

**CCO eCoaching**

**Database Design**

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

Prepared By: CCO eCoaching Engineering Team

Department: HCSD

Last Modified Date: 05/22/2017

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 |
| 06/05/2015 | 17.0 | SCR 14951. Select Reasons records  from Coaching or Warning table given a form name. Added one new Procedure.(#114)  SCR 14893. Performance round 2. Added 6 new functions (#28-33) and  7new procedures.(#115-121)  SCR 14478 – added one new stored procedure.(#122) | Susmitha Palacherla |
| 09/14/2015 | 18.0 | TFS 549 CSR Survey  Added Table definitions 2.1.40 through 2.1.44  Added column SurveySent to table 2.1.1  Added procedures #123 through #131 in 2.2  Added Fn # 34 in section 2.3.  Added Code and DD docs for Surveys under Section 3 reference Materials. | Susmitha Palacherla |
| 09/21/2015 | 18.1 | TFS 644 ARC Escalations OMR feeds  Added 2 columns CD1 and CD2 to tables 2.1.18, 2.1.19 and 2.1.20  Added Inappropriate ARC Transfer-IAT and mappings for CD1 and CD2 in 14.1.5 | Susmitha Palacherla |
| 10/21/2015 | 19.0 | TFS 861 to open Warnings for all Modules. Added new column Behavior to Warning\_Log Table (2.1.29) | Susmitha Palacherla |
| 02/19/2016 | 20.0 | TFS 1710 – Email Reminders for past due ecls  Added additional columns to tables 2.1.1 and 2.1.3  Added Procedures #132 and 133 in Section 2.2  Added Function # 35 in section 2.3 | Susmitha Palacherla |
| 02/26/2016 | 21.0 | TFS 2502 – Email Reminders for active surveys  Added additional column to table  2.1.43  Added Procedures #134 in Section 2.2 | Susmitha Palacherla |
| 3/4/2016 | 22.0 | TFS 1732 SDR feed  Added Table definitions 2.1.45 through 2.1.48  Added procedure #135 in 2.2  Added Code and DD docs for SDR Feed Load under Section 3 reference Materials. | Susmitha Palacherla |
| 3/8/2016 | 23.0 | TFS 2182 – Update recipients for LCS Pending Manager Review Reminders  Added Function # 36 in section 2.3 | Susmitha Palacherla |
| 3/23/2016 | 24.0 | Renamed objects created in revision 22.0 (TFS 1732 – SDR Feed) to reflect the new requirements of a generic Training Feed structure per TFS 2383.  Table definitions 2.1.45 through 2.1.48  Procedure #135 in 2.2  Code and DD docs for Training Feed Load under Section 3 reference Materials. | Susmitha Palacherla |
| 4/11/2016 | 25.0 | TFS 2470 OTH (Generic) feed  Added Table definitions 2.1.49 through 2.1.52  Added procedure #154 in 2.2  Added Code and DD docs for OTH Feed Load under Section 3 reference Materials. | Susmitha Palacherla |
| 4/13/2016 | 26.0 | Updated typo of internal version number to 25.0 from 15.0  Added new tables 2.1.53 and 2.1.54 and procedure #137, #138 to support supplementary HR File and access control. TFS 2332. | Susmitha Palacherla |
| 5/13/2016 | 27.0 | TFS 1709 – Admin tool  Added Tables 55-66 in section 2.1  Added Procedures 139-153 in Section 2.2  Added Functions 37 and 38 in Section 2.3  Added 2 new docs for AT create and Dimension data in Section 2.4 | Susmitha Palacherla |
| 6/13/2016 | 28.0 | Additional updates for TFS 1709 and 2332.  TFS 1709 Updates  Added 3 new functions 39, 40 and 41 in Section 2.3  TFS 2332 Updates  Added 1 new function 42 in Section 2.3 | Susmitha Palacherla |
| 6/28/2016 | 29.0 | TFS 2268 CTC (Quality other) feed  Added Table definitions 2.1.67 through 2.1.70  Added procedure #154 in 2.2  Added Code and DD docs for Quality Other Feed Load under Section 3 reference Materials. | Susmitha Palacherla |
| 10/17/2016 | 30.0 | TFS 3932 to add Archiving of Coaching logs  Added Table definitions 2.1.71 and 2.1.72  Added procedure #155 in 2.2 | Susmitha Palacherla |
| 10/21/2016 | 31.0 | TFS 4418 – Updates from peer review  Added Training and quality Other Feeds in section 1.1 system diagram and 1.4.1 Inputs section.  Updated sql agent job names in 1.4.1.x | Susmitha Palacherla |
| 10/26/2016 | 32.0 | TFS 4353 – Incorporate reassigned recipients for reminders. Added Fn #43 in Section 2.3 | Susmitha Palacherla |
| 11/18/2016 | 33.0 | TFS 3027 – Added objects created to support SrMgr dashboard  Added procedures 156 through 166 in section 2.2 | Susmitha Palacherla |
| 12/12/2016 | 34.0 | TFS 4916 – Updates to generic load process. Added Fns #44 and #45 in Section 2.3 | Susmitha Palacherla |
| 03/02/2017 | 35.0 | TFS 5653 - Create new NPN coaching logs from existing quality submitted scorecard logs  Added Table definitions # 73 in section 2.1  Added table definition 2.1.73  Added procedures 167 and 168 in section 2.2  Added Fns #46 and #47 in Section 2.3 | Susmitha Palacherla |
| 4/17/2107 | 36.0 | TFS 5420 – Infrastructure to control access to SSRS Reports.  Added Table definition # 74 in section 2.1  TFS 5621 – SSRS Summary Reports  Added Stored procedures 169 through 175 in Section 2.2 | Susmitha Palacherla |
| 4/25/2017 | 37.0 | TFS 6377 – Add Quality and Sup Modules to Breaks OMR feeds  2.1.18 - Added 3 new columns in Outlier\_Coaching\_Stage  2.1.19 and .20 – Added 1 new column to Outlier Rejected and Fact tables  Added procedure #176 in 2.2 | Susmitha Palacherla |
| 5/22/2017 | 38.0 | TFS 6625 – Updated column size for CSR\_Site in tables 2.1.18, 2.1.19 and 2.1.20 |  |

Table of Contents

[**1.** **Software Project Overview and Scope** 10](#_Toc480199809)

[**1.1.** **System Diagram** 11](#_Toc480199810)

[11](#_Toc480199811)

[11](#_Toc480199812)

[11](#_Toc480199813)

[11](#_Toc480199814)

[11](#_Toc480199815)

[**1.2.** **Interfaces** 12](#_Toc480199816)

[**1.2.1.** **Hardware** 12](#_Toc480199817)

[**1.2.2.** **External Software** 12](#_Toc480199818)

[**1.3.** **Users and User Access** 12](#_Toc480199819)

[**1.4.** **Inputs and Outputs** 12](#_Toc480199820)

[**1.4.1.** **Inputs** 12](#_Toc480199821)

[1.4.1.1 Employee Feed from PeopleSoft 12](#_Toc480199828)

[1.4.1.2 Employee Feed from Aspect eWFM 13](#_Toc480199829)

[1.4.1.3 Web Interface for Coaching Logs 14](#_Toc480199830)

[1.4.1.4 Quality Feed for Coaching Logs 14](#_Toc480199831)

[1.4.1.5 Outliers Feed for Coaching Logs 15](#_Toc480199832)

[1.4.1.6 ETS Feeds for Coaching Logs 17](#_Toc480199833)

[1.4.1.7 ETS Compliance (Outstanding Action) Feeds for Coaching Logs 18](#_Toc480199834)

[1.4.1.8 Quality Other Feeds for Coaching Logs 19](#_Toc480199835)

[1.4.1.9 Training Feeds for Coaching Logs 21](#_Toc480199836)

[1.4.1.10 Generic Feeds for Coaching Logs 22](#_Toc480199837)

[**1.4.2.** **Outputs** 24](#_Toc480199838)

[**2.** **Database** 24](#_Toc480199839)

[**2.1.** **eCoaching Tables.** 24](#_Toc480199840)

[2.1.1 EC.Coaching\_Log 28](#_Toc480199843)

[2.1.2 EC.Coaching\_Log\_Reason 30](#_Toc480199844)

[2.1.3 EC.Employee\_Hierarchy 30](#_Toc480199845)

[2.1.4 EC.Employee\_Hierarchy\_Stage 31](#_Toc480199846)

[2.1.5 EC.EmpID\_To\_SupID\_Stage 31](#_Toc480199847)

[2.1.6 EC.EmployeeID\_To\_LanID 32](#_Toc480199848)

[datetime 32](#_Toc480199849)

[2.1.7 EC.CSR\_Hierarchy 32](#_Toc480199850)

[2.1.8 EC.DIM\_Coaching\_Reason 32](#_Toc480199851)

[2.1.9 EC.DIM\_Date 32](#_Toc480199852)

[2.1.10 EC.DIM\_Site 33](#_Toc480199853)

[2.1.11 EC.DIM\_Status 33](#_Toc480199854)

[2.1.12 EC.DIM\_Source 33](#_Toc480199855)

[2.1.13 EC.DIM\_Sub\_Coaching\_Reason 34](#_Toc480199856)

[2.1.14 EC.Quality\_Coaching\_Stage 34](#_Toc480199857)

[2.1.15 EC.Quality \_Coaching\_Rejected 34](#_Toc480199858)

[2.1.16 EC. Quality\_Coaching\_Fact 35](#_Toc480199859)

[2.1.17 EC.Quality\_FileList 36](#_Toc480199860)

[2.1.18 EC.Outlier\_Coaching\_Stage 36](#_Toc480199861)

[2.1.19 EC.Outlier\_Coaching\_Rejected 37](#_Toc480199862)

[2.1.20 EC.Outlier\_Coaching\_Fact 37](#_Toc480199863)

[2.1.21 EC.Outlier\_FileList 38](#_Toc480199864)

[2.1.22 EC.Historical\_Dashboard\_ACL 38](#_Toc480199865)

[2.1.23 EC.DIM\_Module 38](#_Toc480199866)

[2.1.24 EC.Employee\_Selection 39](#_Toc480199867)

[2.1.25 EC.Module\_Submission 39](#_Toc480199868)

[2.1.26 EC.Coaching\_Reason\_Selection 39](#_Toc480199869)

[2.1.27 EC.CallID\_Selection 40](#_Toc480199870)

[2.1.28 EC.Email\_Notifications 40](#_Toc480199871)

[2.1.29 EC.Warning\_Log 40](#_Toc480199872)

[2.1.30 EC.Warning\_Log\_Reason 41](#_Toc480199873)

[2.1.31 EC.ETS\_Coaching\_Stage 41](#_Toc480199874)

[2.1.32 EC.ETS\_Coaching\_Fact 42](#_Toc480199875)

[2.1.33 EC.ETS\_Coaching\_Rejected 42](#_Toc480199876)

[2.1.34 EC.ETS\_Description 43](#_Toc480199877)

[2.1.35 EC.ETS\_FileList 43](#_Toc480199878)

[2.1.36 EC.DIM\_Bahavior 44](#_Toc480199879)

[2.1.37 EC.Inactivations\_Stage 44](#_Toc480199880)

[2.1.38 EC.ETS\_FileList 44](#_Toc480199881)

[2.1.39 EC.Survey\_DIM\_Type 44](#_Toc480199882)

[2.1.40 EC.Survey\_DIM\_Question 45](#_Toc480199883)

[2.1.41 EC.Survey\_DIM\_Response 45](#_Toc480199884)

[2.1.42 EC.Survey\_DIM\_QAnswer 45](#_Toc480199885)

[2.1.43 EC.Survey\_Response\_Header 46](#_Toc480199886)

[2.1.44 EC.Survey\_response\_Detail 46](#_Toc480199887)

[2.1.45 EC.Training\_Coaching\_Stage 47](#_Toc480199888)

[2.1.46 EC.Training\_Coaching\_Rejected 47](#_Toc480199889)

[2.1.47 EC.Training\_Coaching\_Fact 48](#_Toc480199890)

[2.1.48 EC.Training\_FileList 48](#_Toc480199891)

[2.1.49 EC. Generic\_Coaching\_Stage 49](#_Toc480199892)

[2.1.50 EC. Generic\_Coaching\_Rejected 49](#_Toc480199893)

[2.1.51 EC. Generic\_Coaching\_Fact 50](#_Toc480199894)

[2.1.52 EC. Generic\_FileList 50](#_Toc480199895)

[2.1.53 EC.HR\_Hierarchy\_Stage 50](#_Toc480199896)

[2.1.54 EC.HR\_Access 51](#_Toc480199897)

[2.1.55 EC.AT\_Coaching\_Inactivation\_Reactivation\_Audit 51](#_Toc480199898)

[2.1.56 EC.AT\_Warning\_Inactivation\_Reactivation\_Audit 52](#_Toc480199899)

[2.1.57 EC.AT\_Coaching\_Reassignment\_Audit 52](#_Toc480199900)

[2.1.58 EC.AT\_User 52](#_Toc480199901)

[2.1.59 EC.AT\_Role 53](#_Toc480199902)

[2.1.60 EC.AT\_User\_Role\_Link 53](#_Toc480199903)

[2.1.61 EC.AT\_Entitlement 53](#_Toc480199904)

[2.1.62 EC.AT\_Role\_Entitlement\_Link 53](#_Toc480199905)

[2.1.63 EC.AT\_Action\_Reasons 53](#_Toc480199906)

[2.1.64 EC.AT\_Module\_Access 54](#_Toc480199907)

[2.1.65 EC.AT\_Role\_Access 54](#_Toc480199908)

[2.1.66 EC.AT\_Reassign\_Status\_For\_Module 54](#_Toc480199909)

[2.1.67 EC. Qulaity\_Other\_Coaching\_Stage 54](#_Toc480199910)

[2.1.68 EC. Quality\_Other\_Coaching\_Rejected 55](#_Toc480199911)

[2.1.69 EC. Qulaity\_Other\_Coaching\_Fact 56](#_Toc480199912)

[2.1.70 EC. Quality\_Other\_FileList 56](#_Toc480199913)

[2.1.71 EC.Coaching\_Log\_Archive 56](#_Toc480199914)

[2.1.72 EC.Coaching\_Log\_Reason\_Archive 58](#_Toc480199915)

[2.1.73 EC. NPN\_Description 58](#_Toc480199916)

[2.1.74 EC.AT\_Role\_Module\_Link 58](#_Toc480199917)

[**2.2.** **eCoaching Procedures** 59](#_Toc480199918)

[**2.3.** **eCoaching Functions** 67](#_Toc480199919)

[**3.** **Reference Materials** 71](#_Toc480199920)

[**4.** **Definitions and Acronyms** 73](#_Toc480199921)

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 input from feed files sourced from the Quality Monitoring System, Telecommunication Systems and other Call Center Operational and Management applications. 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.

* 1. **System Diagram**

ETS Data Feed

Quality Data from IQS/Verint/HighPoint

Employee Data from PeopleSoft

Supervisor and Program Data from eWFM

Outliers Data from NDW

Training Data Feed from TQC

Generic Data Feeds (ATT)

File Staging Area

(VRIVSCORS01)

Load Processes

(SSIS/ETL)

eCoaching Database eCoaching on VDENSSDBP07\SCORP01

Web Interface f3420-mwbp11.vangent.local

* 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: CoachingHierarchyLoad sql agent job

Load time: 7 PM EST (DB time 5:00 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: CoachingHierarchyLoad sql agent job

Load time: 7 PM EST (DB time 5:00 PM)

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: CoachingQualityLoad

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

Destination Table(s)

Coaching\_Log

Coaching\_Log\_Reason

Quality\_Coaching\_Stage

Quality\_Coaching\_Rejected

Quality\_Coaching\_Fact

Quality\_FileList

|  |  |  |  |
| --- | --- | --- | --- |
| 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 CCO 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 |
| * CCO Security and Privacy Incident Coaching-SPI * Inappropriate ARC Transfer-IAT * Exceed Break Length – BRL * Exceed Number of Breaks - BRN |

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: CoachingOutlierLoad

Load time: 8:30 PM EST (6:30 PM Database time)

Destination Table(s)

Coaching\_Log

Coaching\_Log\_Reason

Outlier\_Coaching\_Stage

Outlier\_Coaching\_Rejected

Outlier\_Coaching\_Fact

Outlier\_FileList

|  |  |  |  |
| --- | --- | --- | --- |
| 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 |  |
| strRMgrID | RMgr\_ID | MgrID | For LCS files |
| CD1 | CD1 | Description | Concat with txtDescription for IAE and IAT Files |
| CD2 | CD2 | Description |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| 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: CoachingETSLoad

Load Schedule: 6 PM EST (4 PM database time) on Mondays and Wednesdays.

Destination Table(s)

Coaching\_Log

Coaching\_Log\_Reason

ETS\_Coaching\_Stage

ETS\_Coaching\_Rejected

ETS\_Coaching\_Fact

ETS\_Description

ETS\_FileList

Feed element to ETS\_Coaching\_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 and Wednesdays

SQL agent load job: CoachingETSLoad

Load Schedule: 6 PM EST on Mondays and Wednesdays.

Destination Table(s)

Coaching\_Log

Coaching\_Log\_Reason

ETS\_Coaching\_Stage

ETS\_Coaching\_Rejected

ETS\_Coaching\_Fact

ETS\_Description

ETS\_FileList

Feed element to ETS\_Coaching\_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 |  |
|  |  |  |  |
|  |  |  |  |

#### Quality Other Feeds for Coaching Logs

Description: In addition to the Quality feed from IQS, there will be additional Quality reports feeding into the eCL to generate Coaching logs. Reports will be provided by the Quality team.

Operations will add Reports on an as needed basis when a coaching need is identified.

Each of the ‘Quality Other’ reports will be identified by a 3 letter identifier which will be in the filename and the Reportcode attribute within the file.

Reports and the 3 letter codes used to identify them:

|  |
| --- |
| * Coach the Coach (CTC) |
| * Kudos (KUD) * High 5 CSAT (HFC) |

Source system: Quality (Verint)

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

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

Frequency: Daily

Load job: CoachingQualityOtherLoad

Load time: 10:00 PM EST (8:00 PM Database time)

Destination Table(s)

Coaching\_Log

Coaching\_Log\_Reason

Quality\_Other\_Coaching\_Stage

Quality\_Other \_Coaching\_Rejected

Quality\_Other \_Coaching\_Fact

Quality\_Other \_FileList

Feed element to Quality\_Other\_Coaching\_Fact and Coaching\_Log mapping

CTC File(s)

|  |  |  |  |
| --- | --- | --- | --- |
| Feed Element | Quality\_Other \_Coaching\_Fact | Coaching\_Log | Comments |
| numReportID | Report\_ID | numReportID |  |
| strReportCode | Report\_Code | strReportCode |  |
| EmpID | EMP\_ID | EmpID |  |
|  | [EMP\_LANID] | EmpLanID | Looked up |
| Problem | TextDescription | Description | Derived column |
| Behavior |
| Result |
| FollowUp |
| SubmitterID | Submitter\_ID | StartDate |  |
| EventDate | Start\_Date |  |  |
| SubmittedDate | Submitted\_Date |  |  |
| Source (Hardcoded) | Source |  |  |
| Status (Hardcoded) | Form\_Status |  |  |
| FormType (Hardcoded) | Form\_Type |  |  |
| Feed Element | Quality\_Other Coaching\_Fact | Coaching\_Log\_Reason | Comments |
| CCI (Hardcoded) | CoachReason\_Current\_Coaching\_Initiatives | Value |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Feed element to Quality\_Other\_Coaching\_Fact and Coaching\_Log mapping

NON-CTC File(s)

|  |  |  |  |
| --- | --- | --- | --- |
| Feed Element | Quality\_Other \_Coaching\_Fact | Coaching\_Log | Comments |
| numReportID | Report\_ID | numReportID |  |
| strReportCode | Report\_Code | strReportCode |  |
| strFormType | Form\_Type | SourceID | Looked Up |
| 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 | SiteID | Looked Up |
| txtDescription | TextDescription | Description |  |
| strProgram | Program | ProgramName |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Feed Element | Quality\_Other Coaching\_Fact | Coaching\_Log\_Reason | Comments |
| strCoachingReason\_Current\_Coaching\_Initiatives | CoachReason\_Current\_Coaching\_Initiatives | Value |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

#### Training Feeds for Coaching Logs

Description: The Training system is another source for auto generating eCL via feed files. Reports will be provided by the Training and Development team members.

New reports will be added as needed when a coaching need is identified.

Each of the Training reports will be identified by a 3 letter identifier which will be in the filename and the Reportcode attribute within the file.

Reports and the 3 letter codes used to identify them:

|  |
| --- |
| * Short Duration Report (SDR) |
| * Overdue Training Report (ODT) |

Source system: Training and Development (TQC)

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

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

Frequency: Weekly on Fridays

Load job: CoachingTrainingLoad

Load time: 8:00 AM EST (6:00 AM Database time) Fridays

Destination Table(s)

Coaching\_Log

Coaching\_Log\_Reason

Training\_Coaching\_Stage

Training\_Coaching\_Rejected

Training\_Coaching\_Fact

Training\_FileList

Feed element to Training\_Coaching\_Fact and Coaching\_Log mapping

|  |  |  |  |
| --- | --- | --- | --- |
| Feed Element | Training\_Coaching\_Fact | Coaching\_Log | Comments |
| numReportID | Report\_ID | numReportID |  |
| strReportCode | Report\_Code | strReportCode |  |
| strFormType | Form\_Type | SourceID | Looked Up |
| 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 |  |  |
| EmpID | EMP\_ID | FormName, CSR |  |
|  | Emp\_LanID | EmpLanID | Looked up |
| strCSRSite | CSR\_Site | SiteID | Looked Up |
| txtDescription | TextDescription | Description |  |
| strProgram | Program | ProgramName |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Feed Element | Training\_Coaching\_Fact | Coaching\_Log\_Reason | Comments |
| strCoachingReason\_Current\_Coaching\_Initiatives | CoachReason\_Current\_Coaching\_Initiatives | Value |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

#### Generic Feeds for Coaching Logs

Description: Feeds from all other Ad-hoc systems (Like Attendance Tracking tool) or Coaching’s needed for monthly Hot Topics will use a generic feed layout and be grouped as Generic feeds. The file providers for the generic feeds can vary depending on the specific feed and source system. New reports will be added as needed when a coaching need is identified.

All of the Generic reports will be identified by a 3 letter identifier ‘OTH’ which will be in the filename and the Reportcode attribute within the file.

Any special reports under the generic feeds umbrella will have an additional 3 letter code ‘YYY’ in the filename and the ReportCode inside the reports will be based on this additional 3 letter identifier.

Reports and the 3 letter codes used to identify them:

|  |
| --- |
| * Ad-Hoc Other Report (OTH) |
| * Seasonal Employee attendance (OTH\_SEA) |

Source system(s): Any

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

File name: eCL\_Generic\_Feed\_XXXyyyymmdd.csv or eCL\_Generic\_Feed\_XXX\_YYYccyymmdd.csv where XXX and YYY are the 3 letter report codes for each report as shown above.

Frequency: Weekly on Tuesdays for SEA and on demand for OTH

Load job: CoachingGenericLoad

Load time: 1:00 PM EST (11:00 AM Database time) Tuesdays for SEA

Destination Table(s)

Coaching\_Log

Coaching\_Log\_Reason

Generic\_Coaching\_Stage

Generic\_Coaching\_Rejected

Generic\_Coaching\_Fact

Generic\_FileList

Feed element to Generic\_Coaching\_Fact and Coaching\_Log mapping

|  |  |  |  |
| --- | --- | --- | --- |
| Feed Element | Generic\_Coaching\_Fact | Coaching\_Log | Comments |
| numReportID | Report\_ID | numReportID |  |
| strReportCode | Report\_Code | strReportCode |  |
| strFormType | Form\_Type | SourceID | Looked Up |
| 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 |  |  |
| EmpID | EMP\_ID | FormName, CSR |  |
|  | Emp\_LanID | EmpLanID | Looked up |
| strCSRSite | CSR\_Site | SiteID | Looked Up |
| txtDescription | TextDescription | Description |  |
| strProgram | Program | ProgramName |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Feed Element | Generic\_Coaching\_Fact | Coaching\_Log\_Reason | Comments |
| strCoachingReason\_Current\_Coaching\_Initiatives | CoachReason\_Current\_Coaching\_Initiatives | Value |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

* + 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. |
| 39. | Survey\_DIM\_Type | Table to hold the diffrent type of Surveys that can exist. |
| 40. | Survey\_DIM\_Question | Table to hold the diffrent Questions that can be used in a Survey. |
| 41. | Survey\_DIM\_Response | Table to hold the diffrent Responses possible for a Survey. |
| 42. | Survey\_DIM\_QAnswer | Table to hold all possible responses to a question for a specific survey Type. |
| 43. | Survey\_Response\_Header | Table to hold Survey header records. One record per survey that gets inserted by automated process and gets updated when employee completes Survey. |
| 44. | Survey\_response\_Detail | Table to hold Employee Survey responses. One record per every question in the Survey. One to many relationship between the survey header and Detail tables. |
| 45. | Training\_Coaching\_Stage | Table used for staging the Training records during the insert into Coaching\_Log table. |
| 46. | Training\_Coaching\_Rejected | Table used for storing the rejected Training records during the insert into Coaching\_Log table. Logs are rejected when an incoming Lan CSR ID does not exist as Active in the Employee\_Hierarchy table. |
| 47. | Training\_Coaching\_Fact | Table used for storing Training source records loaded into the Coaching Log table. |
| 48. | Training\_FileList | Table used for storing the Training file names and Load dates. |
| 49. | Generic\_Coaching\_Stage | Table used for staging the Generic feed records during the insert into Coaching\_Log table. |
| 50. | Generic\_Coaching\_Rejected | Table used for storing the rejected Generic feed records during the insert into Coaching\_Log table. Logs are rejected when an incoming Lan CSR ID does not exist as Active in the Employee\_Hierarchy table. |
| 51. | Generic\_Coaching\_Fact | Table used for storing Generic feed source records loaded into the Coaching Log table. |
| 52. | Generic\_FileList | Table used for storing the Generic feed file names and Load dates. |
| 53. | [EC].[HR\_Hierarchy\_Stage] | Table sued to stage employee information from supplementary HR file before merging to general Employee\_Hierarchy staging table. |
| 54. | [EC].[HR\_Access] | Table to control access for HR employees. Stored the job codes and the tabs those HR job codes would need access to along with the Warnings section. |
| 55. | [EC].[AT\_Coaching\_Inactivation\_Reactivation\_Audit] | Table to store the Audit trail for Coaching Inactivations and Reactivations. |
| 56. | [EC].[AT\_Warning\_Inactivation\_Reactivation\_Audit] | Table to store the Audit trail for Warning Inactivations and Reactivations. |
| 57. | [EC].[AT\_Coaching\_Reassignment\_Audit] | Table to store the Audit trail for Coaching Reassignments. |
| 58. | [EC].[AT\_User] | Table to store the list of users authorized to access the Admin tool. |
| 59. | [EC].[AT\_Role] | Table to store the list of possible Roles to control the Admin Tool. |
| 60. | [EC].[AT\_User\_Role\_Link] | Table to store link records for users by role. There is a row for every Role a user can have. |
| 61. | [EC].[AT\_Entitlement] | Table to store the list of Entitlement or Functions that can be performed in the Admin tool. |
| 62. | [EC].[AT\_Role\_Entitlement\_Link] | A Table that stores the list of Functions or entitlements a defined Role can perform. |
| 63. | [EC].[AT\_Action\_Reasons] | Table to store the list of Reasons that will be available in the drop down for each of the Actions in the Admin tool. |
| 64. | [EC].[AT\_Module\_Access] | Table to store the list of Modules that each user can access or manage from the Admin tool. |
| 65. | [EC].[AT\_Role\_Access] | Table to list the job codes that are assigned to each Role defined for the Admin tool. |
| 66. | [EC].[AT\_Reassign\_Status\_For\_Module] | Table that maps the valid statuses for Reassignment for each Module in the Admin tool. |
| 67. | Quality\_Other\_Coaching\_Stage | Table used for staging the Quality\_Other feed records during the insert into Coaching\_Log table. |
| 68. | Quality\_Other\_Coaching\_Rejected | Table used for storing the rejected Quality\_Other feed records during the insert into Coaching\_Log table. Logs are rejected when an incoming Lan CSR ID does not exist as Active in the Employee\_Hierarchy table. |
| 69. | Quality\_Other\_Coaching\_Fact | Table used for storing Quality\_Other feed source records loaded into the Coaching Log table. |
| 70. | Quality\_Other\_FileList | Table used for storing the Quality\_Other feed file names and Load dates. |
| 71. | Coaching\_Log\_Archive | Table used to stored archived Coaching Logs |
| 72. | Coaching\_Log\_Reason\_Archive | Table used to stored archived Coaching Log Reasons |
| 73. | NPN\_Description | Table used to store descriptions for NPN codes. |
| 74. | AT\_Role\_Module\_Link | Table used to define the Modules each Reporting Role would be able to access |



### 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) |  |  |  |
| SurveySent | bit | DEFAULT(0) |  |  |
| NotificationDate | datetime |  |  |  |
| ReminderSent | bit | DEFAULT(0) |  |  |
| ReminderDate | datetime |  |  |  |
| ReminderCount | int | DEFAULT(0) |  |  |
| ReassignDate | datetime |  |  |  |
| ReassignedToId | nvarchar(20) |  |  |  |

### 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) |  |  |  |
| SrMgrLvl1\_ID | nvarchar(10) |  |  |  |
| SrMgrLvl2\_ID | nvarchar(10) |  |  |  |
| SrMgrLvl3\_ID | nvarchar(10) |  |  |  |

### 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\_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\_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\_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(30) |  |  |  |
| Program | nvarchar(30) |  |  |  |
| CoachReason\_Current\_Coaching\_Initiatives | nvarchar(20) |  |  |  |
| TextDescription | nvarchar(3000) |  |  |  |
| FileName | nvarchar(260) |  |  |  |
| RMgr\_ID | nvarchar(20) |  |  |  |
| CD1 | nvarchar(50) |  |  |  |
| CD2 | nvarchar(50) |  |  |  |
| Emp\_Role | nvarchar(3) |  |  |  |
| Reject\_Reason | nvarchar(200) |  |  |  |
| Emp\_Active | nvarchar(1) |  |  |  |

### 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(30) |  |  |  |
| 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) |  |  |  |
| CD1 | nvarchar(50) |  |  |  |
| CD2 | nvarchar(50) |  |  |  |
| CSR\_EMPID | 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(30) |  |  |  |
| Program | nvarchar(30) |  |  |  |
| CoachReason\_Current\_Coaching\_Initiatives | nvarchar(20) |  |  |  |
| TextDescription | nvarchar(3000) |  |  |  |
| FileName | nvarchar(260) |  |  |  |
| RMgr\_ID | nvarchar(20) |  |  |  |
| CD1 | nvarchar(50) |  |  |  |
| CD2 | nvarchar(50) |  |  |  |
| CSR\_EMPID | 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) |  |  |  |
| Behavior | 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 |  |  |  |

### 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.Survey\_DIM\_Type

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| SurveyTypeID | int | IDENTITY(1,1) | x |  |
| Decsription | nvarchar(260) |  |  |  |
| StartDate | int |  |  |  |
| EndDate | int |  |  |  |
| isActive | bit |  |  |  |
| CSR | bit |  |  |  |
| Supervisor | bit |  |  |  |
| Quality | bit |  |  |  |
| LSA | bit |  |  |  |
| Training | bit |  |  |  |
| LastUpdateDate | datetime |  |  |  |

### EC.Survey\_DIM\_Question

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| QuestionID | int | IDENTITY(1,1) | x |  |
| Decsription | nvarchar(1000) |  |  |  |
| DisplayOrder | int |  |  |  |
| StartDate | int |  |  |  |
| EndDate | int |  |  |  |
| isHotTopic | bit |  |  |  |
| isActive | bit |  |  |  |
| LastUpdateDate | datetime |  |  |  |

### EC.Survey\_DIM\_Response

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| ResponseID | int | IDENTITY(1,1) | x |  |
| Value | nvarchar(100) |  |  |  |
| isActive | bit |  |  |  |
| LastUpdateDate | datetime |  |  |  |

### EC.Survey\_DIM\_QAnswer

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| SurveyTypeID | int |  |  |  |
| QuestionID | int |  |  |  |
| QuestionNumber | int |  |  |  |
| ResponseID | int |  |  |  |
| ResponseValue | nvarchar(50) |  |  |  |
| ResponseType | nvarchar(100) |  |  |  |
| isHotTopic | bit |  |  |  |
| StartDate | int |  |  |  |
| EndDate | int |  |  |  |
| isActive | bit |  |  |  |
| LastUpdateDate | datetime |  |  |  |

### EC.Survey\_Response\_Header

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| [SurveyID] [int] IDENTITY(1,1) NOT NULL, | int | IDENTITY(1,1) | x |  |
| [SurveyTypeID] [int] NOT NULL, | int |  |  |  |
| [CoachingID] [bigint] NOT NULL, | bigint |  |  |  |
| [FormName] [nvarchar](50) NOT NULL, | nvarchar(50) |  |  |  |
| [EmpID] [nvarchar](10) NOT NULL, | nvarchar(10) |  |  |  |
| [EmpLanID] [nvarchar](30) NOT NULL, | nvarchar(30) |  |  |  |
| [SiteID] [int] NOT NULL, | int |  |  |  |
| [SourceID] [int] NOT NULL, | int |  |  |  |
| [ModuleID] [int] NOT NULL, | int |  |  |  |
| [CreatedDate] [datetime] NOT NULL, | datetime |  |  |  |
| [MonthOfYear] [int] NOT NULL, | int |  |  |  |
| [CalendarYear] [int] NOT NULL, | int |  |  |  |
| [CSRComments] [nvarchar](4000) NULL, | nvarchar(4000) |  |  |  |
| [EmailSent] [bit] NOT NULL, | bit |  |  |  |
| [CompletedDate] [datetime] NULL, | datetime |  |  |  |
| [Status] [nvarchar](20) NULL, | nvarchar(20) |  |  |  |
| [InactivationDate] [datetime] NULL, | datetime |  |  |  |
| [InactivationReason] [nvarchar](100) NULL, | nvarchar(100) |  |  |  |
| [NotificationDate] [datetime] NULL, | datetime |  |  |  |

### EC.Survey\_response\_Detail

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| [SurveyID] [int] NOT NULL, | int |  | x |  |
| [QuestionID] [int] NOT NULL, | int |  | x |  |
| [ResponseID] [int] NOT NULL, | int |  | x |  |
| [UserComments] [nvarchar](4000) NULL, | Nvarchar(4000) |  |  |  |

### EC.Training\_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) |  |  |  |

### EC.Training\_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 |  |  |  |

### EC.Training\_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) |  |  |  |

### EC.Training\_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. Generic\_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) |  |  |  |

### EC. Generic\_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 |  |  |  |

### EC. Generic\_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) |  |  |  |

### EC. Generic\_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.HR\_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.HR\_Access

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| Job\_Code | nvarchar(50) |  |  |  |
| Job\_Code\_Description | nvarchar(50) |  |  |  |
| NewSubmissions | bit |  |  |  |
| MyDashboard | bit |  |  |  |
| MySubmissions | bit |  |  |  |
| HistDashboard | bit |  |  |  |
| DisplayWarnings | bit |  |  |  |

### EC.AT\_Coaching\_Inactivation\_Reactivation\_Audit

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| SeqNum | int |  |  |  |
| CoachingId | bigint |  |  |  |
| FormName | nvarchar(50) |  |  |  |
| LastKnownStatus | int |  |  |  |
| Action | nvarchar(30) |  |  |  |
| ActionTimestamp | datetime |  |  |  |
| RequesterID | nvarchar(30) |  |  |  |
| Reason | nvarchar(50) |  |  |  |
| RequesterComments | nvarchar(200) |  |  |  |

### EC.AT\_Warning\_Inactivation\_Reactivation\_Audit

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| SeqNum | int |  |  |  |
| WarningId | bigint |  |  |  |
| FormName | nvarchar(50) |  |  |  |
| LastKnownStatus | int |  |  |  |
| Action | nvarchar(30) |  |  |  |
| ActionTimestamp | datetime |  |  |  |
| RequesterID | nvarchar(30) |  |  |  |
| Reason | nvarchar(50) |  |  |  |
| RequesterComments | nvarchar(200) |  |  |  |

### EC.AT\_Coaching\_Reassignment\_Audit

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| SeqNum | int |  |  |  |
| CoachingId | bigint |  |  |  |
| FormName | nvarchar(50) |  |  |  |
| LastKnownStatus | int |  |  |  |
| Action | nvarchar(30) |  |  |  |
| ActionTimestamp | datetime |  |  |  |
| RequesterID | nvarchar(10) |  |  |  |
| RequesterID | nvarchar(10) |  |  |  |
| Reason | nvarchar(50) |  |  |  |
| RequesterComments | nvarchar(200) |  |  |  |

### EC.AT\_User

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| UserId | nvarchar(10) |  | x |  |
| UserLanID | nvarchar(30) |  |  |  |
| UserName | nvarchar(50) |  |  |  |
| EmpJobCode | nvarchar(50) |  |  |  |
| Active | bit |  |  |  |

### EC.AT\_Role

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| RoleId | int |  | x |  |
| RoleDescription | nvarchar(20) |  |  |  |
| IsSysAdmin | bit |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

### EC.AT\_User\_Role\_Link

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| UserId | nvarchar(10) |  |  | x |
| RoleId | int |  |  | x |

### EC.AT\_Entitlement

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| EntitlementId | int |  | x |  |
| EntitlementDescription | nvarchar(100) |  |  |  |

### EC.AT\_Role\_Entitlement\_Link

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| RoleId | int |  |  | x |
| EntitlementId | int |  |  | x |

### EC.AT\_Action\_Reasons

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| ReasonId | int |  |  |  |
| Reason | nvarchar(100) |  |  |  |
| isActive | bit |  |  |  |
| Coaching | bit |  |  |  |
| Warning | bit |  |  |  |
| Inactivate | bit |  |  |  |
| Reactivate | bit |  |  |  |
| Reassign | bit |  |  |  |
| ReasonId | bit |  |  |  |
| Reason | bit |  |  |  |

### EC.AT\_Module\_Access

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| JobCode | nvarchar(50) |  |  |  |
| JobCodeDescription | nvarchar(50) |  |  |  |
| ModuleId | int |  |  | x |
| Module | nvarchar(20) |  |  |  |
| isActive | bit |  |  |  |

### EC.AT\_Role\_Access

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| JobCode | nvarchar(50) |  |  |  |
| JobCodeDescription | nvarchar(50) |  |  |  |
| RoleId | int |  |  |  |
| RoleDescription | nvarchar(20) |  |  |  |
| AddToUser | bit |  |  |  |
| isActive | bit |  |  |  |

### EC.AT\_Reassign\_Status\_For\_Module

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| ModuleId | int |  |  | x |
| Module | nvarchar(20) |  |  |  |
| StatusID | int |  |  | x |
| Status | nvarchar(50) |  |  |  |
| isActive | bit |  |  |  |

### EC. Qulaity\_Other\_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\_ID | nvarchar(10) |  |  |  |
| Submitter\_LANID | nvarchar(30) |  |  |  |
| Submitter\_Email | nvarchar(50) |  |  |  |
| Emp\_ID | nvarchar(10) |  |  |  |
| Emp\_LANID | nvarchar(30) |  |  |  |
| Emp\_Site | nvarchar(30) |  |  |  |
| Program | nvarchar(30) |  |  |  |
| CoachReason\_Current\_Coaching\_Initiatives | nvarchar(20) |  |  |  |
| TextDescription | nvarchar(4000) |  |  |  |
| FileName | nvarchar(260) |  |  |  |

### EC. Quality\_Other\_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\_ID | nvarchar(10) |  |  |  |
| Submitter\_LANID | nvarchar(30) |  |  |  |
| Submitter\_Email | nvarchar(50) |  |  |  |
| Emp\_ID | nvarchar(10) |  |  |  |
| Emp\_LANID | nvarchar(30) |  |  |  |
| Emp\_Site | nvarchar(30) |  |  |  |
| Program | nvarchar(30) |  |  |  |
| CoachReason\_Current\_Coaching\_Initiatives | nvarchar(20) |  |  |  |
| TextDescription | nvarchar(3000) |  |  |  |
| FileName | nvarchar(260) |  |  |  |
| Rejected\_Reason | nvarchar(200) |  |  |  |
| Rejected\_Date | datetime |  |  |  |

### EC. Qulaity\_Other\_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\_ID | nvarchar(10) |  |  |  |
| Submitter\_LANID | nvarchar(30) |  |  |  |
| Submitter\_Email | nvarchar(50) |  |  |  |
| Emp\_ID | nvarchar(10) |  |  |  |
| Emp\_LANID | nvarchar(30) |  |  |  |
| Emp\_Site | nvarchar(20) |  |  |  |
| Program | nvarchar(30) |  |  |  |
| CoachReason\_Current\_Coaching\_Initiatives | nvarchar(20) |  |  |  |
| TextDescription | nvarchar(4000) |  |  |  |
| FileName | nvarchar(260) |  |  |  |

### EC. Quality\_Other\_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.Coaching\_Log\_Archive

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype (Size)** | **Comment** | **PK** | **FK** |
| CoachingID | bigint |  | 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) |  |  |  |
| SurveySent | bit | DEFAULT(0) |  |  |
| NotificationDate | datetime |  |  |  |
| ReminderSent | bit | DEFAULT(0) |  |  |
| ReminderDate | datetime |  |  |  |
| ReminderCount | int | DEFAULT(0) |  |  |
| ReassignDate | datetime |  |  |  |
| ReassignedToId | nvarchar(20) |  |  |  |
| ArchivedBy | nvarchar(50) |  |  |  |
| ArchivedDate | datetime |  |  |  |

### EC.Coaching\_Log\_Reason\_Archive

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| CoachingID | bigint |  | x | x |
| CoachingReasonID | bigint |  |  |
| SubCoachingReasonID | bigint |  |  |
| Value | nvarchar(30) |  |  |  |
| ArchivedBy | nvarchar(50) |  |  |  |
| ArchivedDate | datetime |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

### EC. NPN\_Description

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| NPNCode | nvarchar(20) |  |  |  |
| NPNDescription | nvarchar(4000) |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

### EC.AT\_Role\_Module\_Link

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| RoleId | int |  | x |  |
| ModuleId | int |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

* 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. | sp\_SelectReviewFrom\_Coaching\_Log\_Reasons\_Combined | Web interface: Review Coaching logs |
| 115. | sp\_SelectFrom\_Coaching\_Log\_HistoricalSUP\_Count | Web interface: Dashboard: Historical |
| 116. | sp\_SelectFrom\_Coaching\_LogDistinctCSRCompleted\_All | Web interface: Dashboard: Historical |
| 117. | sp\_SelectFrom\_Coaching\_LogDistinctCSRCompleted\_Site | Web interface: Dashboard: Historical |
| 118. | sp\_SelectFrom\_Coaching\_LogDistinctSUPCompleted\_All | Web interface: Dashboard: Historical |
| 119. | sp\_SelectFrom\_Coaching\_LogDistinctSUPCompleted\_Site | Web interface: Dashboard: Historical |
| 120. | sp\_SelectFrom\_Coaching\_LogDistinctMGRCompleted\_All | Web interface: Dashboard: Historical |
| 121. | sp\_SelectFrom\_Coaching\_LogDistinctMGRCompleted\_Site | Web interface: Dashboard: Historical |
| 122. | sp\_SelectReviewFrom\_Coaching\_Log\_For\_Delete | Web Interface : Delete Functionality App |
| 123. | sp\_InsertInto\_Survey\_Response\_Header | Surveys: Checks for Completed eCLs in Coaching\_Log table and generates a  Survey Header record and inserts into Survey\_Response\_Header table. |
| 124. | sp\_InsertInto\_Survey\_Response\_Header\_Resend | Surveys: used for resending a Survey, so it will regenerate a Survey even when a Survey has previously been generated in the same month. |
| 125. | sp\_Update\_Survey\_Response | Surveys: updates the Survey Response Header once a user completes a given Survey and inserts the responses for questions asked into the Survey Response Detail table. |
| 126. | sp\_SelectSurvey4Contact | Surveys: Queries db for newly added Survey records to send out notification. |
| 127. | sp\_UpdateSurveyMailSent | Surveys: Updates EmailSent column to "True" for records from Survey mail script. |
| 128. | sp\_Select\_Questions\_For\_Survey | Surveys: Returns a list of Questions and their display order to be displayed in the UI. |
| 129. | sp\_Select\_Responses\_For\_Survey | Surveys: Returns a list of all Active Responses and their Ids. |
| 130. | sp\_Select\_Responses\_By\_Question | Surveys: Returns a list of Questions Ids and all their possible responses and their display order. |
| 131. | sp\_Select\_SurveyDetails\_By\_SurveyID | Surveys: Given a Survey ID returns the details of the Survey like the Employee ID, eCL Form Name and whether or not a Hot Topic question is associated with this Survey. |
| 132. | sp\_SelectCoaching4Reminder | HouseKeeping: Email Reminders for past due eCLs |
| 133. | sp\_UpdateReminderMailSent | HouseKeeping: Email Reminders for past due eCLs |
| 134. | sp\_SelectSurvey4Reminder | HouseKeeping: Email Reminders for surveys active after 48 hrs |
| 135. | sp\_InsertInto\_Coaching\_Log\_Training | Feed Load: Training Data (SDR and ODT Reports) |
| 136. | sp\_InsertInto\_Coaching\_Log\_Generic | Feed Load: Generic feed Data (OTH) |
| 137. | sp\_CheckIf\_HRUser | Web Interface: Used to determine if HR users to display Warnings section and historical dashboard |
| 138. | sp\_Merge\_HR\_Employee\_Hierarchy\_Stage | Employee Load: Used to merge records from HR staging table with the general staging table for employee records from peoplesoft. |
| 139. | sp\_AT\_Coaching\_Inactivation\_Reactivation | Admin Tool – Used for Coaching log inactivations and Reactivations. |
| 140. | sp\_AT\_Warning\_Inactivation\_Reactivation | Admin Tool - – Used for Warning log inactivations and Reactivations. |
| 141. | sp\_AT\_Select\_Employees\_Coaching\_Inactivation\_Reactivation | Admin Tool – Used to select all employees that have Coaching logs for Inactivation or reactivation |
| 142. | sp\_AT\_Select\_Employees\_Warning\_Inactivation\_Reactivation | Admin Tool - – Used to select all employees that have Warning logs for Inactivation or reactivation |
| 143. | sp\_AT\_Select\_Employees\_Inactivation\_Reactivation | Admin Tool – Top level procedure to select employees. Calls the coaching or Warning Employee select procedures as needed. |
| 144. | sp\_AT\_Select\_Logs\_Inactivation\_Reactivation | Admin Tool – Selects logs for Inactivation or reactivation for a selected employee |
| 145. | sp\_AT\_Check\_Entitlements | Admin Tool – Returns the list of entitlements for a given user. |
| 146. | sp\_AT\_Select\_Action\_Reasons | Admin Tool – Returns a list of possible reasons for inactivation, reactivation or reassignment from the admin tool. |
| 147. | sp\_AT\_Select\_Modules\_By\_LanID | Admin Tool – Selects the list of Modules a logged in user can manage from the Admin tool |
| 148. | sp\_AT\_Select\_Status\_By\_Module | Admin Tool – Selects the list of possible statuses for Reassignment for a given Module in the Admin tool |
| 149. | sp\_AT\_Coaching\_Reassignment | Admin Tool – Used for Coaching log Reassignements |
| 150. | sp\_AT\_Select\_ReassignFrom\_Users | Admin Tool – Selects a list of current owners from whom coaching logs can be reassigned |
| 151. | sp\_AT\_Select\_ReassignTo\_Users | Admin Tool - – Selects a list of possible users to whom coaching logs can be reassigned to |
| 152. | sp\_AT\_Select\_Logs\_Reassign | Admin Tool – Returns a list of all logs that are currently assigned to a user that can be reassigned |
| 153. | sp\_AT\_Populate\_User | Admin Tool – Populates the AT user table based on the job codes that can manage the Admin tool and their role membership. |
| 154. | sp\_InsertInto\_Coaching\_Log\_Quality\_Other | Feed Load: Quality Other Data (CTC Reports) |
| 155. | sp\_Insert\_Into\_Coaching\_Log\_Archive | HouseKeeping: Archive Older Logs |
| 156. | sp\_SelectFrom\_SRMGR\_Count | SrMgr Dashboard: Selects count of Coaching logs in pending, completed statuses and Active warning logs |
| 157. | sp\_SelectFrom\_SRMGR\_Detail\_Count | SrMgr Dashboard: Selects count of Coaching logs in pending, completed statuses and Active warning logs with an optional employee filter |
| 158. | sp\_SelectFrom\_SRMGR\_Details | SrMgr Dashboard: Calls either the coaching or warning details procedures based on user selection |
| 159. | sp\_SelectFrom\_SRMGR\_EmployeeCoaching | Selects Coaching logs details in pending or completed statuses with an optional employee filter |
| 160. | sp\_SelectFrom\_SRMGR\_EmployeeWarning | Selects details of active Warning logs with an optional employee filter |
| 161. | sp\_SelectFrom\_SRMGR\_Review | SrMgr Dashboard: Calls either the coaching or warning review procedures based on user selection |
| 162. | sp\_SelectFrom\_SRMGR\_EmployeeCoaching\_Review | Selects Coaching log details for review |
| 163. | sp\_SelectFrom\_SRMGR\_EmployeeWarning\_Review | Selects Warning log details for review |
| 164. | sp\_SelectFrom\_SRMGR\_Completed\_CoachingByWeek | Returns weekly count of completed coaching logs by Value |
| 165. | sp\_SelectFrom\_SRMGR\_Pending\_CoachingByWeek | Returns weekly count of pending coaching logs by Status |
| 166. | sp\_SelectFrom\_SRMGR\_Active\_WarningByWeek | Returns weekly count of active warning logs by warning type. |
| 167. | sp\_Get\_Dates\_For\_Previous\_Week | Sets the dates for previous week (Sunday through Saturday) |
| 168. | sp\_InsertInto\_Coaching\_Log\_NPN | Creates NPN ecls for eligible IQS logs that have been identified and staged. |
| 169. | sp\_rptAdminActivitySummary.sql | Reporting: Displays the Admin Activity Logs for selected Type, Action and Date Range. |
| 170. | sp\_rptCoachingSummary.sql | Reporting: Selects list of Coaching Log Attributes for Coaching Summary Report. |
| 171. | sp\_rptGetActionsforAdminType.sql | Reporting: Displays the list of Admin Actions for Selected Type |
| 172. | sp\_rptGetFormNamesforAdminActivity.sql | Reporting: Displays the list of form names for selected admin activity criteria |
| 173. | sp\_rptHierarchySummary.sql | Reporting: Displays the hierarchy for a given employee. |
| 174. | sp\_rptModulesByRole.sql | Reporting: Selects list of Modules based on Role of logged in User. |
| 175. | sp\_rptWarningSummary.sql | Reporting: Selects list of Warning Log Attributes for Warning Summary Report. |
| 176. | sp\_Update\_Outlier\_Coaching\_Stage.sql | Feed Load: Outliers Data |
| 177. |  |  |

* 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. |
| 28. | fn\_strCoachingReasonFromCoachingID | Given a CoachingID returns the Coaching Reasons concatenated as a single string of values separated by a '|' |
| 29. | fn\_strSubCoachingReasonFromCoachingID | Given a CoachingID returns the Sub Coaching Reasons concatenated as a single string of values separated by a '|' |
| 30. | fn\_strValueFromCoachingID | Given a CoachingID returns the Values concatenated as a single string of values separated by a '|' |
| 31. | fn\_strCoachingReasonFromWarningID | Given a WarningID returns the Coaching Reasons concatenated as a single string of values separated by a '|' |
| 32. | fn\_strSubCoachingReasonFromWarningID | Given a WarningID returns the Sub Coaching Reasons concatenated as a single string of values separated by a '|' |
| 33. | fn\_strValueFromWarningID | Given a WarningID returns the Values concatenated as a single string of values separated by a '|' |
| 34. | fn\_isHotTopicFromSurveyTypeID | Given a Survey Type ID returns a bit to indicate whether or not there is an Active Hot topic question associated with the Survey. |
| 35. | fnGetMaxDateTime | Given 2 datetime values, returns the Greater of the 2 dates. |
| 36. | fn\_strSupEmailFromEmpID | Given an Employee ID, fetches the Email address of the Employee's Supervisor from the Hierarchy table. |
| 37. | fn\_intLastKnownStatusForCoachingID | Given a CoachingID returns the last known active status from the audit table. |
| 38. | fn\_strCheckIfATSysAdmin | Given an Employee ID, Returns ‘YES’ if the number of admin roles is > 0 and a ‘NO’ if 0. |
| 39. | EC.fn\_strCheckIfATCoachingAdmin | Given a user Employee ID returns whether the user a member of the Coaching Admin role or not. |
| 40. | EC.fn\_strCheckIfATWarningAdmin | Given a user Employee ID returns whether the user a member of the Coaching Admin role or not. |
| 41. | EC.fn\_strStatusFromStatusID | Given a Status ID returns the Status Description. |
| 42. | fn\_strCheckIf\_HRUser | Given an Employee ID returns whether the user is a HR user. |
| 43. | fn\_strMgrEmailFromEmpID | Given an Employee ID, fetches the Email address of the Employee's Manager from the Hierarchy table. |
| 44. | fn\_strBookListFromLanID | For a given lanid this function returns the list of books for that given user as a single string separated by a '|' |
| 45. | fn\_intModuleIDFromEmpID | Given an Employee ID returns the Module ID for that user if iser belongs to one of the 5 Modules. |
| 46. | fn\_strNPNDescriptionFromCode | Given an NPN Code returns the Text Description associated with that code |
| 47. | fn\_NPNQualityRecs | Selects the IQS logs eligible for a follow up NPN log for given date range. |

1. **Reference Materials**

| **Document** | **Location** |
| --- | --- |
| Functional Specification | \cms\eCoaching\_V2\Requirements\CCO\_eCoaching\_Log\_FS.docx |
| Table creates | \cms\eCoaching\_V2\Code\DB\Tables |
| Stored procedure creates | \cms\eCoaching\_V2\Code\DB\Stored Procedures |
| Function creates | \cms\eCoaching\_V2\Code\DB\Functions |
| Production support doc | \cms\eCoaching\_V2\Maintenance |
| Runbook(s) | \cms\eCoaching\_V2\Runbook\DB |
| Design docs | \cms\eCoaching\_V2\Design\DD\DB |
| Unit test docs | \cms\eCoaching\_V2\Unit Test\DB |
|  |  |
|  |  |

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

SDR - Short Duration Reporting

ODT - Overdue Training

OTH - Other

AT – Admin tool