number | Description |  |
| Task Name | Task\_Name | Description |  |
| Time Code | Time\_Code | Description |  |
| Supervisor Name | Associated\_Person | Description |  |
| Hours | Hours | Description |  |
| Sat | Sat | Description |  |
| Sun | Sun | Description |  |
| Mon | Mon | Description |  |
| Tue | Tue | Description |  |
| Wed | Wed | Description |  |
| Thu | Thu | Description |  |
| Fri | Fri | Description |  |
| Exempt Status | Exempt\_Status | Not used |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

#### ETS Compliance (Outstanding Action) Feeds for Coaching Logs

Description: ETS Compliance Reports will be created by CCO Operations team which will include time card Outstanding Actions by CSRs and Supervisors. Outstanding Actions refer to

Employees that do not complete their timesheet by the required deadline and for Approvers not

Reviewing and or approving their teams timesheets on time.

Below are the 2 reports under this category of reports that will be loaded into eCL. Each Report is identified by a 2-4 letter code.

* OAE Outstanding Action (Employee)
* OAS Outstanding Action (Supervisor)

Staging location: [\\vrivscors01\BCC Scorecards\Coaching\ETS\](file:///\\vrivscors01\BCC%20Scorecards\Coaching\ETS\)

File name: eCL\_Compliance\_ETS\_Feed\_XX(XX)YYYYMMDD.csv where XX(XX) is the 2-4 letter report code for each type of report.

Frequency: Weekly on Mondays

SQL agent load job: ETSCoaching

Load Schedule: Job will be scheduled to run once every 2 hours between 2 PM and 8 PM EST on Mondays and Wednesdays.

2:00 PM EST

4:00 PM EST

6:00 PM EST

8:00 PM EST

Tables Populated/Used

Coaching\_Log

Coaching\_Log\_Reason

ETS\_Coaching\_Stage

ETS\_Coaching\_Rejected

ETS\_Coaching\_Fact

ETS\_Description

ETS\_FileList

Feed element to ETS\_Fact and Coaching\_Log mapping

|  |  |  |  |
| --- | --- | --- | --- |
| Feed Element | ETS\_Coaching\_Fact | Coaching\_Log | Comments |
| Time Period | Event\_Date | EventDate |  |
| Report Code | Report\_Code  (reformatted and concatenated with formatted Time Period) | strReportCode |  |
| Employee ID | Emp\_ID | Emp\_ID |  |
| Employee Name | Not used |  |
| Associated Person | Associated\_Person (OAS only) | Description |  |
|  |  |  |  |
|  |  |  |  |

* + 1. **Outputs**
* Web interface submission page
* Web interface main dashboard
* Web interface historical dashboard
* Web interface historical dashboard access control list

1. **Database**

The eCoaching database resides on a shared sql server instance VDENSSDBP07\SCORP01. The database objects are in a schema named ’EC’. All feeds and input files are staged on a file share

[\\VRIVSCORS01\bCC Scorecards\](file:///\\VRIVSCORS01\bCC%20Scorecards\) as noted in the Inputs section above.

* 1. **eCoaching Tables.**

This section outlines the tables in the Coaching.EC schema and the data stored in them.

|  | **Table Name** | **Table Description** |
| --- | --- | --- |
| 1. | Coaching\_Log | Parent table for storing Coaching logs. |
| 2. | Coaching\_Log\_Reason | Child Table for storing Reasons for the Coaching logs. |
| 3. | Employee\_Hierarchy | Table for storing Employee Information. |
| 4. | Employee\_Hierarchy\_Stage | Table used for staging the Employee Information from PeopleSoft during the Employee Hierarchy load process. |
| 5. | EmpID\_To\_SupID\_Stage | Table used for staging the Sup Ids from Aspect eWFM during the Employee Hierarchy load process. |
| 6. | EmployeeID\_To\_LanID | Table used for storing Employee ID to Lan ID links over time. |
| 7. | CSR\_Hierarchy | Table used for storing CSR Hierarchy records over time. |
| 8. | DIM\_Coaching\_Reason | Static table used for storing Coaching reason values. |
| 9. | DIM\_Date | Static table used for storing Date dimension values. |
| 10. | DIM\_Site | Static table used for storing Coaching site values. |
| 11. | DIM\_Status | Static table used for storing Status values. |
| 12. | DIM\_Source | Static table used for storing Coaching source values. |
| 13. | DIM\_Sub\_Coaching\_Reason | Static table used for storing sub Coaching reason values. |
| 14. | Quality\_Coaching\_Stage | Table used for staging the Quality evaluations from IQS during the insert into Coaching\_Log table. |
| 15. | Quality\_Coaching\_Rejected | Table used for storing the rejected Quality evaluations from IQS during the insert into Coaching\_Log table. Logs are rejected when a Lan ID cannot be looked up for an incoming Employee ID in the file. |
| 16. | Quality\_Coaching\_Fact | Table used for storing Quality source records loaded into the Coaching Log table. |
| 17. | Quality\_FileList | Table used for storing Quality file names and Load dates. |
| 18. | Outlier\_Coaching\_Stage | Table used for staging the OMR records during the insert into Coaching\_Log table. |
| 19. | Outlier\_Coaching\_Rejected | Table used for storing the rejected OMR records during the insert into Coaching\_Log table. Logs are rejected when an incoming Lan ID does not exist in the Employee\_Hierarchy table. |
| 20. | Outlier\_Coaching\_Fact | Table used for storing Outliers source records loaded into the Coaching Log table. |
| 21. | Outlier\_FileList | Table used for storing the OMR file names and Load dates. |
| 22. | Historical\_Dashboard\_ACL | Table used for storing user records that do not fall into the regular hierarchy to provide access to the historical dashboards. |
| 23. | DIM\_Module | Static table used for storing Module values |
| 24. | Employee\_Selection | Static table used to map the job codes of employees that will be eligible for eCL’s under a specific module. |
| 25. | Module\_Submission | Static table that maps job codes to the modules that uses can make submissions for. |
| 26. | DIM\_Program | Static table used to store the program values. |
| 27. | Coaching\_Reason\_Selection | A Static table that contains all attributes of the Coaching Reasons available across all modules. |
| 28. | CallID\_Selection | A static table that stored the different call IDs that can be captured during an eCL submission along with the format for that ID. |
| 29. | Email\_Notifications | Static table used for storing Email attributes for all modules. |
| 30. | Warning\_Log | Parent table for storing Warning logs. |
| 31. | Warning\_Log\_Reason | Child Table for storing Reasons for the Warning logs. |
| 32. | ETS\_Coaching\_Stage | Table used for staging the ETS records during the insert into Coaching\_Log table. |
| 33. | ETS\_Coaching\_Fact | Table used for storing ETS source records loaded into the Coaching Log table. |
| 34. | ETS\_Coaching\_Rejected | Table used for storing the rejected ETS records during the insert into Coaching\_Log table. Logs are rejected when a record does not belong to a CSR or Supervisor job code. |
| 35. | ETS\_Description | Table used to store the 2-4 letter Report Code, Description and the hardcoded Description for the Report. |
| 36. | ETS\_FileList | Table used for storing the ETS file names and Load dates. |
| 37. | DIM\_Behavior | Static table used to store the behavior values for training Module. Used in place of program used by other Modules. |
| 38. | Inactivations\_Stage | Table used for processing Inactivations from feed. No data is retained. Data is truncated and used for each new file that is processed. |
|  |  |  |
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### EC.Coaching\_Log

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype (Size)** | **Comment** | **PK** | **FK** |
| CoachingID | bigint | IDENTITY(1,1) | x |  |
| FormName | nvarchar(50) |  |  |  |
| ProgramName | nvarchar(50) |  |  |  |
| SourceID | int |  |  | x |
| StatusID | int |  |  | x |
| SiteID | int |  |  | x |
| EmpLanID | nvarchar(50) |  |  |  |
| EmpID | nvarchar(10) |  |  |  |
| SubmitterID | nvarchar(10) |  |  |  |
| EventDate | datetime |  |  |  |
| CoachingDate | datetime |  |  |  |
| isAvokeID | bit |  |  |  |
| AvokeID | nvarchar(40) |  |  |  |
| isNGDActivityID | bit |  |  |  |
| NGDActivityID | nvarchar(40) |  |  |  |
| isUCID | bit |  |  |  |
| UCID | nvarchar(40) |  |  |  |
| isVerintID | bit |  |  |  |
| VerintID | nvarchar(40) |  |  |  |
| VerintEvalID | nvarchar(20) |  |  |  |
| Description | nvarchar(max) |  |  |  |
| CoachingNotes | nvarchar(4000) |  |  |  |
| isVerified | bit |  |  |  |
| SubmittedDate | datetime |  |  |  |
| StartDate | datetime |  |  |  |
| SupReviewedAutoDate | datetime |  |  |  |
| isCSE | bit |  |  |  |
| MgrReviewManualDate | datetime |  |  |  |
| MgrReviewAutoDate | datetime |  |  |  |
| MgrNotes | nvarchar(3000) |  |  |  |
| isCSRAcknowledged | bit |  |  |  |
| CSRReviewAutoDate | datetime |  |  |  |
| CSRComments | nvarchar(3000) |  |  |  |
| EmailSent | bit | DEFAULT(0) |  |  |
| numReportID | int |  |  |  |
| strReportCode | nvarchar(30) |  |  |  |
| isCoachingRequired | bit |  |  |  |
| strReasonNotCoachable | nvarchar(30) |  |  |  |
| txtReasonNotCoachable | nvarchar(3000) |  |  |  |
| VerintFormname | nvarchar(50) |  |  |  |
| ModuleID | int |  |  |  |
| SupID | nvarchar(20) |  |  |  |
| MgrID | nvarchar(20 |  |  |  |
| Review\_SupID | nvarchar(20) |  |  |  |
| Review\_MgrID | nvarchar(20) |  |  |  |
| behavior | nvarchar(30) |  |  |  |

### EC.Coaching\_Log\_Reason

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| CoachingID | bigint |  | x | x |
| CoachingReasonID | bigint |  |  |
| SubCoachingReasonID | bigint |  |  |
| Value | nvarchar(30) |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

### EC.Employee\_Hierarchy

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| Emp\_ID | nvarchar(10) |  | x |  |
| Emp\_Name | nvarchar(70) |  |  |  |
| Emp\_Email | nvarchar(50) |  |  |  |
| Emp\_LanID | nvarchar(30) |  |  |  |
| Emp\_Site | nvarchar(50) |  |  |  |
| Emp\_Job\_Code | nvarchar(50) |  |  |  |
| Emp\_Job\_Description | nvarchar(50) |  |  |  |
| Emp\_Program | nvarchar(20) |  |  |  |
| Sup\_ID | nvarchar(10) |  |  |  |
| Sup\_Name | nvarchar(70) |  |  |  |
| Sup\_Email | nvarchar(50) |  |  |  |
| Sup\_LanID | nvarchar(20) |  |  |  |
| Sup\_Job\_Code | nvarchar(50) |  |  |  |
| Sup\_Job\_Description | nvarchar(50) |  |  |  |
| Mgr\_ID | nvarchar(10) |  |  |  |
| Mgr\_Name | nvarchar(70) |  |  |  |
| Mgr\_Email | nvarchar(50) |  |  |  |
| Mgr\_LanID | nvarchar(20) |  |  |  |
| Mgr\_Job\_Code | nvarchar(50) |  |  |  |
| Mgr\_Job\_Description | nvarchar(50) |  |  |  |
| Start\_Date | nvarchar(10) |  |  |  |
| End\_Date | nvarchar(10) | DEFAULT(99991231) |  |  |
| Active | nvarchar(1) |  |  |  |
|  |  |  |  |  |

### EC.Employee\_Hierarchy\_Stage

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| Emp\_ID | nvarchar(10) |  |  |  |
| Emp\_Name | nvarchar(70) |  |  |  |
| Emp\_Email | nvarchar(50) |  |  |  |
| Emp\_Site | nvarchar(50) |  |  |  |
| Emp\_Job\_Code | nvarchar(20) |  |  |  |
| Emp\_Job\_Description | nvarchar(50) |  |  |  |
| Emp\_LanID | nvarchar(30) |  |  |  |
| Emp\_Program | nvarchar(20) |  |  |  |
| Sup\_Emp\_ID | nvarchar(10) |  |  |  |
| Sup\_Name | nvarchar(70) |  |  |  |
| Sup\_Email | nvarchar(50) |  |  |  |
| Sup\_Job\_Code | nvarchar(50) |  |  |  |
| Sup\_Job\_Description | nvarchar(50) |  |  |  |
| Sup\_LanID | nvarchar(30) |  |  |  |
| Mgr\_Emp\_ID | nvarchar(10) |  |  |  |
| Mgr\_Name | nvarchar(70) |  |  |  |
| Mgr\_Email | nvarchar(50) |  |  |  |
| Mgr\_Job\_Code | nvarchar(50) |  |  |  |
| Mgr\_Job\_Description | nvarchar(50) |  |  |  |
| Mgr\_LanID | nvarchar(30) |  |  |  |
| Start\_Date | datetime |  |  |  |
| Active | nvarchar(1) |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

### EC.EmpID\_To\_SupID\_Stage

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| Emp\_ID | nvarchar(20) |  |  |  |
| Emp\_Name | nvarchar(50) |  |  |  |
| Emp\_Job\_Code | nvarchar(5) |  |  |  |
| Emp\_Site\_Code | nvarchar(20) |  |  |  |
| Sup\_ID | nvarchar(20) |  |  |  |
| Emp\_Program | nvarchar(20) |  |  |  |
| Emp\_Status | nvarchar(10) |  |  |  |
| Emp\_Lanid | nvarchar(30) |  |  |  |

### EC.EmployeeID\_To\_LanID

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| EmpID | nvarchar(20) |  | x |  |
| StartDate | int |  |  |
| EndDate | int |  |  |
| LanID | nvarchar(30) |  |  |  |
| DatetimeInserted | datetime |  |  |  |
| DatetimeLastUpdated | datetime |  |  |  |

### EC.CSR\_Hierarchy

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| EmpID | nvarchar(10) |  | x |  |
| SupID | nvarchar(10) |  |  |  |
| MgrID | nvarchar(10) |  |  |  |
| StartDate | datetime |  | x |  |
| EndDate | datetime |  |  |  |
|  |  |  |  |  |

### EC.DIM\_Coaching\_Reason

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| CoachingReasonID | int | IDENTITY(1,1) | x |  |
| CoachingReason | nvarchar(100) |  |  |  |
|  |  |  |  |  |

### EC.DIM\_Site

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| SiteID | int | IDENTITY(1,1) | x |  |
| City | nvarchar(20) |  |  |  |
| State | nvarchar(20) |  |  |  |
| StateCity | nvarchar(30) |  |  |  |
| isActive | bit |  |  |  |

### EC.DIM\_Date

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| DateKey | int |  | x |  |
| FullDate | datetime |  |  |  |
| DateName | nvarchar(11) |  |  |  |
| DayOfWeek | int |  |  |  |
| DayNameOfWeek | nvarchar(10) |  |  |  |
| DayOfMonth | int |  |  |  |
| WeekOfYear | int |  |  |  |
| MonthName | nvarchar(10) |  |  |  |
| MonthOfYear | int |  |  |  |
| CalendarQuarter | int |  |  |  |
| CalendarYear | int |  |  |  |
| CalendarYearMonth | nvarchar(7) |  |  |  |
| CalendarYYYYQQ | nvarchar(7) |  |  |  |
|  |  |  |  |  |

### EC.DIM\_Status

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| StatusD | int | IDENTITY(1,1) | x |  |
| Status | nvarchar(100) |  |  |  |
|  |  |  |  |  |

### EC.DIM\_Source

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| SourceID | int | IDENTITY(1,1) | x |  |
| CoachingSource | nvarchar(100) |  |  |  |
| SubCoachingSource | nvarchar(100) |  |  |  |
| isActive | bit |  |  |  |
| CSR | bit |  |  |  |
| Supervisor | bit |  |  |  |
| Quality | bit |  |  |  |
| LSA | bit |  |  |  |
| Training | bit |  |  |  |

### EC.DIM\_Sub\_Coaching\_Reason

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| SubCoachingReasonID | int | IDENTITY(1,1) | x |  |
| SubCoachingReason | nvarchar(200) |  |  |  |
|  |  |  |  |  |

### EC.Quality\_Coaching\_Stage

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| Eval\_ID | nvarchar(20) |  |  |  |
| Eval\_Date | datetime |  |  |  |
| Eval\_Site\_ID | int |  |  |  |
| User\_ID | nvarchar(20) |  |  |  |
| User\_EMPID | nvarchar(20) |  |  |  |
| User\_LANID | nvarchar(30) |  |  |  |
| SUP\_ID | nvarchar(20) |  |  |  |
| SUP\_EMPID | nvarchar(20) |  |  |  |
| MGR\_ID | nvarchar(20) |  |  |  |
| MGR\_EMPID | nvarchar(20) |  |  |  |
| Journal\_ID | nvarchar(30) |  |  |  |
| Call\_Date | datetime |  |  |  |
| Summary\_CallerIssues | nvarchar(max) |  |  |  |
| Coaching\_Goal\_Discussion | nvarchar(4000) |  |  |  |
| CSE | nvarchar(2) |  |  |  |
| Evaluator\_ID | nvarchar(20) |  |  |  |
| Program | nvarchar(20) |  |  |  |
| Source | nvarchar(30) |  |  |  |
| Oppor\_Rein | nvarchar(20) |  |  |  |
| Date\_Inserted | datetime |  |  |  |
| VerintFormname | nvarchar(50) |  |  |  |

### EC.Quality \_Coaching\_Rejected

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| Eval\_ID | nvarchar(20) |  |  |  |
| Eval\_Date | datetime |  |  |  |
| Eval\_Site\_ID | int |  |  |  |
| User\_ID | nvarchar(20) |  |  |  |
| User\_EMPID | nvarchar(20) |  |  |  |
| User\_LANID | nvarchar(30) |  |  |  |
| SUP\_ID | nvarchar(20) |  |  |  |
| SUP\_EMPID | nvarchar(20) |  |  |  |
| MGR\_ID | nvarchar(20) |  |  |  |
| MGR\_EMPID | nvarchar(20) |  |  |  |
| Journal\_ID | nvarchar(30) |  |  |  |
| Call\_Date | datetime |  |  |  |
| Summary\_CallerIssues | nvarchar(max) |  |  |  |
| Coaching\_Goal\_Discussion | nvarchar(4000) |  |  |  |
| CSE | nvarchar(2) |  |  |  |
| Evaluator\_ID | nvarchar(20) |  |  |  |
| Program | nvarchar(20) |  |  |  |
| Source | nvarchar(30) |  |  |  |
| Oppor\_Rein | nvarchar(20) |  |  |  |
| Reject\_reason | nvarchar(40) |  |  |  |
| Date\_Rejected | datetime |  |  |  |
| VerintFormname | nvarchar(50) |  |  |  |

### EC. Quality\_Coaching\_Fact

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| Eval\_ID | nvarchar(20) |  |  |  |
| Eval\_Date | datetime |  |  |  |
| Eval\_Site\_ID | int |  |  |  |
| User\_ID | nvarchar(20) |  |  |  |
| User\_EMPID | nvarchar(20) |  |  |  |
| User\_LANID | nvarchar(30) |  |  |  |
| SUP\_ID | nvarchar(20) |  |  |  |
| SUP\_EMPID | nvarchar(20) |  |  |  |
| MGR\_ID | nvarchar(20) |  |  |  |
| MGR\_EMPID | nvarchar(20) |  |  |  |
| Journal\_ID | nvarchar(30) |  |  |  |
| Call\_Date | datetime |  |  |  |
| Summary\_CallerIssues | nvarchar(max) |  |  |  |
| Coaching\_Goal\_Discussion | nvarchar(4000) |  |  |  |
| CSE | nvarchar(2) |  |  |  |
| Evaluator\_ID | nvarchar(20) |  |  |  |
| Program | nvarchar(20) |  |  |  |
| Source | nvarchar(30) |  |  |  |
| Oppor\_Rein | nvarchar(20) |  |  |  |
| Date\_Inserted | datetime |  |  |  |

### EC.Quality\_FileList

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| File\_SeqNum | int | IDENTITY(1,1) |  |  |
| File\_Name | nvarchar(260) |  |  |  |
| File\_LoadDate | datetime |  |  |  |
| Count\_Staged | int |  |  |  |
| Count\_Loaded | int |  |  |  |
| Count\_Rejected | int |  |  |  |
| VerintFormname | nvarchar(50) |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

### EC.Outlier\_Coaching\_Stage

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| Report\_ID | int |  |  |  |
| Report\_Code | nvarchar(20) |  |  |  |
| Form\_Type | nvarchar(20) |  |  |  |
| Source | nvarchar(60) |  |  |  |
| Form\_Status | nvarchar(30) |  |  |  |
| Event\_Date | datetime |  |  |  |
| Submitted\_Date | datetime |  |  |  |
| Start\_Date | datetime |  |  |  |
| Submitter\_LANID | nvarchar(30) |  |  |  |
| Submitter\_Name | nvarchar(30) |  |  |  |
| Submitter\_Email | nvarchar(50) |  |  |  |
| CSR\_LANID | nvarchar(30) |  |  |  |
| CSR\_EMPID | nvarchar(20) |  |  |  |
| CSR\_Site | nvarchar(20) |  |  |  |
| Program | nvarchar(30) |  |  |  |
| CoachReason\_Current\_Coaching\_Initiatives | nvarchar(20) |  |  |  |
| TextDescription | nvarchar(3000) |  |  |  |
| FileName | nvarchar(260) |  |  |  |
| RMgr\_ID | nvarchar(20) |  |  |  |

### EC.Outlier\_Coaching\_Rejected

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| Report\_ID | int |  |  |  |
| Report\_Code | nvarchar(20) |  |  |  |
| Form\_Type | nvarchar(20) |  |  |  |
| Source | nvarchar(60) |  |  |  |
| Form\_Status | nvarchar(30) |  |  |  |
| Event\_Date | datetime |  |  |  |
| Submitted\_Date | datetime |  |  |  |
| Start\_Date | datetime |  |  |  |
| Submitter\_LANID | nvarchar(30) |  |  |  |
| Submitter\_Name | nvarchar(30) |  |  |  |
| Submitter\_Email | nvarchar(50) |  |  |  |
| CSR\_LANID | nvarchar(30) |  |  |  |
| CSR\_Site | nvarchar(20) |  |  |  |
| Program | nvarchar(30) |  |  |  |
| CoachReason\_Current\_Coaching\_Initiatives | nvarchar(20) |  |  |  |
| TextDescription | nvarchar(3000) |  |  |  |
| FileName | nvarchar(260) |  |  |  |
| Rejected\_Reason | nvarchar(200) |  |  |  |
| Rejected\_Date | datetime |  |  |  |
| RMgr\_ID | nvarchar(20) |  |  |  |
|  |  |  |  |  |

### EC.Outlier\_Coaching\_Fact

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| Report\_ID | int |  |  |  |
| Report\_Code | nvarchar(20) |  |  |  |
| Form\_Type | nvarchar(20) |  |  |  |
| Source | nvarchar(60) |  |  |  |
| Form\_Status | nvarchar(30) |  |  |  |
| Event\_Date | datetime |  |  |  |
| Submitted\_Date | datetime |  |  |  |
| Start\_Date | datetime |  |  |  |
| Submitter\_LANID | nvarchar(30) |  |  |  |
| Submitter\_Name | nvarchar(30) |  |  |  |
| Submitter\_Email | nvarchar(50) |  |  |  |
| CSR\_LANID | nvarchar(30) |  |  |  |
| CSR\_Site | nvarchar(20) |  |  |  |
| Program | nvarchar(30) |  |  |  |
| CoachReason\_Current\_Coaching\_Initiatives | nvarchar(20) |  |  |  |
| TextDescription | nvarchar(3000) |  |  |  |
| FileName | nvarchar(260) |  |  |  |
| RMgr\_ID | nvarchar(20) |  |  |  |

### EC.Outlier\_FileList

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| File\_SeqNum | int | IDENTITY(1,1) |  |  |
| File\_Name | nvarchar(260) |  |  |  |
| File\_LoadDate | datetime |  |  |  |
| Count\_Staged | int |  |  |  |
| Count\_Loaded | int |  |  |  |
| Count\_Rejected | int |  |  |  |

### EC.Historical\_Dashboard\_ACL

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| Row\_ID | int | IDENTITY(1,1) | x |  |
| User\_LanID | nvarchar(30) |  | x |  |
| User\_Name | nvarchar(30) |  |  |  |
| Role | nvarchar(30) | DEFAULT (N'ECL') |  |  |
| End\_Date | nvarchar(10) | DEFAULT (N'99991231') |  |  |
| Updated\_By | nvarchar(30) |  |  |  |
| IsAdmin | nvarchar(1) | DEFAULT (N'N') |  |  |

### EC.DIM\_Module

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| ModuleD | int | IDENTITY(1,1) | x |  |
| Module | nvarchar(30) |  |  |  |
| BySite | bit |  |  |  |
| IsActive | bit |  |  |  |
| ByProgram | bit |  |  |  |
| ByBehavior | bit |  |  |  |

### EC.Employee\_Selection

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| Job\_Code | nvarchar(50) |  |  |  |
| Job\_Code\_Description | nvarchar(50) |  |  |  |
| isCSR | bit |  |  |  |
| isSupervisor | bit |  |  |  |
| isQuality | bit |  |  |  |
| isLSA | bit |  |  |  |
| isTraining | bit |  |  |  |

### EC.Module\_Submission

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| Job\_Code | nvarchar(50) |  |  |  |
| Job\_Code\_Description | nvarchar(50) |  |  |  |
| CSR | bit |  |  |  |
| Supervisor | bit |  |  |  |
| Quality | bit |  |  |  |
| LSA | bit |  |  |  |
| Training | bit |  |  |  |

### EC.Coaching\_Reason\_Selection

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| CoachingReasonID | int |  |  |  |
| CoachingReason | nvarchar(200) |  |  |  |
| SubCoachingReasonID | int |  |  |  |
| SubCoachingReason | nvarchar(200) |  |  |  |
| isActive | bit |  |  |  |
| Direct | bit |  |  |  |
| Indirect | bit |  |  |  |
| isOpportunity | bit |  |  |  |
| isReinforcement | bit |  |  |  |
| CSR | bit |  |  |  |
| Quality | bit |  |  |  |
| Supervisor | bit |  |  |  |
| splReason | bit |  |  |  |
| LSA | bit |  |  |  |
| Training | bit |  |  |  |

### EC.CallID\_Selection

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| CallIDType | nvarchar(50) |  |  |  |
| Format | nvarchar(50) |  |  |  |
| CSR | bit |  |  |  |
| Supervisor | bit |  |  |  |
| Quality | bit |  |  |  |
| LSA | bit |  |  |  |
| Training | bit |  |  |  |

### EC.Email\_Notifications

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| Module | nvarchar(30) |  |  |  |
| Submission | nvarchar(30) |  |  |  |
| Source | nvarchar(30) |  |  |  |
| SubSource | nvarchar(100) |  |  |  |
| isCSE | bit |  |  |  |
| Status | nvarchar(100) |  |  |  |
| Recipient | nvarchar(100) |  |  |  |
| Subject | nvarchar(200) |  |  |  |
| Body | nvarchar(2000) |  |  |  |
| isCCRecipient | bit |  |  |  |
| CCRecipient | nvarchar(100) |  |  |  |

### EC.Warning\_Log

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype (Size)** | **Comment** | **PK** | **FK** |
| WarningID | bigint | IDENTITY(1,1) | x |  |
| FormName | nvarchar(50) |  |  |  |
| ProgramName | nvarchar(50) |  |  |  |
| SourceID | int |  |  | x |
| StatusID | int |  |  | x |
| SiteID | int |  |  | x |
| EmpLanID | nvarchar(50) |  |  |  |
| EmpID | nvarchar(10) |  |  |  |
| SubmitterID | nvarchar(10) |  |  |  |
| SupID | nvarchar(10) |  |  |  |
| MgrID | nvarchar(10) |  |  |  |
| WarningGivenDate | datetime |  |  |  |
| Description | varbinary(max) |  |  |  |
| CoachingNotes | varbinary(max) |  |  |  |
| SubmittedDate | datetime |  |  |  |
| ModuleID | int |  |  |  |
| Active | bit |  |  |  |
| numReportID | int |  |  |  |
| strReportCode | nvarchar(30) |  |  |  |

### EC.Warning\_Log\_Reason

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| WarningID | bigint |  | x | x |
| CoachingReasonID | bigint |  |  |
| SubCoachingReasonID | bigint |  |  |
| Value | nvarchar(30) |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

### EC.ETS\_Coaching\_Stage

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| Report\_Code | nvarchar(20) |  |  |  |
| Report\_ID | int |  |  |  |
| Event\_Date | datetime |  |  |  |
| Submitted\_Date | datetime |  |  |  |
| Emp\_ID | nvarchar(20) |  |  |  |
| Emp\_LanID | nvarchar(30) |  |  |  |
| Emp\_Site | nvarchar(20) |  |  |  |
| Emp\_Program | nvarchar(30) |  |  |  |
| Emp\_SupID | nvarchar(20) |  |  |  |
| Emp\_MgrID | nvarchar(20) |  |  |  |
| Emp\_Role | nvarchar(3) |  |  |  |
| Project\_Number | nvarchar(8) |  |  |  |
| Task\_Number | nvarchar(8) |  |  |  |
| Task\_Name | nvarchar(60) |  |  |  |
| Time\_Code | nvarchar(30) |  |  |  |
| Associated\_Person | nvarchar(30) |  |  |  |
| Hours | nvarchar(8) |  |  |  |
| Sat | nvarchar(3000) |  |  |  |
| Sun | nvarchar(260) |  |  |  |
| Mon | nvarchar(8) |  |  |  |
| Tue | nvarchar(8) |  |  |  |
| Wed | nvarchar(8) |  |  |  |
| Thu | nvarchar(8) |  |  |  |
| Fri | nvarchar(8) |  |  |  |
| Exempt\_Status | nvarchar(20) |  |  |  |
| TextDescription | nvarchar(max) |  |  |  |
| FileName | nvarchar(260) |  |  |  |
| Reject\_Reason | nvarchar(200) |  |  |  |

### EC.ETS\_Coaching\_Fact

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| Report\_Code | nvarchar(20) |  |  |  |
| Event\_Date | datetime |  |  |  |
| Emp\_ID | nvarchar(20) |  |  |  |
| Project\_Number | nvarchar(8) |  |  |  |
| Task\_Number | nvarchar(8) |  |  |  |
| Task\_Name | nvarchar(60) |  |  |  |
| Time\_Code | nvarchar(30) |  |  |  |
| Associated\_Person | nvarchar(30) |  |  |  |
| Hours | nvarchar(8) |  |  |  |
| Sat | nvarchar(3000) |  |  |  |
| Sun | nvarchar(260) |  |  |  |
| Mon | nvarchar(8) |  |  |  |
| Tue | nvarchar(8) |  |  |  |
| Wed | nvarchar(8) |  |  |  |
| Thu | nvarchar(8) |  |  |  |
| Fri | nvarchar(8) |  |  |  |
| Exempt\_Status | nvarchar(20) |  |  |  |
| Inserted\_Date | datetime |  |  |  |
| FileName | nvarchar(260) |  |  |  |

### EC.ETS\_Coaching\_Rejected

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| Report\_Code | nvarchar(20) |  |  |  |
| Event\_Date | datetime |  |  |  |
| Emp\_ID | nvarchar(20) |  |  |  |
| Emp\_LanID | nvarchar(30) |  |  |  |
| Emp\_Site | nvarchar(20) |  |  |  |
| Emp\_Program | nvarchar(30) |  |  |  |
| Emp\_SupID | nvarchar(20) |  |  |  |
| Emp\_MgrID | nvarchar(20) |  |  |  |
| Emp\_Role | nvarchar(3) |  |  |  |
| Project\_Number | nvarchar(8) |  |  |  |
| Task\_Number | nvarchar(8) |  |  |  |
| Task\_Name | nvarchar(60) |  |  |  |
| Time\_Code | nvarchar(30) |  |  |  |
| Associated\_Person | nvarchar(30) |  |  |  |
| Hours | nvarchar(8) |  |  |  |
| Sat | nvarchar(3000) |  |  |  |
| Sun | nvarchar(260) |  |  |  |
| Mon | nvarchar(8) |  |  |  |
| Tue | nvarchar(8) |  |  |  |
| Wed | nvarchar(8) |  |  |  |
| Thu | nvarchar(8) |  |  |  |
| Fri | nvarchar(8) |  |  |  |
| Exempt\_Status | nvarchar(20) |  |  |  |
| FileName | nvarchar(260) |  |  |  |
| Rejected\_Reason | nvarchar(200) |  |  |  |
| Rejected\_Date | datetime |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

### EC.ETS\_Description

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| ReportCode | nvarchar(20) |  |  |  |
| ReportDescription | nvarchar(100) |  |  |  |
| Description | nvarchar(max) |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

### EC.ETS\_FileList

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| File\_SeqNum | int | IDENTITY(1,1) |  |  |
| File\_Name | nvarchar(260) |  |  |  |
| File\_LoadDate | datetime |  |  |  |
| Count\_Staged | int |  |  |  |
| Count\_Loaded | int |  |  |  |
| Count\_Rejected | int |  |  |  |

### EC.DIM\_Bahavior

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| BehaviorID | int | IDENTITY(1,1) |  |  |
| Behavior | nvarchar(30) |  |  |  |

### EC.Inactivations\_Stage

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| FormName | nvarchar(50) |  |  |  |
| Message | nvarchar(100) |  |  |  |
| ProcessDate | datetime |  |  |  |

* 1. **eCoaching Procedures**

|  | **Procedure Name** | **Usage** |
| --- | --- | --- |
| 1. | sp\_Check\_AgentRole | Web interface: General |
| 2. | sp\_Dim\_Date\_Add\_Date\_Range | Maintenance: Date DIM |
| 3. | sp\_Dim\_Date\_Add\_Unknown\_Row | Maintenance: Date DIM |
| 4. | sp\_InsertInto\_Coaching\_Log | Web interface: Submission |
| 6. | sp\_InsertInto\_Coaching\_Log\_Outlier | Feed Load: Outliers Data |
| 7. | sp\_InsertInto\_Coaching\_Log\_Quality | Feed Load: Quality Data |
| 8. | sp\_InsertInto\_Outlier\_Rejected | Feed Load: Outliers Data |
| 9. | sp\_Populate\_Employee\_Hierarchy | Feed Load: Employee Data |
| 10. | sp\_SelectCoaching4Contact | Feed Load: Notification process for Quality, Outlier and ETS feed logs |
| 11. | sp\_SelectCSRsbyLocation | Web interface: Submission |
| 12. | sp\_SelectFrom\_Coaching\_Log\_CSRCompleted | Web interface: Dashboard: Main |
| 13. | sp\_SelectFrom\_Coaching\_Log\_CSRPending | Web interface: Dashboard: Main |
| 14. | sp\_SelectFrom\_Coaching\_Log\_HistoricalSUP | Web interface: Dashboard: Historical |
| 15. | sp\_SelectFrom\_Coaching\_Log\_MGRCSRCompleted | Web interface: Dashboard: Main |
| 16. | sp\_SelectFrom\_Coaching\_Log\_MGRCSRPending | Web interface: Dashboard: Main |
| 17. | sp\_SelectFrom\_Coaching\_Log\_MGRPending | Web interface: Dashboard: Main |
| 18. | sp\_SelectFrom\_Coaching\_Log\_MyCompSubmitted\_DashboardStaff | Web interface: Dashboard: My Submissions |
| 19. | sp\_SelectFrom\_Coaching\_Log\_MyPenSubmitted\_DashboardStaff | Web interface: Dashboard: My Submissions |
| 20. | sp\_SelectFrom\_Coaching\_Log\_MySubmitted\_Dashboard | Web interface: Dashboard: My Submissions |
| 21. | sp\_SelectFrom\_Coaching\_Log\_MySubmitted\_DashboardMGR | Web interface: Dashboard: My Submissions |
| 22. | sp\_SelectFrom\_Coaching\_Log\_MySubmitted\_DashboardSUP | Web interface: Dashboard: My Submissions |
| 23. | sp\_SelectFrom\_Coaching\_Log\_SUPCSRCompleted | Web interface: Dashboard: Main |
| 24. | sp\_SelectFrom\_Coaching\_Log\_SUPCSRPending | Web interface: Dashboard: Main |
| 25. | sp\_SelectFrom\_Coaching\_Log\_SUPPending | Web interface: Dashboard: Main |
| 26. | sp\_SelectFrom\_Coaching\_LogDistinctCSRCompleted | Web interface: Dashboard: Historical |
| 27. | sp\_SelectFrom\_Coaching\_LogDistinctCSRCompleted2 | Web interface: Dashboard: Historical |
| 28. | sp\_SelectFrom\_Coaching\_LogDistinctMGRCompleted | Web interface: Dashboard: Historical |
| 29. | sp\_SelectFrom\_Coaching\_LogDistinctMGRCompleted2 | Web interface: Dashboard: Historical |
| 30. | sp\_SelectFrom\_Coaching\_LogDistinctSUPCompleted | Web interface: Dashboard: Historical |
| 31. | sp\_SelectFrom\_Coaching\_LogDistinctSUPCompleted2 | Web interface: Dashboard: Historical |
| 32. | sp\_SelectFrom\_Coaching\_LogMgrDistinctCSR | Web interface: Dashboard: Main |
| 33. | sp\_SelectFrom\_Coaching\_LogMgrDistinctCSRSubmitted | Web interface: Dashboard: My Submissions |
| 34. | sp\_SelectFrom\_Coaching\_LogMgrDistinctCSRTeam | Web interface: Dashboard: Main |
| 35. | sp\_SelectFrom\_Coaching\_LogMgrDistinctCSRTeamCompleted | Web interface: Dashboard: Main |
| 36. | sp\_SelectFrom\_Coaching\_LogMgrDistinctMGRSubmitted | Web interface: My Submissions |
| 37. | sp\_SelectFrom\_Coaching\_LogMgrDistinctSUP | Web interface: Dashboard: Main |
| 38. | sp\_SelectFrom\_Coaching\_LogMgrDistinctSUPSubmitted | Web interface: Dashboard: My Submissions |
| 39. | sp\_SelectFrom\_Coaching\_LogMgrDistinctSUPTeam | Web interface: Dashboard: Main |
| 40. | sp\_SelectFrom\_Coaching\_LogMgrDistinctSUPTeamCompleted | Web interface: Dashboard: Main |
| 41. | sp\_SelectFrom\_Coaching\_LogStaffDistinctCompletedCSRSubmitted | Web interface: Dashboard: My Submissions |
| 42. | sp\_SelectFrom\_Coaching\_LogStaffDistinctCompletedMGRSubmitted | Web interface: Dashboard: My Submissions |
| 43. | sp\_SelectFrom\_Coaching\_LogStaffDistinctCompletedSUPSubmitted | Web interface: Dashboard: My Submissions |
| 44. | sp\_SelectFrom\_Coaching\_LogStaffDistinctPendingCSRSubmitted | Web interface: Dashboard: My Submissions |
| 45. | sp\_SelectFrom\_Coaching\_LogStaffDistinctPendingMGRSubmitted | Web interface: Dashboard: My Submissions |
| 46. | sp\_SelectFrom\_Coaching\_LogStaffDistinctPendingSUPSubmitted | Web interface: Dashboard: My Submissions |
| 47. | sp\_SelectFrom\_Coaching\_LogSupDistinctCSR | Web interface: Dashboard: My Submissions |
| 48. | sp\_SelectFrom\_Coaching\_LogSupDistinctCSRTeam | Web interface: Dashboard: Main |
| 49. | sp\_SelectFrom\_Coaching\_LogSupDistinctCSRTeamCompleted | Web interface: Dashboard: Main |
| 50. | sp\_SelectFrom\_Coaching\_LogSupDistinctMGR | Web interface: Dashboard: My Submissions |
| 51. | sp\_SelectFrom\_Coaching\_LogSupDistinctMGRTeamCompleted | Web interface: Dashboard: Main |
| 52. | sp\_SelectFrom\_Coaching\_LogSupDistinctSUP | Web interface: Dashboard: My Submissions |
| 53. | sp\_SelectRecordStatus | Web interface: Review Coaching logs |
| 54. | sp\_SelectReviewFrom\_Coaching\_Log | Web interface: Review Coaching logs |
| 55. | sp\_Update\_CSR\_Hierarchy | Load: Employee Data |
| 56. | sp\_Update\_Employee\_Hierarchy\_Stage | Load: Employee Data |
| 57. | sp\_Update\_EmployeeID\_To\_LanID | Load: Employee Data |
| 58. | sp\_Update\_Migrated\_User\_Logs | Housekeeping: Migrated user log update |
| 59. | sp\_Update1Review\_Coaching\_Log | Web interface: Review Coaching logs |
| 60. | sp\_Update2Review\_Coaching\_Log | Web interface: Review Coaching logs |
| 61. | sp\_Update3Review\_Coaching\_Log | Web interface: Review Coaching logs |
| 62. | sp\_Update4Review\_Coaching\_Log | Web interface: Review Coaching logs |
| 63. | sp\_Update5Review\_Coaching\_Log | Web interface: Review Coaching logs |
| 64. | sp\_Update6Review\_Coaching\_Log | Web interface: Review Coaching logs |
| 65. | sp\_Update7Review\_Coaching\_Log | Web interface: Review Coaching logs |
| 66. | sp\_UpdateFeedMailSent | Load: Notification process for Quality and Outlier logs |
| 67. | sp\_Whoami | Web interface: General |
| 68. | sp\_Whoisthis | Web interface: General |
| 69. | sp\_DeleteFromHistoricalDashboardACL | Web interface: ACL App |
| 70. | sp\_InactivateCoachingLogsForTerms | Housekeeping: Inactivate logs for Termed users. Run as part of employee data Load. |
| 71. | sp\_InsertInto\_Historical\_Dashboard\_ACL | Web interface: ACL App |
| 72. | sp\_SelectFrom\_Historical\_Dashboard\_ACL | Web interface: ACL App |
| 73. | sp\_Update\_Coaching\_Log\_Quality | Load: Quality Data |
| 74. | sp\_UpdateHistorical\_Dashboard\_ACL | Web interface: ACL App |
| 75. | sp\_Update\_Quality\_Fact | Load: Quality Data |
| 76. | sp\_Check\_AppRole | Web interface: ACL App |
| 77. | sp\_SelectEmployeesByModule | Web interface: Submission |
| 78. | sp\_Select\_Modules\_By\_Job\_Code | Web interface: Submission |
| 79. | sp\_Display\_Sites\_For\_Module | Web interface: Submission |
| 80. | sp\_Select\_Source\_By\_Module | Web interface: Submission |
| 81. | sp\_Select\_Programs | Web interface: Submission |
| 82. | sp\_Select\_CoachingReasons\_By\_Module | Web interface: Submission |
| 83. | sp\_Select\_CallID\_By\_Module | Web interface: Submission |
| 84. | sp\_Select\_SubCoachingReasons\_By\_Reason | Web interface: Submission |
| 85. | sp\_Select\_Email\_Attributes | Web interface: Submission / Notfication |
| 86. | sp\_SelectReviewFrom\_Coaching\_Log\_Reasons | Web interface: Review |
| 87. | sp\_Select\_Values\_By\_Reason | Web interface: Submission |
| 88. | sp\_OpenKeys | Warnings: Encryption/Decryption (Not used) |
| 89. | sp\_InsertInto\_Warning\_Log | Warnings: Submission |
| 90. | sp\_SelectFrom\_Warning\_Log\_CSRCompleted | Warnings: CSR Dashboard Main (Not used) |
| 91. | sp\_SelectReviewFrom\_Warning\_Log | Warnings: Review from Dashboard |
| 92. | sp\_SelectReviewFrom\_Warning\_Log\_Reasons | Warnings: Review from Dashboard |
| 93. | sp\_SelectFrom\_Warning\_Log\_MGRCSRCompleted | Warnings: MGR Dashboard Main |
| 94. | sp\_SelectFrom\_Warning\_Log\_SUPCSRCompleted | Warnings: SUP Dashboard Main |
| 95. | sp\_InactivateExpiredWarningLogs | Warnings: Maintenance |
| 96. | sp\_Update\_ETS\_Coaching\_Stage | Feed Load: ETS |
| 97. | sp\_InsertInto\_Coaching\_Log\_ETS | Feed Load: ETS |
| 98. | sp\_Update\_ETS\_Fact | Feed Load: ETS |
| 99. | sp\_InsertInto\_ETS\_Rejected | Feed Load: ETS |
| 100. | sp\_SelectFrom\_Coaching\_LogDistinctSubmitterCompleted2 | Web interface: Dashboard: Historical |
| 101. | sp\_Select\_Sites\_For\_Dashboard | Web interface: Dashboard: Filters |
| 102. | sp\_Select\_Sources\_For\_Dashboard | Web interface: Dashboard: Filters |
| 103. | sp\_Select\_States\_For\_Dashboard | Web interface: Dashboard: Filters |
| 104. | sp\_Select\_Statuses\_For\_Dashboard | Web interface: Dashboard: Filters |
| 105. | sp\_Select\_Values\_For\_Dashboard | Web interface: Dashboard: Filters |
| 106. | sp\_SelectFrom\_Coaching\_Log\_SRMGREmployeeCoaching | Web interface: Dashboard: SR Coaching |
| 107. | sp\_SelectFrom\_Coaching\_LogSrMgrDistinctCSRTeam | Web interface: Dashboard: SR Coaching |
| 108. | sp\_SelectFrom\_Coaching\_LogSrMgrDistinctMGRTeam | Web interface: Dashboard: SR Coaching |
| 109. | sp\_SelectFrom\_Coaching\_LogSrMgrDistinctSUPTeam | Web interface: Dashboard: SR Coaching |
| 110. | sp\_SelectFrom\_Coaching\_Log\_SRMGREmployeeWarning | Web interface: Dashboard: SR Coaching |
| 111. | sp\_Select\_Behaviors | Web interface: Submission |
| 112. | sp\_Inactivations\_From\_Feed | Load: Housekeeping: Inactivation of logs from feed files. |
| 113. | sp\_SelectFrom\_Coaching\_Log\_Historical\_Export | Web interface: Dashboard: Historical: Export |
| 114. |  |  |
| 115. |  |  |
| 116. |  |  |
| 117. |  |  |

* 1. **eCoaching Functions**

|  | **Function Name** | **Description** |
| --- | --- | --- |
| 1. | fn\_dtYYYYMMDD\_to\_Datetime | Given an integer representing a date in format YYYYMMDD, return the corresponding datetime value. |
| 2. | fn\_intDatetime\_to\_YYYYMMDD | Given a datetime value, return an integer in format YYYYMMDD representing the date. |
| 3. | fn\_intGetSiteIDFromLanID | Given an LAN ID and a date, returns the Employee ID of the person who had that LAN ID on that date.  The Employee ID is then used to look up the site and site ID of the user. |
| 4. | fn\_intSiteIDFromEmpID | Given an Employee ID returns the Employee site ID. |
| 5. | fn\_intSiteIDFromSite | Given the Site Name returns the Site ID. |
| 6. | fn\_intSourceIDFromOldSource | Given the Old Form Type and Source value returns the Source ID. |
| 7. | fn\_intSubCoachReasonIDFromRptCode | Given the 3 letter Outlier Report code returns the Sub coaching reason for the OMR log. |
| 8. | fn\_nvcGetEmpIdFromLanId | Given an LAN ID and a date, return the Employee ID of the person who had that LAN ID on that date. |
| 9. | fn\_nvcHtmlEncode | Encodes special characters that can pose a security risk when sent to front end. |
| 10. | fn\_strAddSpaceToName | Given an Employee Name Adds a space after the comma that separates the Last Name and the First Name. |
| 11. | fn\_strMgrEmpIDFromEmpID | Given an Employee ID returns the Manager Employee ID. Looks up the Supervior ID of the Employee's Supervisor. |
| 12. | fn\_strSiteNameFromSiteLocation | Given a site location returns the site name |
| 13. | fn\_strStatusIDFromIQSEvalID | Given an IQS Eval ID determines the Status for the Coaching Log.  The Status is then used to look up the Status ID. |
| 14. | fn\_strStatusIDFromStatus | Given a Status returns the Status id from Status table. |
| 15. | fn\_strUserName | Given a LAN ID, fetches the User Name from the Employee Hierarchy table. |
| 16. | RemoveAlphaCharacters | Given an Employee ID or Other String removes the alpha characters  that exist in the first 2 Positions. |
| 17. | fnSplit\_WithRowID | Takes a string of values separated by commas and parses it returning individual values with a row number. |
| 18. | fn\_Encrypt (Not used) | Encrypts an input string using a predefined Encryption algorithm. |
| 19. | fn\_Decrypt (Not used) | Decrypts an input string using a predefined Encryption algorithm. |
| 20. | fn\_strETSDescriptionFromRptCode | Given a 2-4 letter ETS Report Code returns the Text Description associated with that Report. |
| 21. | fn\_intSubCoachReasonIDFromETSRptCode | Given the 2-4 letter ETS Report Code returns the Sub coaching reason for the ETS log. |
| 22. | [EC].[fn\_strEmpNameFromEmpID] | Given an Employee ID, fetches the User Name from the Employee Hierarchy table. |
| 23. | fn\_strSrMgrLvl1EmpIDFromEmpID | Given an Employee ID returns the Sr Manager Employee ID.  -- First Looks up the Mgr Emp ID of the Employee from the Hierarchy table.  -- Then looks up the Supervisor of the Manager as the Senior Manager Level1 |
| 24. | fn\_strSrMgrLvl2EmpIDFromEmpID | Given an Employee ID returns the Sr Mananger level 2 Employee ID.  -- First Looks up the Mgr Emp ID of the Employee from the Hierarchy table.  -- Then looks up the Supervisor of the Manager as the Senior Manager.  -- Then looks up the Supervisor of the Senior Manager as the DSr Mananger level 2. |
| 25. | fn\_strSrMgrLvl3EmpIDFromEmpID | Given an Employee ID returns the Sr Mananger level 3 Employee ID.  -- First Looks up the Mgr Emp ID of the Employee from the Hierarchy table.  -- Then looks up the Supervisor of the Manager as the Senior Manager level 1.  -- Then looks up the Supervisor of the Senior Manager level 1 as the Sr Mananger level 2.  -- Finally looks up the Supervisor of the Senior Manager level 2 as the Sr Mananger level 3. |
| 26. | fn\_strEmpEmailFromEmpID | Given an Employee ID, fetches the Email address from the Employee Hierarchy table. |
| 27. | fn\_strEmpLanIDFromEmpID | Given an Employee ID, fetches the Lan ID from the Employee Hierarchy table. |

1. **Reference Materials**

| **Document** | **Location** |
| --- | --- |
| Functional Specification | \cms\eCoaching\_V2\Requirements\CCO\_eCoaching\_Log\_FS.docx |
| CRAD |  |
| Feed Layouts | \cms\eCoaching\_V2\Requirements\ |
| Dimension Tables Create SQL | \cms\eCoaching\_V2\Code\CCO\_eCoaching\_Dimension\_Tables\_Create.sql |
| Dimension Table Data | \cms\eCoaching\_V2\Design\CCO\_eCoaching\_Database\_Diagram.docx |
| Coaching Log Insert and Dashboards Create SQL | \cms\eCoaching\_V2\Code\CCO\_eCoaching\_Log\_Create.sql |
| Functions Create SQL | \cms\eCoaching\_V2\Code\CCO\_eCoaching\_Functions.sql |
| Employee Hierarchy Create SQL | \cms\eCoaching\_V2\Code\CCO\_eCoaching\_EmployeeHierarchy\_Load.sql |
| Maintenance SQL | \cms\eCoaching\_V2\Code\CCO\_eCoaching\_Maintenance\_Create.sql |
| SQL Agent Jobs |  |
| Database Diagram | \cms\eCoaching\_V2\Design\CCO\_eCoaching\_Database\_Diagram.docx |
| Quality Insert SQL | \cms\eCoaching\_V2\Code\CCO\_eCoaching\_Quality\_Load\_Create.sql |
| OMR Insert SQL | \cms\eCoaching\_V2\Code\CCO\_eCoaching\_Outliers\_Load\_Create.sql |
| Employee Load Detail Design | \cms\eCoaching\_V2\Design\CCO\_eCoaching\_Employee\_Hierarchy\_ETL\_DD.doc |
| Quality Load Detail Design | \cms\eCoaching\_V2\Design\CCO\_eCoaching\_Quality\_ETL\_DD.docx |
| Outliers Load Detail Design | \cms\eCoaching\_V2\Design\CCO\_eCoaching\_Outliers\_ETL\_DD.docx |
| Database Implementation Runbook | C:\cms\eCoaching\_V2\Runbook\CCO\_eCoaching\_V2\_DB\_Implementation\_Plan.docx |
| ETS Insert SQL | \cms\eCoaching\_V2\Code\CCO\_eCoaching\_ETS\_Load\_Create.sql |
| ETS Load Detail Design | \cms\eCoaching\_V2\Design\CCO\_eCoaching\_ETS\_ETL\_DD.docx |

1. **Definitions and Acronyms**

CCO - Contact Center Operations

GDIT - General Dynamics Information Technology

eCL - Electronic Coaching Log

WFM - Workforce Management

PS - PeopleSoft

HR - Human Resources

OMR - Outliers Management reports

IQS - Interim Quality Solution

ETL - Extraction, Transformation, & Load