

**CCO eCoaching**

**Database Design**

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Prepared By: CCO eCoaching Engineering Team

Department: HCSD

Last Modified Date: 07/28/2020

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 | Susmitha Palacherla |
| 5/22/2017 | 39.0 | TFS 6624 – Updated column size for Task\_Number and Project\_Number in tables 2.1.31, 2.1.32 and 2.1.33 | Susmitha Palacherla |
| 5/25/2017 | 40.0 | TFS 6622 - Cleanup Database DD  Reviewed and cleaned up entire doc.  Clarified and or added details as needed throughout the document. | Susmitha Palacherla |
| 06/01/2017 | 41.0 | TFS 6881 – updated column size for column strReasonNotCoachable in tables Coaching\_Log and Coaching\_Log\_Archive and param @nvcstrReasonNotCoachable in sp sp\_Update5Review\_Coaching\_Log to 100. | Susmitha Palacherla |
| 08/18/2017 | 42.0 | TFS 7109 – Upgrade to SQL Server 2012 | Susmitha Palacherla |
| 09/19/2017 | 43.0 | TFS 7646 – Add columns to Generic\_Coaching\_Stage and And add new Stored procedures sp\_Update\_Generic\_Coaching\_Stage  And sp\_InsertInto\_Generic\_Rejected in section 2.2 and 2.2.164 and 2.2.165  AND  TFS 7541 - Add columns to Quality\_Coaching\_Stage  Update column size in Quality\_Rejected  And add new Stored procedure sp\_InsertInto\_IQS\_Rejected in section 2.2 and 2.2.166 | Susmitha Palacherla |
| 09/25/2017 | 44.0 | TFS 8228 - Revise logic to flag re-used Employee Ids and clean up data  Incorporate new fields for Employee ID with Prefix, Hire Date, Dept ID, Dept Desc, Reg/Temp and Full/Parttime.  Tables #’s 3,3 and 53.  Added 2 new functions #48 and #49 in Section 2.3 | Susmitha Palacherla |
| 09/29/2017 | 45.0 | TFS 7855 - Data Encryption - phase 2 remove unused objects  Table Inactivations\_Stage removed and list reordered  SP sp\_Inactivations\_From\_Feed removed and list reordered | Susmitha Palacherla |
| 10/06/2017 | 46.0 | TFS 6066 – Added 2 new stored procedures (2.2.166 and 2.2.167) for scheduling Coaching summary Reports. | Susmitha Palacherla |
| 11/15/2017 | 47.0 | TFS 8974 – Added 2 new fields from PeopleSoft  Term\_date and FLSA\_Status | Susmitha Palacherla |
| 12/29/2017 | 48.0 | TFS 9451 – update documentation to show new OMR report code IAEF  Sections 1.4.1.6 | Susmitha Palacherla |
| 12/29/2017 | 49.0 | TFS 9451 – Update documentation to show new OMR report code IAEF - Additional Updates.  Sections 1.4.1.6 and 2.1.18 | Susmitha Palacherla |
| 01/19/2018 | 50.0 | TFS 7854 and TFS 7856 – Encryption Related changes  Upadted table structure on columns containing Name, lanID and email attributes  Added 10 new stored Procedures  168-177 | Susmitha Palacherla |
| 01/29/2018 | 51.0 | TFS 9511 - Pilot Project to have 6th survey question in eCoaching  Added columns to tables 2.139, 2.140 and 2.1.41  Added new table 2.1.73 EC.Survey\_Sites  Section 2.3. eCoaching Functions  Added 2 new fns  #50 - fn\_bitCheckIfHotTopicSurvey  # 51 - fn\_bitCheckIfPilotSurvey | Susmitha Palacherla |
| 01/31/2018 | 51.1 | TFS 9511 - Pilot Project to have 6th survey question in eCoaching  In table definition 2.1.41updated description for isPilot per V&V finding. | Susmitha Palacherla |
| 03/26/2018 | 52.0 | TFS 9204 – Handle Inactive Evaluations in Verint in eCL  Added EvalStaus Col to 2 2 tables Quality\_Fact and Quality\_Coaching\_Stage  Section 1.4.1.5 Quality feed spec | Susmitha Palacherla |
| 04/03/2018 | 53.0 | TFS [10532](http://f3420-tfsasp01:8080/tfs/CCO%20Program/CCO%20Engineering/_workitems/edit/10532?fullScreen=false) - Encryption - Post Implementation clean up of missed objects  Removed Fact Tables for some of the Loads  2.1.20 EC.Outlier\_Coaching\_Fact  2.1.32 EC.ETS\_Coaching\_Fact  2.1.44 EC.Training\_Coaching\_Fact  2.1.47 EC. Generic\_Coaching\_Fact  2.1.63 EC.Quality\_Other\_Coaching\_Fact  2.2.90 sp\_Update\_ETS\_Fact(#90)  TFS 10524 – Updated paths for Feed files for loads | Susmitha Palacherla |
| 04/09/2018 | 54.0 | TFS [10532](http://f3420-tfsasp01:8080/tfs/CCO%20Program/CCO%20Engineering/_workitems/edit/10532?fullScreen=false) - Encryption - Post Implementation cleanup of missed objects.  Additional changes from V&V findings.  Removed all references to the respective \_Fact tables in sections 1.4.1.6 through 1.4.1.11 | Susmitha Palacherla |
| 4/18/2018 | 55.0 | TFS 7136 – Move submissions to new architecture  Added 3 new sps 2.2.177 through 2.2.179  1 new Fn 2.3 #52 | Susmitha Palacherla |
| 6/13/2018 | 56.0 | TFS 7138 – Move historical dashboard to new architecture  TFS 7137 – Move My dashboard to new architecture  Section 2.1  Added Table definitions 2.1.69 through 2.1.72  Section 2.2  Updated param name/size in stored procedures 2.1.25,2.1.27,2.1.28,2.1.30,2.1.32,2.1.33,2.1.40,2.1.41,2.1.42,2.1.43,2.1.44  Renamed stored procedures 2.1.52,2.1.53,2.1.55,2.1.56,2.1.57,2.1.58 to reflect the updated names for the review update sps  Added stored procedures 2.1.180 through 2.1.209  Section 2.3  Added 3 Functions 53 through 55 | Susmitha Palacherla |
| 8/14/2018 | 57.0 | TFS 11743 - limit the number of records which can be exported to excel from historical dashboard  Added stored procedures 2.1.210 through 2.1.212 | Susmitha Palacherla |
| 01/09/2019 | 58.0 | TFS 13168 – eCL side changes for Work day feed integration.  Updated size of col Dept\_ID in employee tables 2.3 aned 2.4 | Susmitha Palacherla |
| 03/19/2019 | 59.0 | TFS 13332 – Quality Now Changes  Added section 1.4.1.12 Quality Now Feed for Coaching Logs  Added tables 2.1.73 through 2.1.76  Added Procedures 2.2.213 throuygh 2.2.216 for Qulaity Now Load process | Susmitha Palacherla |
| 04/26/2019 | 60.0 | TFS 14049 – Display issue for non CSE logs  Added column ConfirmedCSE to Coaching\_Log and Coaching\_Log\_Archive tables. | Susmitha Palacherla |
| 06/07/2019 | 61.0 | TFS 13777 – Updated column labels in Tables  1.4.1.1 Updated source for feed  Added new element legacy\_emplid to feed  Employee\_Hierarchy\_Stage and HR\_Hierarchy\_Stage  Reordered columns in Employee\_Hierarchy and added a new column Legacy\_Emp\_ID | Susmitha Palacherla |
| 06/10/2019 | 61.1 | Additional updates for TFS 13777 from V&V feedback. | Susmitha Palacherla |
| 07/09/2019 | 62.0 | Added new objects to support special handling for Short Calls  1.4.1.13 – added OMR ISQ Feed  2.0 – Added tables 77-80  2.1 – Added tables 2.1.77 through 2.1.80  2.2 – Added stored procedures 2.2.117 through 2.2.225  2.3 – added function #56 | Susmitha Palacherla |
| 08/07/2019 | 63.0 | TFS 15058 – Changes to QN Evaluations for September 1st  Sections  2.1.73 and 2.1.74  change data type for Customer Temp Start and End to nvarchar(30) | Susmitha Palacherla |
| 08/16/2019 | 64.0 | TFS 15063 - Quality Now Rewards and Recognition (Bingo)  Added 2 tables 2.1.81 and 2.1.82  Added 1 new sp 2.2.226  Added 2 new fns 2.3.57 and 2.3.58  1.4.1.9 Added feed elemnt mapping for BQN(S) feeds | Susmitha Palacherla |
| 08/21/2019 | 65.0 | TFS 15144 – Add Deltek as Coaching and Sub Coaching reason  Added 1 new fn 2.3.59 | Susmitha Palacherla |
| 09/06/2019 | 66.0 | TFS 13644 – Incorporate a follow-up process for eCoaching submissions  Added new columns to tables in 2.1.1 and 2.1.64  Added 3 new sps 2.2.227 through 2.2.229  Added 1 new fn in 2.3.50 | Susmitha Palacherla |
| 09/17/2019 | 67.0 | TFS 15621 - Display MyFollowup for CSRs  Added column in tabe 2.1.71  (UI\_Dashboard\_Summary\_Display)  Added procedures 2.2.230 and 2.2.231 | Susmitha Palacherla |
| 09/23/2019 | 68.0 | TFS 15465 - eCoaching - London Alternate Channel Bingo logs  Renamed the following Objects and or added a new column - 2.1.61, 2.1.81, 2.1.82  Renamed sp 2.2.226  Renamed fn 2.3.57 | Susmitha Palacherla |
| 10/01/2019 | 69.0 | TFS 15465 - eCoaching - London Alternate Channel Bingo logs  Added new fn 2.3.61 to support wild card competency | Susmitha Palacherla |
| 11/18/2019 | 70.0 | TFS 15803 - changes for warnings workflow in the eCoaching Log application.  Added columns to table warning\_log (#29)  Updated params in sps #55 and #118 | Susmitha Palacherla |
| 12/3/2019 | 70.1 | TFS 15803 - changes for warnings workflow in the eCoaching Log application.  Added new table # 83 in 2.1(warning\_log\_statixtext)  Added new fn #62 in section 2.3(fn\_strWarningLogStatictext) | Susmitha Palacherla |
| 03/23/2020 | 71.0 | TFS 16855 - Updated Type for CSRComments in table Warning\_Log | Susmitha Palacherla |
| 7/20/2020 | 72.0 | TFS 17655 - Updated to archive Quality Now, Short Calls and Bingo detail records  Added Tables 2.1.84, 2.1.85 an 2.1.86 | Susmitha Palacherla |
| 7/27/2020 | 73.0 | TFS 17284 – Admin task to remove obsolete objects and reorganize remaining objects and  TFS 17770 – Remove SR MGR Dashboard related entries | Susmitha Palacherla |
| 7/28/2020 | 74.0 | TFS 17284 – Admin task to remove obsolete objects – Additional Updates | Susmitha Palacherla |

Table of Contents

[**1.** **Software Project Overview and Scope** 18](#_Toc46837147)

[**1.1.** **System Diagram** 19](#_Toc46837148)

[**1.2.** **Interfaces** 20](#_Toc46837157)

[**1.2.1.** **Hardware** 20](#_Toc46837158)

[**1.2.2.** **External Software** 20](#_Toc46837159)

[**1.3.** **Users and User Access** 20](#_Toc46837160)

[**1.4.** **Inputs and Outputs** 20](#_Toc46837161)

[**1.4.1.** **Inputs** 20](#_Toc46837162)

[1.4.1.1 Employee Feed from Workday via IQS 20](#_Toc46837169)

[1.4.1.2 Employee Feed from Aspect eWFM 21](#_Toc46837170)

[1.4.1.3 HR Employee Feed from HR 22](#_Toc46837171)

[1.4.1.4 Web Interface for Coaching Logs 22](#_Toc46837172)

[1.4.1.5 Quality Feed for Coaching Logs 22](#_Toc46837173)

[1.4.1.6 Outliers Feed for Coaching Logs 24](#_Toc46837174)

[1.4.1.7 ETS Feeds for Coaching Logs 26](#_Toc46837175)

[1.4.1.8 ETS Compliance (Outstanding Action) Feeds for Coaching Logs 27](#_Toc46837176)

[1.4.1.9 Quality Other Feeds for Coaching Logs 28](#_Toc46837177)

[1.4.1.10 Training Feeds for Coaching Logs 30](#_Toc46837178)

[1.4.1.11 Generic Feeds for Coaching Logs 31](#_Toc46837179)

[1.4.1.12 Quality Now Feed for Coaching Logs 33](#_Toc46837180)

[1.4.1.13 Outliers ISQ Feed for Coaching Logs 34](#_Toc46837181)

[**1.4.2.** **Outputs** 35](#_Toc46837182)

[**2.** **Database** 35](#_Toc46837183)

[**2.1.** **Tables** 35](#_Toc46837184)

[2.1.1 AT\_Action\_Reasons 40](#_Toc46837187)

[2.1.2 AT\_Coaching\_Inactivate\_Reactivate\_Audit 41](#_Toc46837188)

[2.1.3 AT\_Coaching\_Reassign\_Audit 41](#_Toc46837189)

[2.1.4 AT\_Entitlement 41](#_Toc46837190)

[2.1.5 AT\_Module\_Access 42](#_Toc46837191)

[2.1.6 AT\_Reassign\_Status\_For\_Module 42](#_Toc46837192)

[2.1.7 AT\_Role 42](#_Toc46837193)

[2.1.8 AT\_Role\_Access 42](#_Toc46837194)

[2.1.9 AT\_Role\_Entitlement\_Link 43](#_Toc46837195)

[2.1.10 AT\_Role\_Module\_Link 43](#_Toc46837196)

[2.1.11 AT\_User 43](#_Toc46837197)

[2.1.12 AT\_User\_Role\_Link 44](#_Toc46837198)

[2.1.13 AT\_Warning\_Inactivation\_Reactivation\_Audit 44](#_Toc46837199)

[2.1.14 Bingo\_Images 45](#_Toc46837200)

[2.1.15 CallID\_Selection 45](#_Toc46837201)

[2.1.16 Coaching\_Log 45](#_Toc46837202)

[2.1.17 Coaching\_Log\_Archive 49](#_Toc46837203)

[2.1.18 Coaching\_Log\_Bingo 51](#_Toc46837204)

[2.1.19 Coaching\_Log\_Bingo\_Archive 51](#_Toc46837205)

[2.1.20 Coaching\_Log\_Quality\_Now\_Evaluations 52](#_Toc46837206)

[2.1.21 Coaching\_Log\_Quality\_Now\_Evaluations\_Archive 55](#_Toc46837207)

[2.1.22 Coaching\_Log\_Reason 58](#_Toc46837208)

[2.1.23 Coaching\_Log\_Reason\_Archive 59](#_Toc46837209)

[2.1.24 Coaching\_Reason\_Selection 59](#_Toc46837210)

[2.1.25 CSR\_Hierarchy 60](#_Toc46837211)

[2.1.26 DIM\_Bahavior 60](#_Toc46837212)

[2.1.27 DIM\_Coaching\_Reason 61](#_Toc46837213)

[2.1.28 DIM\_Date 61](#_Toc46837214)

[2.1.29 DIM\_Module 62](#_Toc46837215)

[2.1.30 DIM\_Program 62](#_Toc46837216)

[2.1.31 DIM\_Site 62](#_Toc46837217)

[2.1.32 DIM\_Source 63](#_Toc46837218)

[2.1.33 DIM\_Status 63](#_Toc46837219)

[2.1.34 DIM\_Sub\_Coaching\_Reason 64](#_Toc46837220)

[2.1.35 Email\_Notifications 64](#_Toc46837221)

[2.1.36 EmpID\_To\_SupID\_Stage 64](#_Toc46837222)

[2.1.37 Employee\_Hierarchy 65](#_Toc46837223)

[2.1.38 Employee\_Hierarchy\_Stage 66](#_Toc46837224)

[2.1.39 Employee\_Selection 67](#_Toc46837225)

[2.1.40 EmployeeID\_To\_LanID 67](#_Toc46837226)

[2.1.41 ETS\_Coaching\_Rejected 68](#_Toc46837228)

[2.1.42 ETS\_Coaching\_Stage 68](#_Toc46837229)

[2.1.43 ETS\_Description 69](#_Toc46837230)

[2.1.44 ETS\_FileList 70](#_Toc46837231)

[2.1.45 Generic\_Coaching\_Rejected 70](#_Toc46837232)

[2.1.46 Generic\_Coaching\_Stage 71](#_Toc46837233)

[2.1.47 Generic\_FileList 72](#_Toc46837234)

[2.1.48 istorical\_Dashboard\_ACL 72](#_Toc46837235)

[2.1.49 HR\_Hierarchy\_Stage 73](#_Toc46837236)

[2.1.50 Module\_Submission 74](#_Toc46837237)

[2.1.51 NPN\_Description 74](#_Toc46837238)

[2.1.52 Outlier\_Coaching\_Rejected 75](#_Toc46837239)

[2.1.53 Outlier\_Coaching\_Stage 75](#_Toc46837240)

[2.1.54 Outlier\_FileList 76](#_Toc46837241)

[2.1.55 Quality\_Coaching\_Fact 77](#_Toc46837242)

[2.1.56 Quality \_Coaching\_Rejected 77](#_Toc46837243)

[2.1.57 Quality\_Coaching\_Stage 78](#_Toc46837244)

[2.1.58 Quality\_FileList 80](#_Toc46837245)

[2.1.59 Quality\_Now\_Coaching\_Rejected 80](#_Toc46837246)

[2.1.60 Quality\_Now\_Coaching\_Stage 81](#_Toc46837247)

[2.1.61 Quality\_Now\_FileList 85](#_Toc46837248)

[2.1.62 Quality\_Other\_Coaching\_Rejected 85](#_Toc46837249)

[2.1.63 Quality\_Other\_Coaching\_Stage 86](#_Toc46837250)

[2.1.64 Quality\_Other\_FileList 87](#_Toc46837251)

[2.1.65 Reasons\_By\_ReportCode 88](#_Toc46837252)

[2.1.66 ShortCalls\_Behavior 88](#_Toc46837253)

[2.1.67 ShortCalls\_Behavior\_Action\_Link 88](#_Toc46837254)

[2.1.68 ShortCalls\_Evaluations 88](#_Toc46837255)

[2.1.69 ShortCalls\_Evaluations\_Archive 89](#_Toc46837256)

[2.1.70 ShortCalls\_Prescriptive\_Actions 89](#_Toc46837257)

[2.1.71 Survey\_DIM\_QAnswer 90](#_Toc46837258)

[2.1.72 Survey\_DIM\_Question 90](#_Toc46837259)

[2.1.73 Survey\_DIM\_Response 91](#_Toc46837260)

[2.1.74 Survey\_DIM\_Type 91](#_Toc46837261)

[2.1.75 Survey\_Pilot\_Date 91](#_Toc46837262)

[2.1.76 Survey\_Response\_Detail 92](#_Toc46837263)

[2.1.77 Survey\_Response\_Header 92](#_Toc46837264)

[2.1.78 Survey\_Sites 93](#_Toc46837265)

[2.1.79 Training\_Coaching\_Rejected 93](#_Toc46837266)

[2.1.80 Training\_Coaching\_Stage 94](#_Toc46837267)

[2.1.81 Training\_FileList 95](#_Toc46837268)

[2.1.82 UI\_Dashboard\_Summary\_Display 95](#_Toc46837269)

[2.1.83 UI\_Role\_Page\_Access 96](#_Toc46837270)

[2.1.84 UI\_User\_Role 96](#_Toc46837271)

[2.1.85 Warning\_Log 96](#_Toc46837272)

[2.1.86 Warning\_Log\_Reason 98](#_Toc46837273)

[2.1.87 Warning\_Log\_Static\_text 98](#_Toc46837274)

[**2.2.** **Stored Procedures** 99](#_Toc46837275)

[**2.2.1.** **sp\_AT\_Check\_Entitlements** 105](#_Toc46837276)

[**2.2.2.** **sp\_AT\_Coaching\_Inactivation\_Reactivation** 105](#_Toc46837277)

[**2.2.3.** **sp\_AT\_Coaching\_Reassignment** 105](#_Toc46837278)

[**2.2.4.** **sp\_AT\_Populate\_User** 105](#_Toc46837279)

[**2.2.5.** **sp\_AT\_Select\_Action\_Reasons** 106](#_Toc46837280)

[**2.2.6.** **sp\_AT\_Select\_Employees\_Coaching\_Inactivation\_Reactivation** 106](#_Toc46837281)

[**2.2.7.** **sp\_AT\_Select\_Employees\_Inactivation\_Reactivation** 106](#_Toc46837282)

[**2.2.8.** **sp\_AT\_Select\_Employees\_Warning\_Inactivation\_Reactivation** 106](#_Toc46837283)

[**2.2.9.** **sp\_AT\_Select\_Logs\_Inactivation\_Reactivation** 106](#_Toc46837284)

[**2.2.10.** **sp\_AT\_Select\_Logs\_Reassign** 106](#_Toc46837285)

[**2.2.11.** **sp\_AT\_Select\_Modules\_By\_LanID** 106](#_Toc46837286)

[**2.2.12.** **sp\_AT\_Select\_ReassignFrom\_Users** 107](#_Toc46837287)

[**2.2.13.** **sp\_AT\_Select\_ReassignTo\_Users** 107](#_Toc46837288)

[**2.2.14.** **sp\_AT\_Select\_Roles\_By\_User** 107](#_Toc46837289)

[**2.2.15.** **sp\_AT\_Select\_User\_Details** 107](#_Toc46837290)

[**2.2.16.** **sp\_AT\_Select\_Status\_By\_Module** 107](#_Toc46837291)

[**2.2.17.** **sp\_AT\_Warning\_Inactivation\_Reactivation** 107](#_Toc46837292)

[**2.2.18.** **sp\_Dashboard\_Director\_Site\_Completed** 107](#_Toc46837293)

[**2.2.19.** **sp\_Dashboard\_Director\_Site\_Completed\_Count** 108](#_Toc46837294)

[**2.2.20.** **sp\_Dashboard\_Director\_Site\_Site\_Export** 108](#_Toc46837295)

[**2.2.21.** **sp\_Dashboard\_Director\_Site\_Export\_Count** 108](#_Toc46837296)

[**2.2.22.** **sp\_Dashboard\_Director\_Site\_Pending** 108](#_Toc46837297)

[**2.2.23.** **sp\_Dashboard\_Director\_Site\_Pending\_Count** 109](#_Toc46837298)

[**2.2.24.** **sp\_Dashboard\_Director\_Site\_Warning** 109](#_Toc46837299)

[**2.2.25.** **sp\_Dashboard\_Director\_Site\_Warning\_Count** 109](#_Toc46837300)

[**2.2.26.** **sp\_Dashboard\_Director\_Summary\_Count** 109](#_Toc46837301)

[**2.2.27.** **sp\_Dashboard\_Director\_Summary\_Count\_ByStatus** 109](#_Toc46837302)

[**2.2.28.** **sp\_Dashboard\_Populate\_Filter\_Dropdowns** 109](#_Toc46837303)

[**2.2.29.** **sp\_Dashboard\_Summary\_Count** 110](#_Toc46837304)

[**2.2.30.** **sp\_Dashboard\_Summary\_Count\_ByStatus** 110](#_Toc46837305)

[**2.2.31.** **sp\_Dim\_Date\_Add\_Date\_Range** 110](#_Toc46837306)

[**2.2.32.** **sp\_Dim\_Date\_Add\_Unknown\_Row** 110](#_Toc46837307)

[**2.2.33.** **sp\_Display\_Sites\_For\_Module** 110](#_Toc46837308)

[**2.2.34.** **sp\_Get\_Dates\_For\_Previous\_Month** 110](#_Toc46837309)

[**2.2.35.** **sp\_Get\_Dates\_For\_Previous\_Week** 110](#_Toc46837310)

[**2.2.36.** **sp\_HistoricalDashboardAclInsert** 110](#_Toc46837311)

[**2.2.37.** **sp\_InactivateCoachingLogsForTerms** 111](#_Toc46837312)

[**2.2.38.** **sp\_InactivateExpiredWarningLogs** 111](#_Toc46837313)

[**2.2.39.** **sp\_Insert\_Into\_Coaching\_Log\_Archive** 111](#_Toc46837314)

[**2.2.40.** **sp\_InsertInto\_Coaching\_Log** 111](#_Toc46837315)

[**2.2.41.** **sp\_InsertInto\_Coaching\_Log\_ETS** 112](#_Toc46837316)

[**2.2.42.** **sp\_InsertInto\_Coaching\_Log\_Generic** 112](#_Toc46837317)

[**2.2.43.** **sp\_InsertInto\_Coaching\_Log\_NPN** 113](#_Toc46837318)

[**2.2.44.** **sp\_InsertInto\_Coaching\_Log\_Outlier** 113](#_Toc46837319)

[**2.2.45.** **sp\_InsertInto\_Coaching\_Log\_Outlier\_ShortCalls** 113](#_Toc46837320)

[**2.2.46.** **sp\_InsertInto\_Coaching\_Log\_Quality** 113](#_Toc46837321)

[**2.2.47.** **sp\_InsertInto\_Coaching\_Log\_Quality\_Now** 113](#_Toc46837322)

[**2.2.48.** **sp\_InsertInto\_Coaching\_Log\_Quality\_Other** 113](#_Toc46837323)

[**2.2.49.** **sp\_InsertInto\_Coaching\_Log\_Training** 113](#_Toc46837324)

[**2.2.50.** **sp\_InsertInto\_ETS\_Rejected** 113](#_Toc46837325)

[**2.2.51.** **sp\_InsertInto\_Generic\_Rejected** 114](#_Toc46837326)

[**2.2.52.** **sp\_InsertInto\_IQS\_Rejected** 114](#_Toc46837327)

[**2.2.53.** **sp\_InsertInto\_Outlier\_Rejected** 114](#_Toc46837328)

[**2.2.54.** **sp\_InsertInto\_Quality\_Now\_Rejected** 114](#_Toc46837329)

[**2.2.55.** **sp\_InsertInto\_Survey\_Response\_Header** 114](#_Toc46837330)

[**2.2.56.** **sp\_InsertInto\_Survey\_Response\_Header\_Resend** 114](#_Toc46837331)

[**2.2.57.** **sp\_InsertInto\_Warning\_Log** 114](#_Toc46837332)

[**2.2.58.** **sp\_Merge\_HR\_Employee\_Hierarchy\_Stage** 114](#_Toc46837333)

[**2.2.59.** **sp\_Populate\_Employee\_Hierarchy** 115](#_Toc46837334)

[**2.2.60.** **sp\_rptAdminActivitySummary** 115](#_Toc46837335)

[**2.2.61.** **sp\_rptCoachingEmployeesBySiteAndModule** 115](#_Toc46837336)

[**2.2.62.** **sp\_rptCoachingSummary** 115](#_Toc46837337)

[**2.2.63.** **sp\_rptCoachingSummaryForModule** 115](#_Toc46837338)

[**2.2.64.** **sp\_rptEmployeesBySite** 115](#_Toc46837339)

[**2.2.65.** **sp\_rptGetActionsforAdminType** 116](#_Toc46837340)

[**2.2.66.** **sp\_rptGetFormNamesforAdminActivity** 116](#_Toc46837341)

[**2.2.67.** **sp\_rptHierarchySummary** 116](#_Toc46837342)

[**2.2.68.** **sp\_rptModulesByRole** 116](#_Toc46837343)

[**2.2.69.** **sp\_rptQNCoachingSummary** 116](#_Toc46837344)

[**2.2.70.** **sp\_ rptQNCoachingSummaryForModule** 116](#_Toc46837345)

[**2.2.71.** **sp\_rptWarningEmployeesBySiteAndModule** 117](#_Toc46837346)

[**2.2.72.** **sp\_rptWarningSummary.sql** 117](#_Toc46837347)

[**2.2.73.** **sp\_Search\_For\_Dashboards\_Count** 117](#_Toc46837348)

[**2.2.74.** **sp\_Search\_For\_Dashboards\_Details** 117](#_Toc46837349)

[**2.2.75.** **sp\_Select\_Behaviors** 118](#_Toc46837350)

[**2.2.76.** **sp\_Select\_CallID\_By\_Module** 118](#_Toc46837351)

[**2.2.77.** **sp\_Select\_CoachingReasons\_By\_Module** 118](#_Toc46837352)

[**2.2.78.** **sp\_Select\_Email\_Attributes** 118](#_Toc46837353)

[**2.2.79.** **sp\_Select\_Employee\_Details** 119](#_Toc46837354)

[**2.2.80.** **sp\_SelectEmployeesByModule** 119](#_Toc46837355)

[**2.2.81.** **sp\_Select\_Employees\_By\_Module\_And\_Site** 119](#_Toc46837356)

[**2.2.82.** **sp\_Select\_Employees\_BySite\_NotIn\_Hist\_ACL** 119](#_Toc46837357)

[**2.2.83.** **sp\_Select\_Modules\_By\_Job\_Code** 119](#_Toc46837358)

[**2.2.84.** **sp\_Select\_Programs** 119](#_Toc46837359)

[**2.2.85.** **sp\_Select\_Questions\_For\_Survey** 119](#_Toc46837360)

[**2.2.86.** **sp\_Select\_Reasons\_By\_ReportCode** 119](#_Toc46837361)

[**2.2.87.** **sp\_Select\_Rec\_Employee\_Hierarchy** 120](#_Toc46837362)

[**2.2.88.** **sp\_Select\_Responses\_By\_Question** 120](#_Toc46837363)

[**2.2.89.** **sp\_Select\_Responses\_For\_Survey** 120](#_Toc46837364)

[**2.2.90.** **sp\_Select\_Row\_Historical\_Dashboard\_ACL** 120](#_Toc46837365)

[**2.2.91.** **sp\_Select\_Sites** 120](#_Toc46837366)

[**2.2.92.** **sp\_Select\_Sites\_For\_Dashboard** 120](#_Toc46837367)

[**2.2.93.** **sp\_Select\_Source\_By\_Module** 120](#_Toc46837368)

[**2.2.94.** **sp\_Select\_Sources\_For\_Dashboard** 120](#_Toc46837369)

[**2.2.95.** **sp\_Select\_States\_For\_Dashboard** 120](#_Toc46837370)

[**2.2.96.** **sp\_Select\_Statuses\_For\_Dashboard** 121](#_Toc46837371)

[**2.2.97.** **sp\_Select\_SubCoachingReasons\_By\_Reason** 121](#_Toc46837372)

[**2.2.98.** **sp\_Select\_SurveyDetails\_By\_SurveyID** 121](#_Toc46837373)

[**2.2.99.** **sp\_Select\_Users\_Historical\_Dashboard\_ACL** 121](#_Toc46837374)

[**2.2.100.** **sp\_Select\_Values\_By\_Reason** 121](#_Toc46837375)

[**2.2.101.** **sp\_Select\_Values\_For\_Dashboard** 121](#_Toc46837376)

[**2.2.102.** **sp\_SelectCoaching4Bingo** 121](#_Toc46837377)

[**2.2.103.** **sp\_SelectCoaching4Contact** 122](#_Toc46837378)

[**2.2.104.** **sp\_SelectCoaching4FollowUp** 122](#_Toc46837379)

[**2.2.105.** **sp\_SelectCoaching4Reminder** 122](#_Toc46837380)

[**2.2.106.** **sp\_SelectFrom\_Coaching\_Log\_Emp\_BySup** 122](#_Toc46837381)

[**2.2.107.** **sp\_SelectFrom\_Coaching\_Log\_Historical** 122](#_Toc46837382)

[**2.2.108.** **sp\_SelectFrom\_Coaching\_Log\_Historical\_Count** 122](#_Toc46837383)

[**2.2.109.** **sp\_SelectFrom\_Coaching\_Log\_Historical\_Export** 123](#_Toc46837384)

[**2.2.110.** **sp\_SelectFrom\_Coaching\_Log\_Historical\_Export\_Count** 123](#_Toc46837385)

[**2.2.111.** **sp\_SelectFrom\_Coaching\_Log\_MGR\_BySite** 123](#_Toc46837386)

[**2.2.112.** **sp\_SelectFrom\_Coaching\_Log\_MyCompleted** 123](#_Toc46837387)

[**2.2.113.** **sp\_SelectFrom\_Coaching\_Log\_MyCompleted\_Count** 124](#_Toc46837388)

[**2.2.114.** **sp\_SelectFrom\_Coaching\_Log\_MyFollwup** 124](#_Toc46837389)

[**2.2.115.** **sp\_SelectFrom\_Coaching\_Log\_MyFollowup\_Count** 124](#_Toc46837390)

[**2.2.116.** **sp\_SelectFrom\_Coaching\_Log\_MyPending** 124](#_Toc46837391)

[**2.2.117.** **sp\_SelectFrom\_Coaching\_Log\_MyPending\_Count** 124](#_Toc46837392)

[**2.2.118.** **sp\_SelectFrom\_Coaching\_Log\_MySubmitted** 124](#_Toc46837393)

[**2.2.119.** **sp\_SelectFrom\_Coaching\_Log\_MySubmitted\_Count** 125](#_Toc46837394)

[**2.2.120.** **sp\_SelectFrom\_Coaching\_Log\_MyTeamCompleted** 125](#_Toc46837395)

[**2.2.121.** **sp\_SelectFrom\_Coaching\_Log\_MyTeamCompleted\_Count** 125](#_Toc46837396)

[**2.2.122.** **sp\_SelectFrom\_Coaching\_Log\_MyTeamPending** 125](#_Toc46837397)

[**2.2.123.** **sp\_SelectFrom\_Coaching\_Log\_MyTeamPending\_Count** 126](#_Toc46837398)

[**2.2.124.** **sp\_SelectFrom\_Coaching\_Log\_Submitter** 126](#_Toc46837399)

[**2.2.125.** **sp\_SelectFrom\_Coaching\_Log\_Sup\_ByMgr** 126](#_Toc46837400)

[**2.2.126.** **sp\_SelectFrom\_Coaching\_LogMgrDistinctCSR** 126](#_Toc46837401)

[**2.2.127.** **sp\_SelectFrom\_Coaching\_LogMgrDistinctCSRSubmitted** 126](#_Toc46837402)

[**2.2.128.** **sp\_SelectFrom\_Coaching\_LogMgrDistinctCSRTeam** 126](#_Toc46837403)

[**2.2.129.** **sp\_SelectFrom\_Coaching\_LogMgrDistinctCSRTeamCompleted** 126](#_Toc46837404)

[**2.2.130.** **sp\_SelectFrom\_Coaching\_LogMgrDistinctMGRSubmitted** 127](#_Toc46837405)

[**2.2.131.** **sp\_SelectFrom\_Coaching\_LogMgrDistinctSUP** 127](#_Toc46837406)

[**2.2.132.** **sp\_SelectFrom\_Coaching\_LogMgrDistinctSUPSubmitted** 127](#_Toc46837407)

[**2.2.133.** **sp\_SelectFrom\_Coaching\_LogMgrDistinctSUPTeam** 127](#_Toc46837408)

[**2.2.134.** **sp\_SelectFrom\_Coaching\_LogMgrDistinctSUPTeamCompleted** 127](#_Toc46837409)

[**2.2.135.** **sp\_SelectFrom\_Coaching\_LogStaffDistinctPendingCSRSubmitted** 127](#_Toc46837410)

[**2.2.136.** **sp\_SelectFrom\_Coaching\_LogStaffDistinctPendingMGRSubmitted** 127](#_Toc46837411)

[**2.2.137.** **sp\_SelectFrom\_Coaching\_LogStaffDistinctPendingSUPSubmitted** 127](#_Toc46837412)

[**2.2.138.** **sp\_SelectFrom\_Coaching\_LogSupDistinctCSR** 128](#_Toc46837413)

[**2.2.139.** **sp\_SelectFrom\_Coaching\_LogSupDistinctCSRTeam** 128](#_Toc46837414)

[**2.2.140.** **sp\_SelectFrom\_Coaching\_LogSupDistinctCSRTeamCompleted** 128](#_Toc46837415)

[**2.2.141.** **sp\_SelectFrom\_Coaching\_LogSupDistinctMGR** 128](#_Toc46837416)

[**2.2.142.** **sp\_SelectFrom\_Coaching\_LogSupDistinctMGRTeamCompleted** 128](#_Toc46837417)

[**2.2.143.** **sp\_SelectFrom\_Coaching\_LogSupDistinctSUP** 128](#_Toc46837418)

[**2.2.144.** **sp\_SelectFrom\_Warning\_Log\_MyTeamWarning** 128](#_Toc46837419)

[**2.2.145.** **sp\_SelectFrom\_Warning\_Log\_MyTeamWarning\_Count** 128](#_Toc46837420)

[**2.2.146.** **sp\_SelectRecordStatus** 129](#_Toc46837421)

[**2.2.147.** **sp\_SelectReviewFrom\_Coaching\_Log** 129](#_Toc46837422)

[**2.2.148.** **sp\_SelectReviewFrom\_Coaching\_Log\_For\_Delete** 129](#_Toc46837423)

[**2.2.149.** **sp\_SelectReviewFrom\_Coaching\_Log\_Quality\_Now** 129](#_Toc46837424)

[**2.2.150.** **sp\_SelectReviewFrom\_Coaching\_Log\_Reasons** 129](#_Toc46837425)

[**2.2.151.** **sp\_SelectReviewFrom\_Coaching\_Log\_Reasons\_Combined** 129](#_Toc46837426)

[**2.2.152.** **sp\_SelectReviewFrom\_Warning\_Log** 129](#_Toc46837427)

[**2.2.153.** **sp\_SelectReviewFrom\_Warning\_Log\_Reasons** 129](#_Toc46837428)

[**2.2.154.** **sp\_SelectSurvey4Contact** 130](#_Toc46837429)

[**2.2.155.** **sp\_SelectSurvey4Reminder** 130](#_Toc46837430)

[**2.2.156.** **sp\_ShortCalls\_Get\_Actions** 130](#_Toc46837431)

[**2.2.157.** **sp\_ShortCalls\_Get\_BehaviorList** 130](#_Toc46837432)

[**2.2.158.** **sp\_ShortCalls\_Get\_CallList** 130](#_Toc46837433)

[**2.2.159.** **sp\_ShortCalls\_Get\_SupReviewDetails** 130](#_Toc46837434)

[**2.2.160.** **sp\_ShortCalls\_Get\_MgrReviewDetails** 130](#_Toc46837435)

[**2.2.161.** **sp\_ShortCalls\_SupReview\_Submit** 130](#_Toc46837436)

[**2.2.162.** **sp\_ShortCalls\_MgrReview\_Submit** 131](#_Toc46837437)

[**2.2.163.** **sp\_Update\_Coaching\_Log\_Quality** 131](#_Toc46837438)

[**2.2.164.** **sp\_Update\_Coaching\_Log\_Quality\_Now** 131](#_Toc46837439)

[**2.2.165.** **sp\_Update\_CSR\_Hierarchy** 131](#_Toc46837440)

[**2.2.166.** **sp\_Update\_Email\_Addresses\_DevTest** 131](#_Toc46837441)

[**2.2.167.** **sp\_Update\_Employee\_Hierarchy\_Stage** 131](#_Toc46837442)

[**2.2.168.** **sp\_Update\_EmployeeID\_To\_LanID** 132](#_Toc46837443)

[**2.2.169.** **sp\_Update\_ETS\_Coaching\_Stage** 132](#_Toc46837444)

[**2.2.170.** **sp\_Update\_Generic\_Coaching\_Stage** 132](#_Toc46837445)

[**2.2.171.** **sp\_Update\_Outlier\_Coaching\_Stage** 132](#_Toc46837446)

[**2.2.172.** **sp\_Update\_Quality\_Fact** 132](#_Toc46837447)

[**2.2.173.** **sp\_Update\_Quality\_Other\_Coaching\_Stage** 132](#_Toc46837448)

[**2.2.174.** **sp\_Update\_Review\_Coaching\_Log\_Employee\_Acknowledge** 133](#_Toc46837449)

[**2.2.175.** **sp\_Update\_Review\_Coaching\_Log\_Employee\_Pending** 133](#_Toc46837450)

[**2.2.176.** **sp\_Update\_Review\_Coaching\_Log\_Employee\_Pending\_Followup** 133](#_Toc46837451)

[**2.2.177.** **sp\_Update\_Review\_Coaching\_Log\_Manager\_Pending\_CSE** 133](#_Toc46837452)

[**2.2.178.** **sp\_Update\_Review\_Coaching\_Log\_Manager\_Pending\_Reasearch** 133](#_Toc46837453)

[**2.2.179.** **sp\_Update\_Review\_Coaching\_Log\_Supervisor\_Acknowledge** 134](#_Toc46837454)

[**2.2.180.** **sp\_Update\_Review\_Coaching\_Log\_Supervisor\_Pending** 134](#_Toc46837455)

[**2.2.181.** **sp\_Update\_Review\_Coaching\_Log\_Supervisor\_Pending** **\_Followup** 134](#_Toc46837456)

[**2.2.182.** **sp\_Update\_Survey\_Response** 134](#_Toc46837457)

[**2.2.183.** **sp\_Update\_Training\_Coaching\_Stage** 134](#_Toc46837458)

[**2.2.184.** **sp\_UpdateFeedMailSent** 135](#_Toc46837459)

[**2.2.185.** **sp\_UpdateHistorical\_Dashboard\_ACL\_EndDate** 135](#_Toc46837460)

[**2.2.186.** **sp\_UpdateHistorical\_Dashboard\_ACL\_Role** 135](#_Toc46837461)

[**2.2.187.** **sp\_UpdateReminderMailSent** 135](#_Toc46837462)

[**2.2.188.** **sp\_UpdateSurveyMailSent** 135](#_Toc46837463)

[**2.3.** **Functions** 136](#_Toc46837464)

[**3.** **Reference Materials** 140](#_Toc46837465)

[**4.** **Definitions and Acronyms** 140](#_Toc46837466)

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**

|  |
| --- |
| HR  Employee File from HR Team  Generic Data Feeds (ATT)  ETS Data Feed  Quality (Now) Data from IQS/Verint/HighPoint    Supervisor and Program Data from eWFM  Training Data Feed from TQC  File Staging Area  (F3420-ECLDBP01)  Load Processes  (SSIS/ETL)  eCoaching Database on F3420-ECLDBP01  Employee Data from WorkDay/IQS  Outliers Data from NDW    Web Interface f3420-mwbp11.ad.local |

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

F3420-MWBP11 (prod)

F3420-MPMD01 (dev/test/uat)

* Database on Virtual SQL Server Instance

eCoaching on F3420-ECLDBP01 (prod)

eCoachingDev on F3420-ECLDBD01 (dev)

eCoachingTest on F3420-ECLDBT01 (test/uat)

* + 1. **External Software**
* The software components used for the creation and maintenance of the database.
  + Database: SQL Server 2012 SP3 Suite (Including SSIS and SSRS)
  + Visual Studio 2015 and SQL Server Data Tools 2015
  + 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 LSAs
* CCO Engineering and Support Staff
  1. **Inputs and Outputs**
     1. **Inputs**



#### Employee Feed from Workday via IQS

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’ Supervisor) and Last Hire Date and Active Flag.

Source system: PeopleSoft

Staging location: [\\f3420-ecldbp01\Data\Coaching\HrInfo\Decrypt\_Out\](file:///\\f3420-ecldbp01\Data\Coaching\ETS\Decrypt_Out\)

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\_Pri\_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 |
| managerid | 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 |  |
| hire\_date | Hire\_Date | Initial Hire Date at Company (The seniority date retained on HR file) |
| deptid | Dept\_ID |  |
| dept\_desc | Dept\_Description |  |
| reg\_temp | Reg\_Temp |  |
| full\_part\_time | Full\_Part\_Time |  |
| pref\_name\_first | Emp\_Name | Derived From prefrrred first, middle and last names. |
| pref\_name\_mi |
| pref\_name\_last |
| term\_date | Term\_Date |  |
| flsa\_Status | FLSA\_Status |  |
| Legacy\_emplid | Lagacy\_Emp\_ID | IQS elements  3rd\_Party\_ID/ Legacy\_ID/ 'M' + Mx\_Employee ID MMS |

#### 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 agent’s 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: [\\f3420-ecldbp01\Data\Coaching\HrInfo\Decrypt\_Out\](file:///\\f3420-ecldbp01\Data\Coaching\ETS\Decrypt_Out\)

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

|  |  |  |
| --- | --- | --- |
| 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 |

#### HR Employee Feed from HR

Description: This is a static list of HR employees that are loaded into the eCoaching Employee Hierarchy table to allow for them to access the eCoaching application functionality. The HR Employees from the PeopleSoft file are disregarded and populated form this file. (This was because it was not an efficient process for the enterprise team providing the Employee file to update their code each time a new HR job code had to be added to the feed).The HR Employee file is a static file that is only updated when there are changes to the Employees. The HR Employees are merged into the Hierarchy staging table and from there the downstream processing is the same as the rest of the employees.

Source system: HR Team

Staging location: [\](file:///\\\\vrivscors01\\BCC%20Scorecards\\Coaching\\HRInfo\\)[[\\f3420-ecldbp01\Data\Coaching\HrInfo\Decrypt\_Out\](file:///\\\\vrivscors01\\BCC%20Scorecards\\Coaching\\HRInfo\\)](file:///\\f3420-ecldbp01\Data\Coaching\ETS\Decrypt_Out\)

File name: HR\_Employee\_Information.csv

Frequency: Static (Updated as needed when there are changes)

Load job: CoachingHierarchyLoad sql agent job

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

Destination Table: Employee\_Hierarchy

#### 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: [\\f3420-ecldbp01\Data\Coaching\IQS\Encrypt\_Out\](file:///\\f3420-ecldbp01\Data\Coaching\IQS\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 [\\f3420-ecldbp01\Data\Coaching\IQS\Decrypt\_Out\](file:///\\f3420-ecldbp01\Data\Coaching\IQS\Decrypt_Out\) during the load process.

Frequency: Daily

Load job: CoachingQualityLoad

Load time: 10:30 AM EST (8:30 AM 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 |  |
| Column 23 - isCoachingMonitor | isCoachingMonitor | isCoachingMonitor |  |
| Column 24 - EvalStatus | EvalStatus |  | Quality logs received with Inactive Eval status will be inactivated if already loaded and not loaded if new. |
|  |  |  |  |
|  |  |  |  |
| 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 |
| * Inappropriate ARC Escalation FFM -IAEF |
| * 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: [\\f3420-ecldbp01\Data\Coaching\Outliers\Decrypt\_Out\](file:///\\f3420-ecldbp01\Data\Coaching\Outliers\Decrypt_Out\)

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\_FileList

|  |  |  |
| --- | --- | --- |
| Feed Element | Coaching\_Log | Comments |
| numReportID | numReportID |  |
| strReportCode | strReportCode |  |
| strFormType | SourceID |  |
| strSource |  |
| strFormStatus | StatusID | Looked up |
| EventDate | EventDate |  |
| SubmittedDate | SubmittedDate |  |
| StartDate | StartDate |  |
| strSubmitterName |  |  |
| strSubmitterEmail |  |  |
| strcSR | FormName, CSR |  |
| strCSRSite |  |  |
| strCoachingReason\_Current\_Coaching\_Initiatives |  |  |
| txtDescription | Description |  |
| strProgram | ProgramName |  |
| strRMgrID | MgrID | For LCS files |
| CD1 | Description | Concat with txtDescription for IAE/IAEF and IAT Files |
| CD2 | Description |
|  |  |  |
|  |  |  |
|  |  |  |
| Feed Element | Coaching\_Log\_Reason | Comments |
| strCoachingReason\_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: [\\f3420-ecldbp01\Data\Coaching\ETS\Decrypt\_Out\](file:///\\f3420-ecldbp01\Data\Coaching\ETS\Decrypt_Out\)

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\_Description

ETS\_FileList

Feed element to Coaching\_Log mapping

|  |  |  |
| --- | --- | --- |
| Feed Element | Coaching\_Log | Comments |
| Friday End Date | EventDate |  |
| Report Code | strReportCode |  |
| Employee Number | Emp\_ID |  |
| Employee Name |  |
| Project Number | Description |  |
| Task Number | Description |  |
| Task Name | Description |  |
| Time Code | Description |  |
| Supervisor Name | Description |  |
| Hours | Description |  |
| Sat | Description |  |
| Sun | Description |  |
| Mon | Description |  |
| Tue | Description |  |
| Wed | Description |  |
| Thu | Description |  |
| Fri | Description |  |
| 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 team’s 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: [\\f3420-ecldbp01\Data\Coaching\ETS\Decrypt\_Out\](file:///\\f3420-ecldbp01\Data\Coaching\ETS\Decrypt_Out\)

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\_Description

ETS\_FileList

Feed element to Coaching\_Log mapping

|  |  |  |
| --- | --- | --- |
| Feed Element | Coaching\_Log | Comments |
| Time Period | EventDate |  |
| Report Code | strReportCode |  |
| Employee ID | Emp\_ID |  |
| Employee Name |  |
| Associated Person | 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) * Bingo Quality Now [Supervisor] (BQN, BQNS, BQM &BQMS) |

Source system: Quality (Verint)

Staging location: [\\f3420-ecldbp01\Data\Coaching\Quality\Decrypt\_Out\](file:///\\f3420-ecldbp01\Data\Coaching\Quality\Decrypt_Out\)

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 \_FileList

Feed element to Coaching\_Log mapping

CTC File(s)

|  |  |  |
| --- | --- | --- |
| Feed Element | Coaching\_Log | Comments |
| numReportID | numReportID |  |
| strReportCode | strReportCode |  |
| EmpID | EmpID |  |
|  | EmpLanID | Looked up |
| Problem | Description | Derived column |
| Behavior |
| Result |
| FollowUp |
| SubmitterID | StartDate |  |
| EventDate |  |  |
| SubmittedDate |  |  |
| Source (Hardcoded) |  |  |
| Status (Hardcoded) |  |  |
| FormType (Hardcoded) |  |  |
| Feed Element | Coaching\_Log\_Reason | Comments |
| CCI (Hardcoded) | Value |  |
|  |  |  |
|  |  |  |
|  |  |  |

Feed element to Coaching\_Log mapping

BQ[N][M](S) File(s)

|  |  |  |
| --- | --- | --- |
| Feed Element | Coaching\_Log | Comments |
| numReportID | numReportID |  |
| strReportCode | strReportCode |  |
| strFormType | SourceID | Looked Up |
| strSource |
| strFormStatus | StatusID | Looked up |
| EventDate | EventDate |  |
| SubmittedDate | SubmittedDate |  |
| StartDate | StartDate |  |
| strSubmitterName | Submitter Id | Looked Up |
| strSubmitterEmail |  |  |
| EmpId | FormName, EmpID |  |
| strCSRSite | SiteID | Looked Up |
| txtDescription | Description  \*Concatenate values from individual records grouped by EmpID |  |
| strProgram | ProgramName |  |
|  |  |  |
|  |  |  |
|  |  |  |
| Feed Element | Coaching\_Log\_Reason | Comments |
| strCoachingReason\_Current\_Coaching\_Initiatives | Value |  |
|  |  |  |
| Feed Element | Coaching\_Log\_Quality\_Now\_Bingo |  |
| txtCompetency | Competency |  |
| txtNote | Note |  |
| txtDescription | Description |  |
| strBingoType | Type of Bingo  Possible values QN and QM |  |

Feed element to Coaching\_Log mapping

NON-CTC & NON-BQN File(s)

|  |  |  |
| --- | --- | --- |
| Feed Element | Coaching\_Log | Comments |
| numReportID | numReportID |  |
| strReportCode | strReportCode |  |
| strFormType | SourceID | Looked Up |
| strSource |
| strFormStatus | StatusID | Looked up |
| EventDate | EventDate |  |
| SubmittedDate | SubmittedDate |  |
| StartDate | StartDate |  |
| strSubmitterName |  |  |
| strSubmitterEmail |  |  |
| strcSR | FormName, CSR |  |
| strCSRSite | SiteID | Looked Up |
| txtDescription | Description |  |
| strProgram | ProgramName |  |
|  |  |  |
|  |  |  |
|  |  |  |
| Feed Element | Coaching\_Log\_Reason | Comments |
| strCoachingReason\_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: [\\f3420-ecldbp01\Data\Coaching\Training\Decrypt\_Out\](file:///\\f3420-ecldbp01\Data\Coaching\Training\Decrypt_Out\)

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\_FileList

Feed element to Coaching\_Log mapping

|  |  |  |
| --- | --- | --- |
| Feed Element | Coaching\_Log | Comments |
| numReportID | numReportID |  |
| strReportCode | strReportCode |  |
| strFormType | SourceID | Looked Up |
| strSource |
| strFormStatus | StatusID | Looked up |
| EventDate | EventDate |  |
| SubmittedDate | SubmittedDate |  |
| StartDate | StartDate |  |
| strSubmitterName |  |  |
| strSubmitterEmail |  |  |
| EmpID | FormName, CSR |  |
|  | EmpLanID | Looked up |
| strCSRSite | SiteID | Looked Up |
| txtDescription | Description |  |
| strProgram | ProgramName |  |
|  |  |  |
|  |  |  |
|  |  |  |
| Feed Element | Coaching\_Log\_Reason | Comments |
| strCoachingReason\_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: [\\f3420-ecldbp01\Data\Coaching\Generic\Decrypt\_Out\](file:///\\f3420-ecldbp01\Data\Coaching\Generic\Decrypt_Out\)

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\_FileList

Feed element to Coaching\_Log mapping

|  |  |  |
| --- | --- | --- |
| Feed Element | Coaching\_Log | Comments |
| numReportID | numReportID |  |
| strReportCode | strReportCode |  |
| strFormType | SourceID | Looked Up |
| strSource |
| strFormStatus | StatusID | Looked up |
| EventDate | EventDate |  |
| SubmittedDate | SubmittedDate |  |
| StartDate | StartDate |  |
| strSubmitterName |  |  |
| strSubmitterEmail |  |  |
| EmpID | FormName, CSR |  |
|  | EmpLanID | Looked up |
| strCSRSite | SiteID | Looked Up |
| txtDescription | Description |  |
| strProgram | ProgramName |  |
|  |  |  |
|  |  |  |
|  |  |  |
| Feed Element | Coaching\_Log\_Reason | Comments |
| strCoachingReason\_Current\_Coaching\_Initiatives | Value |  |
|  |  |  |
|  |  |  |
|  |  |  |

#### Quality Now Feed for Coaching Logs

Description: This is the feed of Quality Now evaluations from the Quality system. Evaluations are grouped into batches and sent over from IQS to eCL when the minimum batch threshold is reached. For each batch of evaluations in the feed file only one eCL is created and defaults to Pending Supervisor Review. Details evaluations are stored in a separate detail table. The eCL follows the regular workflow.

Source system: Quality system (Verint or other)

Staging location: [\\f3420-ecldbp01\Data\Coaching\IQS\Encrypt\_Out\](file:///\\f3420-ecldbp01\Data\Coaching\IQS\Encrypt_Out\)

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

(file gets decrypted as eCL\_QN\_Scorecard\_ccyymmdd.csv into the decrypt\_out folder [\\f3420-ecldbp01\Data\Coaching\IQS\Decrypt\_Out\](file:///\\f3420-ecldbp01\Data\Coaching\IQS\Decrypt_Out\) during the load process.

Frequency: Daily

Load job: CoachingQualityNowLoad

Load time: 11:30 AM EST (9:30 AM Database time)

Destination Table(s)

Coaching\_Log

Coaching\_Log\_Reason

Coaching\_Log\_Quality\_Now\_Evaluations

Quality\_Now\_Coaching\_Stage

Quality\_Now\_Coaching\_Rejected

Quality\_Now\_FileList

|  |  |  |
| --- | --- | --- |
| Feed Element | Coaching\_Log | Comments |
| QN Batch ID | QNBatchID |  |
| QN Batch Status | QNBatchStatus |  |
| CSR Emp ID | EmpID |  |
| Evaluation Site ID | SiteID | Looked up from Site |
| Supervisor Emp ID | SupID |  |
| Manager Emp ID | MgID |  |
| Source | SourceID | Looked up from Source |
| Strengths/Opportunities | QNStrengthsOpportunities |  |
|  |  |  |
| For each evaluation record within a batch, the following will be present | | |
|  | | |
| Feed Element | Coaching\_Log\_Quality\_Now\_Evaluations | Comments |
| Evaluation ID | Eval\_ID |  |
| Evaluation Date | Eval\_Date |  |
| Evaluator ID | Evaluator\_ID |  |
| Call Date / Time | Call\_Date |  |
| Journal File Number | Journal\_ID |  |
| Active Status | EvalStatus |  |
| Summary of Caller's Issues | Summary\_CallerIssues |  |
| Program | Program |  |
| Evaluation Form | VerintFormName |  |
| Coaching Monitor | isCoachingMonitor |  |
| Business\_Process | Business\_Process |  |
| Business\_Process\_Reason | Business\_Process\_Reason |  |
| Business\_Process\_Comment | Business\_Process\_Comment |  |
| Info\_Accuracy | Info\_Accuracy |  |
| Info\_Accuracy\_Reason | Info\_Accuracy\_Reason |  |
| Info\_Accuracy\_Comment | Info\_Accuracy\_Comment |  |
| Privacy\_Disclaimers | Privacy\_Disclaimers |  |
| Privacy\_Disclaimers\_Reason | Privacy\_Disclaimers\_Reason |  |
| Privacy\_Disclaimers\_Comment | Privacy\_Disclaimers\_Comment |  |
| Issue\_Resoluton | Issue\_Resoluton |  |
| Issue\_Resoluton\_Comment | Issue\_Resoluton\_Comment |  |
| Call\_Efficiency | Call\_Efficiency |  |
| Call\_Efficiency\_Comment | Call\_Efficiency\_Comment |  |
| Active\_Listening | Active\_Listening |  |
| Active\_Listening\_Comment | Active\_Listening\_Comment |  |
| Personality\_Flexing | Personality\_Flexing |  |
| Personality\_Flexing\_Comment | Personality\_Flexing\_Comment |  |
| Customer\_Temp\_Start | Customer\_Temp\_Start |  |
| Customer\_Temp\_Start\_Comment | Customer\_Temp\_Start\_Comment |  |
| Customer\_Temp\_End | Customer\_Temp\_End |  |
| Customer\_Temp\_End\_Comment | Customer\_Temp\_End\_Comment |  |

#### Outliers ISQ Feed for Coaching Logs

Description: The Short Call Report identifies CSRs with 10 or more short calls (60 seconds or less) in a week. Supervisors will review the calls and determine if a coaching session is required.

|  |
| --- |
| * Inbound Short Calls-ISQ |

Source system: Various source systems depending on the metric.

Staging location: [\\f3420-ecldbp01\Data\Coaching\Outliers\Decrypt\_Out\](file:///\\f3420-ecldbp01\Data\Coaching\Outliers\Decrypt_Out\)

File name: eCL\_Outlier\_Feed\_ISQyyyymmdd.csv

Frequency: Weekly

Load job: CoachingOutlierLoad

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

Destination Table(s)

Outlier\_Coaching\_Stage

Outlier\_Coaching\_Rejected

Coaching\_Log

Coaching\_Log\_Reason

ShortCalls\_Evaluations

Outlier\_FileList

|  |  |  |
| --- | --- | --- |
| Feed Element | Coaching\_Log | Comments |
| numReportID | numReportID |  |
| strReportCode | strReportCode | ISQyyyymmdd |
| strFormType | SourceID | Indirect |
| strSource | OMR: Short Calls - Inbound |
| strFormStatus | StatusID | Pending Supervisor Review |
| EventDate |  |  |
| SubmittedDate | SubmittedDate |  |
| StartDate |  |  |
| strSubmitterName | SubmitterID  (Looked up) | CCO Analytics |
| strSubmitterEmail | NA |  |
| strcSR | FormName, EmpID  (Looked up) |  |
| VerintID |  |  |
| strCSRSite |  |  |
| strCoachingReason\_Current\_Coaching\_Initiatives |  |  |
| txtDescription | Description |  |
| strProgram | ProgramName |  |
|  |  |  |
|  |  |  |
|  |  |  |
| Feed Element | Coaching\_Log\_Reason | Comments |
| strCoachingReason\_Current\_Coaching\_Initiatives | Value |  |
|  |  |  |
|  |  |  |
| Feed Element | ShortCalls\_Evaluations | Comments |
| VerintID | VerintCallID |  |
| EventDate | EventDate |  |
| StartDate | StartDate |  |
|  |  |  |

* + 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 sql server instance on a Virtual server F3420-ECLDBP01. The database objects are in a schema named ’EC’. All feeds and input files are staged on a file share

[\\f3420-ecldbp01\Data\Coaching\](file:///\\f3420-ecldbp01\Data\Coaching\) as noted in the Inputs section above.

* 1. **Tables**



|  | **Table Name** | **Table Description** |
| --- | --- | --- |
|  | [AT\_Action\_Reasons](#_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. |
|  | [AT\_Coaching\_Inactivate\_Reactivate\_Audit](#_AT_Coaching_Inactivate_Reactivate_A) | Table to store the Audit trail for Coaching Inactivations and Reactivations. |
|  | [AT\_Coaching\_Reassign\_Audit](#_AT_Coaching_Reassign_Audit) | Table to store the Audit trail for Coaching Reassignments. |
|  | [AT\_Entitlement](#_AT_Entitlement) | Table to store the list of Entitlement or Functions that can be performed in the Admin tool. |
|  | [AT\_Module\_Access](#_AT_Module_Access) | Table to store the list of Modules that each user can access or manage from the Admin tool. |
|  | [AT\_Reassign\_Status\_For\_Module](#_AT_Reassign_Status_For_Module) | Table that maps the valid statuses for Reassignment for each Module in the Admin tool. |
|  | [AT\_Role](#_AT_Role) | Table to store the list of possible Roles to control the Admin Tool. |
|  | [AT\_Role\_Access](#_AT_Role_Access) | Table to list the job codes that are assigned to each Role defined for the Admin tool. |
|  | [AT\_Role\_Entitlement\_Link](#_AT_Role_Entitlement_Link) | A Table that stores the list of Functions or entitlements a defined Role can perform. |
|  | [AT\_Role\_Module\_Link](#_AT_Role_Module_Link) | A Table that stores the list of Modules each Admin User Role can access |
|  | [AT\_User](#_AT_User) | Table to store the list of users authorized to access the Admin tool. |
|  | [AT\_User\_Role\_Link](#_AT_User_Role_Link) | Table to store link records for users by role. There is a row for every Role a user can have. |
|  | [AT\_Warning\_Inactivate\_Reactivate\_Audit](#_AT_Warning_Inactivation_Reactivatio) | Table to store the Audit trail for Warning Inactivations and Reactivations. |
|  | [Bingo\_Images](#_Bingo_Images) | A table to hold the list of Images for the Quality Now and the competency the image is associated with. |
|  | [CallID\_Selection](#_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. |
|  | [Coaching\_Log](#_Coaching_Log) | Parent table for storing Coaching logs. |
|  | [Coaching\_Log\_Archive](#_Coaching_Log_Archive) | Table used to stored archived Coaching Logs |
|  | [Coaching\_Log\_Bingo](#_Coaching_Log_Bingo) | Holds the details of Achievements earned by the employee for each month. An agent can have 1 through 7 achievements (detail records) for a month that are tied to one parent eCL. |
|  | [Coaching\_Log\_Bingo\_Archive](#_Coaching_Log_Bingo_Archive) | Table used to stored archived Bingo detail records |
|  | [Coaching\_Log\_Quality\_Now\_Evaluations](#_Coaching_Log_Quality_Now_Evaluation) | Table to hold the evaluation details for the Quality Now batch records. |
|  | [Coaching\_Log\_Quality\_Now\_Evaluations\_Archive](#_Coaching_Log_Quality_Now_Evaluation_1) | Table used to stored archived Quality Now Evaluation detail records |
|  | [Coaching\_Log\_Reason](#_Coaching_Log_Reason) | Child Table for storing Reasons for the Coaching logs. |
|  | [Coaching\_Log\_Reason\_Archive](#_Coaching_Log_Reason_Archive) | Table used to stored archived Coaching Log Reasons |
|  | [Coaching\_Reason\_Selection](#_Coaching_Reason_Selection) | A Static table that contains all attributes of the Coaching Reasons available across all modules. |
|  | [CSR\_Hierarchy](#_CSR_Hierarchy) | Table used for storing CSR Hierarchy records over time. |
|  | [DIM\_Behavior](#_DIM_Bahavior) | Static table used to store the behavior values for training Module. Used in place of program used by other Modules. |
|  | [DIM\_Coaching\_Reason](#_DIM_Coaching_Reason) | Static table used for storing Coaching reason values. |
|  | [DIM\_Date](#_DIM_Date) | Static table used for storing Date dimension values. |
|  | [DIM\_Module](#_DIM_Module) | Static table used for storing Module values |
|  | [DIM\_Program](#_DIM_Program) | Static table used to store the program values. |
|  | [DIM\_Site](#_DIM_Site) | Static table used for storing Coaching site values. |
|  | [DIM\_Source](#_DIM_Source) | Static table used for storing Coaching source values. |
|  | [DIM\_Status](#_DIM_Status) | Static table used for storing Status values. |
|  | [DIM\_Sub\_Coaching\_Reason](#_DIM_Sub_Coaching_Reason) | Static table used for storing sub Coaching reason values. |
|  | [Email\_Notifications](#_Email_Notifications) | Static table used for storing Email attributes for all modules. |
|  | [EmpID\_To\_SupID\_Stage](#_EmpID_To_SupID_Stage) | Table used for staging the Sup Ids from Aspect eWFM during the Employee Hierarchy load process. |
|  | [Employee\_Hierarchy](#_Employee_Hierarchy) | Table for storing Employee Information. |
|  | [Employee\_Hierarchy\_Stage](#_Employee_Hierarchy_Stage) | Table used for staging the Employee Information from PeopleSoft during the Employee Hierarchy load process. |
|  | [Employee\_Selection](#_Employee_Selection) | Static table used to map the job codes of employees that will be eligible for eCL’s under a specific module. |
|  | [EmployeeID\_To\_LanID](#_EmployeeID_To_LanID) | Table used for storing Employee ID to Lan ID links over time. |
|  | [ETS\_Coaching\_Rejected](#_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. |
|  | [ETS\_Coaching\_Stage](#_ETS_Coaching_Stage) | Table used for staging the ETS records during the insert into Coaching\_Log table. |
|  | [ETS\_Description](#_ETS_Description) | Table used to store the 2-4 letter Report Code, Description and the hardcoded Description for the Report. |
|  | [ETS\_FileList](#_ETS_FileList) | Table used for storing the ETS file names and Load dates. |
|  | [Generic\_Coaching\_Rejected](#_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. |
|  | [Generic\_Coaching\_Stage](#_Generic_Coaching_Stage) | Table used for staging the Generic feed records during the insert into Coaching\_Log table. |
|  | [Generic\_FileList](#_Generic_FileList) | Table used for storing the Generic feed file names and Load dates. |
|  | [Historical\_Dashboard\_ACL](#_istorical_Dashboard_ACL) | Table used for storing user records that do not fall into the regular hierarchy to provide access to the historical dashboards. |
|  | [HR\_Hierarchy\_Stage](#_HR_Hierarchy_Stage) | Table used to stage employee information from supplementary HR file before merging to general Employee\_Hierarchy staging table. |
|  | [Module\_Submission](#_Module_Submission) | Static table that maps job codes to the modules that uses can make submissions for. |
|  | [NPN\_Description](#_NPN_Description) | Table used to store descriptions for NPN codes. |
|  | [Outlier\_Coaching\_Rejected](#_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. |
|  | [Outlier\_Coaching\_Stage](#_Outlier_Coaching_Stage) | Table used for staging the OMR records during the insert into Coaching\_Log table. |
|  | [Outlier\_FileList](#_Outlier_FileList) | Table used for storing the OMR file names and Load dates. |
|  | [Quality\_Coaching\_Fact](#_Quality_Coaching_Fact) | Table used for storing Quality source records loaded into the Coaching Log table. |
|  | [Quality\_Coaching\_Rejected](#_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. |
|  | [Quality\_Coaching\_Stage](#_Quality_Coaching_Stage) | Table used for staging the Quality evaluations from IQS during the insert into Coaching\_Log table. |
|  | [Quality\_FileList](#_Quality_FileList) | Table used for storing Quality file names and Load dates. |
|  | [Quality\_Now\_Coaching\_Rejected](#_Quality_Now_Coaching_Rejected) | Table to hold the rejected Quality Now logs. |
|  | [Quality\_Now\_Coaching\_Stage](#_Quality_Now_Coaching_Stage) | Staging table for Quality Now logs. |
|  | [Quality\_Now\_FileList](#_Quality_Now_FileList) | Table used to store the load record statistics for the Quality Now feed files. |
|  | [Quality\_Other\_Coaching\_Rejected](#_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. |
|  | [Quality\_Other\_Coaching\_Stage](#_Quality_Other_Coaching_Stage) | Table used for staging the Quality\_Other feed records during the insert into Coaching\_Log table. |
|  | [Quality\_Other\_FileList](#_Quality_Other_FileList) | Table used for storing Quality Other file names and Load dates. |
|  | [Reasons\_By\_ReportCode](#_Reasons_By_ReportCode) | Table used to store Resons that will be available in a drop down when reviewing and updating certain records based on Report Code from feed. |
|  | [ShortCalls\_Behavior](#_ShortCalls_Behavior) | Holds the valid and invalid behavior list for short calls |
|  | [ShortCalls\_Behavior\_Action\_Link](#_ShortCalls_Behavior_Action_Link) | A link table that maps the short call invalid behaviors to their prescriptive actions and their display order. |
|  | [ShortCalls\_Evaluations](#_ShortCalls_Evaluations) | Holds initial call details and supervisor and manager review details for each short call arriving in the feed |
|  | [ShortCalls\_Evaluations\_Archive](#_ShortCalls_Evaluations_Archive) | Table used to stored archived Short calls detail records |
|  | [ShortCalls\_Prescriptive\_Actions](#_ShortCalls_Prescriptive_Actions) | Holds the list of prescriptive actions for invalid short call behaviors |
|  | [Survey\_DIM\_QAnswer](#_Survey_DIM_QAnswer) | Table to hold all possible responses to a question for a specific survey Type. |
|  | [Survey\_DIM\_Question](#_Survey_DIM_Question) | Table to hold the diffrent Questions that can be used in a Survey. |
|  | [Survey\_DIM\_Response](#_Survey_DIM_Response) | Table to hold the diffrent Responses possible for a Survey. |
|  | [Survey\_DIM\_Type](#_Survey_DIM_Type) | Table to hold the diffrent type of Surveys that can exist. |
|  | [Survey\_Pilot\_Date](#_Survey_Pilot_Date) | Table to hold Start and End Ddates for Pilot Surveys |
|  | [Survey\_Response\_Detail](#_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. |
|  | [Survey\_Response\_Header](#_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. |
|  | [Survey\_Sites](#_Survey_Sites) | Table to hold the sites for Survey and to indicate if Site should have Pilot or Hot Topic question enabled. |
|  | [Training\_Coaching\_Rejected](#_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. |
|  | [Training\_Coaching\_Stage](#_Training_Coaching_Stage) | Table used for staging the Training records during the insert into Coaching\_Log table. |
|  | [Training\_FileList](#_Training_FileList) | Table used for storing the Training file names and Load dates. |
|  | [UI\_Dashboard\_Summary\_Display](#_UI_Dashboard_Summary_Display) | Table used to store the available sections on the My Dashboard page and list of the Roles that have access to each section. |
|  | [UI\_Role\_Page\_Access](#_UI_Role_Page_Access) | Table used to store the available UI tabs and list of the Roles that have access to them. |
|  | [UI\_User\_Role](#_UI_User_Role) | Table used to store the Roles that will be determined based on Employee Job codes and used to control access to the UI. |
| 1. 1. | [Warning\_Log](#_Warning_Log) | Parent table for storing Warning logs. |
| 1. 2. | [Warning\_Log\_Reason](#_Warning_Log_Reason) | Child Table for storing Reasons for the Warning logs. |
|  | [EC. Warning\_Log\_StaticText](#_Warning_Log_Static_text) | A table to hold the Static text for warnings for a given combination of Coaching Reason, sub Coaching Reason, Module and Time frame |



### AT\_Action\_Reasons

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Column Name** |  | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| ReasonId |  | int |  | N | Unique identifier for Action Reason |
| Reason |  | nvarchar(100) |  | N | Description for Reasons  Error in inactivation  Error in submission  Extended absence  HR request  Other  Return to work  Supervisor / manager unavailable  Team change  Termed |
| isActive |  | bit |  |  | Flag to indicate whether Reason is active or not |
| Coaching |  | bit |  |  | Flag to indicate whether Reason is an option for Coaching log administration |
| Warning |  | bit |  |  | Flag to indicate whether Reason is an option for Warning log administration |
| Inactivate |  | bit |  |  | Flag to indicate whether Reason is an option for Coaching and or warning log inactivations |
| Reactivate |  | bit |  |  | Flag to indicate whether Reason is an option for Coaching and or warning log reactivations |
| Reassign |  | bit |  |  | Flag to indicate whether Reason is an option for Coaching and or warning log Reassignments |

### AT\_Coaching\_Inactivate\_Reactivate\_Audit

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| SeqNum | int |  | N | Auto incremented sequence number for audit records |
| CoachingId | bigint |  | N | Coaching ID of log being Inactivated or Reactivated |
| FormName | nvarchar(50) |  | N | Form name for above log |
| LastKnownStatus | int |  | N | Last Known status for log from coaching log table prior to update |
| Action | nvarchar(30) |  | N | Inactivate or Reactivate |
| ActionTimestamp | datetime |  | N | Date and time action is taken on log |
| RequesterID | nvarchar(30) |  | N | Lan ID of user making the admin change |
| Reason | nvarchar(50) |  | N | Reason for the Action |
| RequesterComments | nvarchar(200) |  | N | Free form Comments entered by user |

### AT\_Coaching\_Reassign\_Audit

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| SeqNum | int |  |  | Auto incremented sequence number for audit records |
| CoachingId | bigint |  |  | Coaching ID of log being Inactivated or Reactivated |
| FormName | nvarchar(50) |  |  | Form name for above log |
| LastKnownStatus | int |  |  | Last Known status for log from coaching log table prior to update |
| Action | nvarchar(30) |  |  | Reassign |
| ActionTimestamp | datetime |  |  | Date and time action is taken on log |
| RequesterID | nvarchar(10) |  |  | Employee ID of user making the admin change |
| AssignedtoID | nvarchar(10) |  |  | Employee ID of user the log is being assigned to. |
| Reason | nvarchar(50) |  |  | Reason for the Action |
| RequesterComments | nvarchar(200) |  |  | Free form Comments entered by user |

### AT\_Entitlement

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| EntitlementId | int | PK | N | Unique identifier for Entitlement |
| EntitlementDescription | nvarchar(100) |  | N | Description for Entitlement |

### AT\_Module\_Access

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| JobCode | nvarchar(50) |  | N | List of job codes that can access the admin tool |
| JobCodeDescription | nvarchar(50) |  | N | Description for above job codes |
| ModuleId | int |  | N | List of Modules available for each job code |
| Module | nvarchar(20) |  | N | Module Description |
| isActive | bit |  | N | Falg to indicate whether record is Active |

### AT\_Reassign\_Status\_For\_Module

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| ModuleId | int |  | N | Module ID |
| Module | nvarchar(20) |  | N | Description for Module |
| StatusID | int |  | N | Numeric Identifier of log status for the Module that can be reassigned. There is a row for each status that a log can be in to be reassigned for that Module. |
| Status | nvarchar(50) |  | N | Description for Status above. |
| isActive | bit |  | N | Falg to indicate whether record is Active |

### AT\_Role

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| RoleId | int | PK | N | Unique identifier for role |
| RoleDescription | nvarchar(20) |  | N | Description for role |
| IsSysAdmin | bit |  | N | Flag to indicate whether user is sysadmin |
|  |  |  |  |  |
|  |  |  |  |  |

### AT\_Role\_Access

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| JobCode | nvarchar(50) |  | N | List of job codes that can access the admin tool |
| JobCodeDescription | nvarchar(50) |  | N | Description for above job codes |
| RoleId | int |  | N | A Role ID associated with job code. A job code will have a row for each Role they are associated with. |
| RoleDescription | nvarchar(20) |  | N | Description of role above |
| AddToUser | bit |  | N | A falg to indicate whether users belonging to this job code will be added and or removed to and from the AT\_User table during the nightly Hierarchy load process.  This falg is usually set to 1 for operations job codes like Sups and Mgrs and set to 0 for Engineering and program staff that are manually added as needed. |
| isActive | bit |  | N | Falg to indicate whether combination is Active |

### AT\_Role\_Entitlement\_Link

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| RoleId | int | PK,FK | N | References RoleID from AT\_Role table |
| EntitlementId | int | PK,FK | N | References Entitlement ID from AT\_ Entitlement table |

### AT\_Role\_Module\_Link

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| RoleId | int | PK,FK | N | Role Identifiers |
| ModuleId | int | PK,FK | N | Module associated with each Role.  There is a row for each Module that can be managed by a specific role. |
|  |  |  |  |  |
|  |  |  |  |  |

### AT\_User

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| UserId | nvarchar(10) | PK | N | Employee ID of user.  Currently auto populates supervisors and managers based on job code during Hierarchy load process. Select engineering and Program staff are added manually as needed. |
|  |  |  |  |  |
|  |  |  |  |  |
| EmpJobCode | nvarchar(50) |  | N | Employees peoplesoft job code |
| Active | bit |  |  | Flag to indicate if user is active  Gets set to Inactive if user is Inactive or  If user does not belong to admin tool authorized job codes. |
| UserLanID | varbinary(128) |  | N | Encrypted GDIT Network ID of user |
| UserName | varbinary(256) |  | N | Encrypted Name for above user |

### AT\_User\_Role\_Link

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| UserId | nvarchar(10) | PK,FK | N | References UserID from AT\_User table |
| RoleId | int | PK,FK | N | References RoleID from AT\_Role table |

### AT\_Warning\_Inactivation\_Reactivation\_Audit

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| SeqNum | int |  |  | Auto incremented sequence number for audit records |
| WarningId | bigint |  |  | warning ID of log being Inactivated or Reactivated |
| FormName | nvarchar(50) |  |  | Form name for above log |
| LastKnownStatus | int |  |  | Last Known status for log from coaching log table prior to update |
| Action | nvarchar(30) |  |  | Inactivate or Reactivate |
| ActionTimestamp | datetime |  |  | Date and time action is taken on log |
| RequesterID | nvarchar(30) |  |  | Employee ID of user making the admin change |
| Reason | nvarchar(50) |  |  | Reason for the Action |
| RequesterComments | nvarchar(200) |  |  | Free form Comments entered by user |

### Bingo\_Images

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| ImageID | int  IDENTITY(1,1) | PK |  | Unique identifier for each QN Bingo image |
| ImageDesc | int |  |  | A Description of the image |
| Competency | int |  |  | Competency the image represents |
| BingoType | nvarchar(30) |  |  | Type of Bingo (QN/QM) |

### CallID\_Selection

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| CallIDType | nvarchar(50) |  |  | Type of Call Ids that can be entered during Coaching log submission from UI  Valid values are  Verint  NGD ID  Avoke  UCID |
| Format | nvarchar(50) |  |  | Valid formats that will be accepted for each of the types of Ids.  Verint - ^[0-9]{10,19}$  NGD ID - ^[a-zA-Z0-9\-]{9,16}$  Avoke - ^[a-zA-Z0-9\_]{24}$  UCID - ^[a-zA-Z0-9]{26}$ |
| CSR | bit |  |  | Flag to indicate whether the ID is valid for CSR Module. |
| Supervisor | bit |  |  | Flag to indicate whether the ID is valid for Supervisor Module. |
| Quality | bit |  |  | Flag to indicate whether the ID is valid for Quality Module. |
| LSA | bit |  |  | Flag to indicate whether the ID is valid for LSA Module. |
| Training | bit |  |  | Flag to indicate whether the ID is valid for Training Module. |

### Coaching\_Log

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype (Size)** | **Key** | **Allow NULL?** | **Description** |
| CoachingID | Bigint, IDENTITY(1,1) | PK | N | Auto generated incremental Coaching Log Identifier |
| FormName | nvarchar(50) |  | N | Concatenate ‘eCL’ + EmpID + CoachingID |
| ProgramName | nvarchar(50) |  |  | Program based on call, Activity or Employee record.  Valid Values:   * Mediacre * Marketplace * NA |
| SourceID | int | FK | N | Source for Coaching Log based on Form Type which can be Direct or Indirect and the actual Source. References DIM\_Source (SourceID) |
| StatusID | int | FK | N | Status for Coaching Log. References DIM\_Status (StatusID) |
| SiteID | int | FK | N | Site for Coaching Log. References DIM\_Site (SiteID) |
| EmpID | nvarchar(10) |  | N | GDIT Employee ID of coaching Log owner. |
| SubmitterID | nvarchar(10) |  |  | Employee IF of person submitting the log. 999999 for unknown submitters. |
| EventDate | datetime |  |  | Date of event |
| CoachingDate | datetime |  |  | Date of coaching |
| isAvokeID | bit |  |  | Flag to indicate whether an AvokeID is associated with Coaching Log  0 – No  1 - Yes |
| AvokeID | nvarchar(40) |  |  | AvokeID if isAvokeID is 1 |
| isNGDActivityID | bit |  |  | Flag to indicate whether an NGDActivityID is associated with Coaching Log  0 – No  1 - Yes |
| NGDActivityID | nvarchar(40) |  |  | NGDActivityID if isNGDActivityID is 1 |
| isUCID | bit |  |  | Flag to indicate whether an UCID is associated with Coaching Log  0 – No  1 - Yes |
| UCID | nvarchar(40) |  |  | UCID if isUCID is 1 |
| isVerintID | bit |  |  | Flag to indicate whether an VerintID is associated with Coaching Log  0 – No  1 - Yes |
| VerintID | nvarchar(40) |  |  | VERINT Contact/Journal Number if isVerintID is 1 |
| VerintEvalID | nvarchar(20) |  |  | Verint Evaluation ID if Coaching Log is from Verint Quality system |
| Description | nvarchar(max) |  |  | Details for the reason for the coaching (Note: for IQS records this will also contain the QS Coaching Notes. The Summary of Call will be followed by a carriage return and the words COACHING NOTES |
| CoachingNotes | nvarchar(4000) |  |  | Details from the coaching session including action plans developed. |
| isVerified | bit |  |  | Verification of information before submission of data.  0 or 1 |
| SubmittedDate | datetime |  |  | Date and time Coaching Logs is submitted |
| StartDate | datetime |  |  | Date and time Activity for the Coaching Log began |
| SupReviewedAutoDate | datetime |  |  | Date and Time Supervisor Reviewed Log |
| isCSE | bit |  |  | Flag to indicate whether Verification of Customer Service Escalation by Manager |
| MgrReviewManualDate | datetime |  |  | Manager entered Review Date and Time |
| MgrReviewAutoDate | datetime |  |  | Auto populated Date and Time of Manager review on submit. |
| MgrNotes | nvarchar(3000) |  |  | Manager Notes |
| isCSRAcknowledged | bit |  |  | Acknowledgement by Employees that they have read and understand all the information provided in the eCL. |
| CSRReviewAutoDate | datetime |  |  | Date and Time employee reviewed form. |
| CSRComments | nvarchar(3000) |  |  | Employee comments and feedback. |
| EmailSent | Bit, DEFAULT(0) |  |  | Flag to indicate that Notification has been sent on Coaching Log submit. |
| numReportID | int |  |  | Unique indicator for the record in feed files. |
| strReportCode | nvarchar(30) |  |  | Report code that corresponds to the specific report and date. |
| isCoachingRequired | bit |  |  | Flag to indicate if Coaching is Required on Manager review |
| strReasonNotCoachable | nvarchar(100) |  |  | Reason why Coaching is not required |
| txtReasonNotCoachable | nvarchar(3000) |  |  | Explanation and feedback on why Coaching is not required. |
| VerintFormname | nvarchar(50) |  |  | Verint Form name for logs sourced from Verint |
| ModuleID | int |  |  | ID for Module References DIM\_Module (ModuleID)  Valid values:  1  2  3  4  5 |
| SupID | nvarchar(20) |  |  | Employee ID of employee’s Supervisor at the time of log submission |
| MgrID | nvarchar(20 |  |  | Employee ID of employee’s Manager at the time of log submission (For LCS OMR logs assigned Manager sent in file) |
| Review\_SupID | nvarchar(20) |  |  | Employee ID of the supervisor at the time of review. |
| Review\_MgrID | nvarchar(20) |  |  | Employee ID of the Manager at the time of review. |
| behavior | nvarchar(30) |  |  | Attribute specific to training Module |
| SurveySent | Bit, DEFAULT(0) |  |  | Flag to indicate if survey has been created for a Log |
| NotificationDate | datetime |  |  | Populated for logs submitted from feed files to indicate Recipients have been notified of logs needing their action. |
| ReminderSent | Bit, DEFAULT(0) |  |  | Flag to indicate if reminder has been sent. Currently Reminders are sent for Verint and LCS OMR Logs. |
| ReminderDate | datetime |  |  | Date of most recent reminder. |
| ReminderCount | Int, DEFAULT(0) |  |  | Count of reminders sent. Limit is 2. |
| ReassignDate | datetime |  |  | Date Log has been Reassigned to another Supervisor or Manager. |
| ReassignedToId | nvarchar(20) |  |  | The employee ID of the Supervisor or Manager that a log has been Reassigned to. |
| isCoachingMonitor | nvarchar(3) |  |  |  |
| QNBatchID | nvarchar(20) |  |  | The Quality Now batch id assigned from QN file |
| QNBatchStatus | nvarchar(10) |  |  | The status of the batch Values are:  Active Inactive  From QN feed file |
| QNStrengthsOpportunities | nvarchar(2000) |  |  | The Contact Summary from the QNinput file |
| ConfirmedCSE | bit |  |  | NULL by default on log insert  Updated to 1 or 0 after review and confirmation of CSE or not |
| IsFollowupRequired | bit |  |  | Flag to indicate if a followup is required for an ecoaching log after initial coaching and review |
| FollowupDueDate | datetime |  |  | The date after which the follow up Coaching needs to take place |
| FollowupActualDate | datetime |  |  | The actual date on which the follow up Coaching happens as entered by the sup |
| SupFollowupAutoDate | datetime |  |  | System date on which the sup conducts the follow up coaching review in the ecl |
| SupFollowupCoachingNotes | nvarchar(4000) |  |  | Notes input by the supervisor during the followup coaching |
| IsEmpFollowupAcknowledged | bit |  |  | Flag that indicates if employee acknowledged the follow up coaching |
| EmpAckFollowupAutoDate | datetime |  |  | System date on which the emp acknowledges the follow up coaching review in the ecl |
| EmpAckFollowupComments | nvarchar(3000) |  |  | Notes input by the employee during the followup coaching |
| FollowupSupID | nvarchar(20) |  |  | ID of the supervisor doing the followup coaching |

### Coaching\_Log\_Archive

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype (Size)** | **Key** | **Allow NULL?** | **Description** |
| CoachingID | bigint |  |  | Same as Coaching\_Log |
| FormName | nvarchar(50) |  |  | Same as Coaching\_Log |
| ProgramName | nvarchar(50) |  |  | Same as Coaching\_Log |
| SourceID | int |  |  | Same as Coaching\_Log |
| StatusID | int |  |  | Same as Coaching\_Log |
| SiteID | int |  |  | Same as Coaching\_Log |
| EmpID | nvarchar(10) |  |  | Same as Coaching\_Log |
| SubmitterID | nvarchar(10) |  |  | Same as Coaching\_Log |
| EventDate | datetime |  |  | Same as Coaching\_Log |
| CoachingDate | datetime |  |  | Same as Coaching\_Log |
| isAvokeID | bit |  |  | Same as Coaching\_Log |
| AvokeID | nvarchar(40) |  |  | Same as Coaching\_Log |
| isNGDActivityID | bit |  |  | Same as Coaching\_Log |
| NGDActivityID | nvarchar(40) |  |  | Same as Coaching\_Log |
| isUCID | bit |  |  | Same as Coaching\_Log |
| UCID | nvarchar(40) |  |  | Same as Coaching\_Log |
| isVerintID | bit |  |  | Same as Coaching\_Log |
| VerintID | nvarchar(40) |  |  | Same as Coaching\_Log |
| VerintEvalID | nvarchar(20) |  |  | Same as Coaching\_Log |
| Description | nvarchar(max) |  |  | Same as Coaching\_Log |
| CoachingNotes | nvarchar(4000) |  |  | Same as Coaching\_Log |
| isVerified | bit |  |  | Same as Coaching\_Log |
| SubmittedDate | datetime |  |  | Same as Coaching\_Log |
| StartDate | datetime |  |  | Same as Coaching\_Log |
| SupReviewedAutoDate | datetime |  |  | Same as Coaching\_Log |
| isCSE | bit |  |  | Same as Coaching\_Log |
| MgrReviewManualDate | datetime |  |  | Same as Coaching\_Log |
| MgrReviewAutoDate | datetime |  |  | Same as Coaching\_Log |
| MgrNotes | nvarchar(3000) |  |  | Same as Coaching\_Log |
| isCSRAcknowledged | bit |  |  | Same as Coaching\_Log |
| CSRReviewAutoDate | datetime |  |  | Same as Coaching\_Log |
| CSRComments | nvarchar(3000) |  |  | Same as Coaching\_Log |
| EmailSent | bit | DEFAULT(0) |  | Same as Coaching\_Log |
| numReportID | int |  |  | Same as Coaching\_Log |
| strReportCode | nvarchar(30) |  |  | Same as Coaching\_Log |
| isCoachingRequired | bit |  |  | Same as Coaching\_Log |
| strReasonNotCoachable | nvarchar(100) |  |  | Same as Coaching\_Log |
| txtReasonNotCoachable | nvarchar(3000) |  |  | Same as Coaching\_Log |
| VerintFormname | nvarchar(50) |  |  | Same as Coaching\_Log |
| ModuleID | int |  |  | Same as Coaching\_Log |
| SupID | nvarchar(20) |  |  | Same as Coaching\_Log |
| MgrID | nvarchar(20 |  |  | Same as Coaching\_Log |
| Review\_SupID | nvarchar(20) |  |  | Same as Coaching\_Log |
| Review\_MgrID | nvarchar(20) |  |  | Same as Coaching\_Log |
| behavior | nvarchar(30) |  |  | Same as Coaching\_Log |
| SurveySent | bit | DEFAULT(0) |  | Same as Coaching\_Log |
| NotificationDate | datetime |  |  | Same as Coaching\_Log |
| ReminderSent | bit | DEFAULT(0) |  | Same as Coaching\_Log |
| ReminderDate | datetime |  |  | Same as Coaching\_Log |
| ReminderCount | int | DEFAULT(0) |  | Same as Coaching\_Log |
| ReassignDate | datetime |  |  | Same as Coaching\_Log |
| ReassignedToId | nvarchar(20) |  |  | Same as Coaching\_Log |
| ArchivedBy | nvarchar(50) |  |  | Description of Process doing the Archive.  Manual or Automated  Passed as param to archiving stored procedure. |
| ArchivedDate | datetime |  |  | Date and Time of Archiving |
| isCoachingMonitor | nvarchar(3) |  |  | Same as Coaching\_Log |
| QNBatchID | nvarchar(20) |  |  | Same as Coaching\_Log |
| QNBatchStatus | nvarchar(10) |  |  | Same as Coaching\_Log |
| QNStrengthsOpportunities | nvarchar(2000) |  |  | Same as Coaching\_Log |
| ConfirmedCSE | bit |  |  | Same as Coaching\_Log |
| IsFollowupRequired | bit |  |  | Flag to indicate if a followup is required for an ecoaching log after initial coaching and review |
| FollowupDueDate | datetime |  |  | The date after which the follow up Coaching needs to take place |
| FollowupActualDate | datetime |  |  | The actual date on which the follow up Coaching happens as entered by the sup |
| SupFollowupAutoDate | datetime |  |  | System date on which the sup conducts the follow up coaching review in the ecl |
| SupFollowupCoachingNotes | nvarchar(4000) |  |  | Notes input by the supervisor during the followup coaching |
| IsEmpFollowupAcknowledged | bit |  |  | Flag that indicates if employee acknowledged the follow up coaching |
| EmpAckFollowupAutoDate | datetime |  |  | System date on which the emp acknowledges the follow up coaching review in the ecl |
| EmpAckFollowupComments | nvarchar(3000) |  |  | Notes input by the employee during the followup coaching |
| FollowupSupID | nvarchar(20) |  |  | ID of the supervisor doing the followup coaching |
|  |  |  |  |  |
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|  |  |  |  |  |

### Coaching\_Log\_Bingo

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| CoachingID | Bigint | PK |  | References CoachingID from Coaching\_Log table |
| Competency | nvarchar(30) |  |  | Achievement earned |
| Note | nvarchar(30) |  |  | An indicator of what basis the Achievement was earned |
| Description | nvarchar(4000) |  |  | Description for individual competency |
| CompImage | nvarchar(100) |  |  | The corresponding image for the competency. Looked up from table Quality\_Now\_Bingo\_Images |
| BingoType | nvarchar(30) |  |  | Type of Bingo (QN/QM) |

### Coaching\_Log\_Bingo\_Archive

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| CoachingID | Bigint | PK |  | References CoachingID from Coaching\_Log table |
| Competency | nvarchar(30) |  |  | Achievement earned |
| Note | nvarchar(30) |  |  | An indicator of what basis the Achievement was earned |
| Description | nvarchar(4000) |  |  | Description for individual competency |
| CompImage | nvarchar(100) |  |  | The corresponding image for the competency. Looked up from table Quality\_Now\_Bingo\_Images |
| BingoType | nvarchar(30) |  |  | Type of Bingo (QN/QM) |
| ArchivedBy | nvarchar(50) |  |  | Description of Process doing the Archive.  Manual or Automated  Passed as param to archiving stored procedure. |
| ArchivedDate | datetime |  |  | Date and Time of Archiving |

### Coaching\_Log\_Quality\_Now\_Evaluations

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| QNBatchID | nvarchar(20) | Y | N | The Quality Now batch id assigned. Arrives in feed. |
| CoachingID | bitgint | N | CoachingID of the parent evaluation for the batch |
| Eval\_ID | nvarchar(20) | N | Evaluation ID is the unique indicator for the scorecard. This should be a natural key back to the source system. |
| Eval\_Date | Datetime |  |  | The date and time when the evaluation is created. This will be the system calculated date and local time of the site where the evaluation is first saved.  Cannot be future dated. |
| QN\_Strengths\_Opportunities | nvarchar(2000) |  |  | The Contact Summary from the input file |
| Eval\_Date | Datetime |  |  | The date and time when the evaluation is created. This will be the system calculated date and local time of the site where the evaluation is first saved.  Cannot be future dated. |
| Evaluator\_ID | nvarchar(20) |  |  | The User ID of the person who created the evaluation.  For IQA Scorecards, this will be 999999  For ATA Scorecards, this will be the alignment specialist |
| Call\_Date | Datetime |  |  | System generated date/time of the call for evaluations with valid call content. If there is no valid call content this field will be populated with the current date generated when the query is run. |
| Journal\_ID | nvarchar(30) |  |  | An ID associated to the original voice and data recordings referring to the number assigned to the call.  Cannot be Null, Blank or NA for PPoM and QCM but can be blank otherwise. |
| EvalStatus | nvarchar(10) |  |  | The active status of the record.  Values are:  Active  Inactive Note: if the number of active evaluations in the batch is less than 3, the batch id shall be Inactive |
| Summary\_CallerIssues | nvarchar(max) |  |  | Text containing the information from the evaluation.  The general format for Quality Now shall be:  Channel – Reason for Contact  Reason for Contact Comments |
| Program | nvarchar(20) |  |  | Identifies where the items is Marketplace or Medicare. Values are:  Yes = Marketplace  No = Medicare |
| VerintFormName | nvarchar(50) |  |  | For records from Verint = scorecard form used  For ATA Scorecards, the letters ATA will be somewhere in the field |
| isCoachingMonitor | nvarchar(3) |  |  | Indicates where scorecard form was a coaching monitor or not  Values are:  Yes = Coaching Monitor  No = Not a coaching Monitor  NA = Not applicable |
| Business\_Process | nvarchar(20) |  |  | Rating on following established business process. Values are:  Complaint  Non-compliant |
| Business\_Process\_Reason | nvarchar(200) |  |  | Reason for non-compliance |
| Business\_Process\_Comment | nvarchar(2000) |  |  | Comments entered by evaluator |
| Info\_Accuracy | nvarchar(20) |  |  | Rating on offering correct information to customers. Values are:  Complaint  Non-compliant |
| Info\_Accuracy\_Reason | nvarchar(200) |  |  | Reason for non-compliance |
| Info\_Accuracy\_Comment | nvarchar(2000) |  |  | Comments entered by evaluator |
| Privacy\_Disclaimers | nvarchar(20) |  |  | Rating for abiding by all regulator requirements during each interaction. Values are:  Complaint  Non-compliant |
| Privacy\_Disclaimers\_Reason | nvarchar(200) |  |  | Reason for non-compliance |
| Privacy\_Disclaimers\_Comment | nvarchar(2000) |  |  | Comments entered by evaluator |
| Issue\_Resolution | nvarchar(50) |  |  | Rating for applying tools to provide complete information. Values are:  Novice  Emerging  Effective  Advanced  Expert  Customer Service Escalation |
| Issue\_Resolution\_Comment | nvarchar(2000) |  |  | Comments entered by evaluator |
| Call\_Efficiency | nvarchar(50) |  |  | Rating for controlling the call and handling the customer’s issues. Values are:  Novice  Emerging  Effective  Advanced  Expert  Customer Service Escalation |
| Call\_Efficiency\_Comment | nvarchar(2000) |  |  | Comments entered by evaluator |
| Active\_Listening | nvarchar(50) |  |  | Rating for demonstrating an understanding of the customers needs. Values are:  Novice  Emerging  Effective  Advanced  Expert  Customer Service Escalation |
| Active\_Listening\_Comment | nvarchar(2000) |  |  | Comments entered by evaluator |
| Personality\_Flexing | nvarchar(50) |  |  | Rating for being aware of our and our customers’ personalities and circumstance. Values are:  Novice  Emerging  Effective  Advanced  Expert  Customer Service Escalation |
| Personality\_Flexing\_Comment | nvarchar(2000) |  |  | Comments entered by evaluator |
| Customer\_Temp\_Start | nvarchar(30) |  |  | Customer’s temperature.  Values are:  1 - Exuberant  2 – Happy  3 – Neutral  4 – Frustrated  5 – Furious |
| Customer\_Temp\_Start\_Comment | nvarchar(2000) |  |  | Comments entered by evaluator |
| Customer\_Temp\_End | nvarchar(30) |  |  | Customer’s temperature.  Values are:  1 - Exuberant  2 – Happy  3 – Neutral  4 – Frustrated  5 – Furious |
| Customer\_Temp\_End\_Comment | nvarchar(2000) |  |  | Comments entered by evaluator |
| Inserted\_Date | DateTime |  |  | Date evaluation saved to table |
| Last\_Updated\_Date | DateTime |  |  | Date evaluation updated in table |

### Coaching\_Log\_Quality\_Now\_Evaluations\_Archive

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| QNBatchID | nvarchar(20) | Y | N | The Quality Now batch id assigned. Arrives in feed. |
| CoachingID | bitgint |  | N | CoachingID of the parent evaluation for the batch |
| Eval\_ID | nvarchar(20) |  | N | Evaluation ID is the unique indicator for the scorecard. This should be a natural key back to the source system. |
| Eval\_Date | Datetime |  |  | The date and time when the evaluation is created. This will be the system calculated date and local time of the site where the evaluation is first saved.  Cannot be future dated. |
| QN\_Strengths\_Opportunities | nvarchar(2000) |  |  | The Contact Summary from the input file |
| Eval\_Date | Datetime |  |  | The date and time when the evaluation is created. This will be the system calculated date and local time of the site where the evaluation is first saved.  Cannot be future dated. |
| Evaluator\_ID | nvarchar(20) |  |  | The User ID of the person who created the evaluation.  For IQA Scorecards, this will be 999999  For ATA Scorecards, this will be the alignment specialist |
| Call\_Date | Datetime |  |  | System generated date/time of the call for evaluations with valid call content. If there is no valid call content this field will be populated with the current date generated when the query is run. |
| Journal\_ID | nvarchar(30) |  |  | An ID associated to the original voice and data recordings referring to the number assigned to the call.  Cannot be Null, Blank or NA for PPoM and QCM but can be blank otherwise. |
| EvalStatus | nvarchar(10) |  |  | The active status of the record.  Values are:  Active  Inactive Note: if the number of active evaluations in the batch is less than 3, the batch id shall be Inactive |
| Summary\_CallerIssues | nvarchar(max) |  |  | Text containing the information from the evaluation.  The general format for Quality Now shall be:  Channel – Reason for Contact  Reason for Contact Comments |
| Program | nvarchar(20) |  |  | Identifies where the items is Marketplace or Medicare. Values are:  Yes = Marketplace  No = Medicare |
| VerintFormName | nvarchar(50) |  |  | For records from Verint = scorecard form used  For ATA Scorecards, the letters ATA will be somewhere in the field |
| isCoachingMonitor | nvarchar(3) |  |  | Indicates where scorecard form was a coaching monitor or not  Values are:  Yes = Coaching Monitor  No = Not a coaching Monitor  NA = Not applicable |
| Business\_Process | nvarchar(20) |  |  | Rating on following established business process. Values are:  Complaint  Non-compliant |
| Business\_Process\_Reason | nvarchar(200) |  |  | Reason for non-compliance |
| Business\_Process\_Comment | nvarchar(2000) |  |  | Comments entered by evaluator |
| Info\_Accuracy | nvarchar(20) |  |  | Rating on offering correct information to customers. Values are:  Complaint  Non-compliant |
| Info\_Accuracy\_Reason | nvarchar(200) |  |  | Reason for non-compliance |
| Info\_Accuracy\_Comment | nvarchar(2000) |  |  | Comments entered by evaluator |
| Privacy\_Disclaimers | nvarchar(20) |  |  | Rating for abiding by all regulator requirements during each interaction. Values are:  Complaint  Non-compliant |
| Privacy\_Disclaimers\_Reason | nvarchar(200) |  |  | Reason for non-compliance |
| Privacy\_Disclaimers\_Comment | nvarchar(2000) |  |  | Comments entered by evaluator |
| Issue\_Resolution | nvarchar(50) |  |  | Rating for applying tools to provide complete information. Values are:  Novice  Emerging  Effective  Advanced  Expert  Customer Service Escalation |
| Issue\_Resolution\_Comment | nvarchar(2000) |  |  | Comments entered by evaluator |
| Call\_Efficiency | nvarchar(50) |  |  | Rating for controlling the call and handling the customer’s issues. Values are:  Novice  Emerging  Effective  Advanced  Expert  Customer Service Escalation |
| Call\_Efficiency\_Comment | nvarchar(2000) |  |  | Comments entered by evaluator |
| Active\_Listening | nvarchar(50) |  |  | Rating for demonstrating an understanding of the customers needs. Values are:  Novice  Emerging  Effective  Advanced  Expert  Customer Service Escalation |
| Active\_Listening\_Comment | nvarchar(2000) |  |  | Comments entered by evaluator |
| Personality\_Flexing | nvarchar(50) |  |  | Rating for being aware of our and our customers’ personalities and circumstance. Values are:  Novice  Emerging  Effective  Advanced  Expert  Customer Service Escalation |
| Personality\_Flexing\_Comment | nvarchar(2000) |  |  | Comments entered by evaluator |
| Customer\_Temp\_Start | nvarchar(30) |  |  | Customer’s temperature.  Values are:  1 - Exuberant  2 – Happy  3 – Neutral  4 – Frustrated  5 – Furious |
| Customer\_Temp\_Start\_Comment | nvarchar(2000) |  |  | Comments entered by evaluator |
| Customer\_Temp\_End | nvarchar(30) |  |  | Customer’s temperature.  Values are:  1 - Exuberant  2 – Happy  3 – Neutral  4 – Frustrated  5 – Furious |
| Customer\_Temp\_End\_Comment | nvarchar(2000) |  |  | Comments entered by evaluator |
| Inserted\_Date | DateTime |  |  | Date evaluation saved to table |
| Last\_Updated\_Date | DateTime |  |  | Date evaluation updated in table |
| ArchivedBy | nvarchar(50) |  |  | Description of Process doing the Archive.  Manual or Automated  Passed as param to archiving stored procedure. |
| ArchivedDate | datetime |  |  | Date and Time of Archiving |

### Coaching\_Log\_Reason

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| CoachingID | bigint | PK/FK | N | References Coaching\_Log table (CoachingID) |
| CoachingReasonID | bigint | PK | N | References DIM\_Coaching\_Reason(Coaching\_Reason\_ID) |
| SubCoachingReasonID | bigint | PK | N | References DIM\_SubCoaching\_Reason(SubCoaching\_Reason\_ID) |
| Value | nvarchar(30) |  |  | The root cause or reason for the coaching  Possible values  Did not meet goal  Research Required  Reinforcement  Recognition  Opportunity-PWC  Opportunity  Not Coachable  Missing  Met goal |

### Coaching\_Log\_Reason\_Archive

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| CoachingID | bigint |  | x | Same as Coaching\_Log\_Reason |
| CoachingReasonID | bigint |  | Same as Coaching\_Log\_Reason |
| SubCoachingReasonID | bigint |  | Same as Coaching\_Log\_Reason |
| Value | nvarchar(30) |  |  | Same as Coaching\_Log\_Reason |
| ArchivedBy | nvarchar(50) |  |  | Description of Process doing the Archive.  Manual or Automated  Passed as param to archiving stored procedure. |
| ArchivedDate | datetime |  |  | Date and Time of Archiving |

### Coaching\_Reason\_Selection

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| CoachingReasonID | int |  | N | Coaching Reason ID |
| CoachingReason | nvarchar(200) |  | N | Description for coaching Reason above. |
| SubCoachingReasonID | int |  | N | Sub Coaching Reason ID |
| SubCoachingReason | nvarchar(200) |  | N | Description for Sub coaching Reason above. |
| isActive | bit |  |  | Flag to indicate whether combination of Coaching Reason and sub Coaching Reason is Active and Displayable in drop down |
| Direct | bit |  |  | Flag to indicate that Coaching and sub Coaching Reasons should be available in the submission drop downs for direct workflows. |
| Indirect | bit |  |  | Flag to indicate that Coaching and sub Coaching Reasons should be available in the submission drop downs for Indirect workflows. |
| isOpportunity | bit |  |  | Flag to indicate whether Opportunity will be a valid option for the selected workflow. |
| isReinforcement | bit |  |  | Flag to indicate whether Re-Enforcement will be a valid option for the selected workflow. |
| CSR | bit |  |  | Flag to indicate whether Coaching and sub Coaching Reasons should be available in the submission drop downs for Quality Module. |
| Quality | bit |  |  | Flag to indicate whether Coaching and sub Coaching Reasons should be available in the submission drop downs for CSR Module. |
| Supervisor | bit |  |  | Flag to indicate whether Coaching and sub Coaching Reasons should be available in the submission drop downs for Supervisor Module. |
| splReason | bit |  |  | Flag to indicate whether Coaching and sub Coaching Reasons selected are for special workflows like warnings. |
| LSA | bit |  |  | Flag to indicate whether Coaching and sub Coaching Reasons should be available in the submission drop downs for LSA Module. |
| Training | bit |  |  | Flag to indicate whether Coaching and sub Coaching Reasons should be available in the submission drop downs for Training Module. |

### CSR\_Hierarchy

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| EmpID | nvarchar(10) | P**K** | N | Same as Employee\_Hierarchy |
| SupID | nvarchar(10) |  |  | Supervisor Employee ID |
| MgrID | nvarchar(10) |  |  | Manager Employee ID |
| StartDate | datetime | PK | N | Date Hierarchy became effective |
| EndDate | datetime |  |  | Date the Hierarchy ended.  New record is inserted. |

### DIM\_Bahavior

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| BehaviorID | int IDENTITY(1,1) | PK | N | Unique identifier for Behavior  Attribute captured for Training Module. Valid values  1  2  3 |
| Behavior | nvarchar(30) | PK | N | Description for above Ids.  Valid values  Production  Training  Other |

### DIM\_Coaching\_Reason

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| CoachingReasonID | int IDENTITY(1,1) | PK | N | Unique identifier for coaching Reasons  -1 for unknown Coaching Reason |
| CoachingReason | nvarchar(100) |  | N | Description for Coaching Reason |
|  |  |  |  |  |

### DIM\_Date

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| DateKey | int | PK | N | ccyymmdd |
| FullDate | datetime |  |  | 1900-01-01 00:00:00.000 |
| DateName | nvarchar(11) |  |  | m/d/yyyy |
| DayOfWeek | int |  |  | 1 through 7 |
| DayNameOfWeek | nvarchar(10) |  |  | Monday through Sunday |
| DayOfMonth | int |  |  | 1 through 31 |
| WeekOfYear | int |  |  | 1 through 53 |
| MonthName | nvarchar(10) |  |  | January through December |
| MonthOfYear | int |  |  | 1 through 12 |
| CalendarQuarter | int |  |  | 1 through 4 |
| CalendarYear | int |  |  | yyyy |
| CalendarYearMonth | nvarchar(7) |  |  | Yyyy-mm |
| CalendarYYYYQQ | nvarchar(7) |  |  | yyyyQ1 through yyyyQ4 |
|  |  |  |  |  |

### DIM\_Module

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| ModuleD | int IDENTITY(1,1) | PK | N | Unique identifier for Module  Valid values 1,2,3,4,5, -1  -1 for unknown Module |
| Module | nvarchar(30) |  | N | Description for Module  CSR  Supervisor  Quality  LSA  Training  Unknown |
| BySite | bit |  |  | Flag to indicate whether Employees are restricted by site in submission drop down |
| IsActive | bit |  |  | Flag to indicate whether Module is Active |
| ByProgram | bit |  |  | Flag to indicate whether Program attribute is required for logs submitted under this Module |
| ByBehavior | bit |  |  | Flag to indicate whether Behavior attribute is required for logs submitted under this Module |

### DIM\_Program

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| ProgramID | int IDENTITY(1,1) | PK | N | Unique identifier for program  Valid values  1  2  3 |
| Program | nvarchar(30) |  | N | Description for above Ids.  Valid values  Marketplace  Medicare  NA |
| isActive |  |  |  | Flag to indicate whether record is Active |
|  |  |  |  |  |

### DIM\_Site

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| SiteID | int IDENTITY(1,1) | PK | N | Unique identifier for Site.  -1 for unknown Site |
| City | nvarchar(20) |  | N | City value based on Employee location |
| State | nvarchar(20) |  |  | State of Employee ( 2 letter abbreviation) |
| StateCity | nvarchar(30) |  | N | 2 letter state abbreviation + ‘-‘ + City |
| isActive | bit |  |  | Flag to indicate whether Site record is Active or not. Controls whether Site will appear in submission page dropdown for CSRs. |

### DIM\_Source

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| SourceID | int | PK | N | Unique identifier for Source  Valid values 1 through 9  -1 for unknown direct status  -2 for unknown indirect status |
| CoachingSource | nvarchar(100) |  | N | Direct or indirect |
| SubCoachingSource | nvarchar(100) |  | N | Indicates actual source under direct or indirect  Combination of CoachingSource and SubCoachingSource gives Source |
| isActive | Bit  DEFAULT(1) |  |  | Flag to indicate whether Source is Active or Not. |
| CSR | Bit  DEFAULT(0) |  |  | Flag to Indicate whether source is available for CSR Module |
| Supervisor | Bit  DEFAULT(0) |  |  | Flag to Indicate whether source is available for Supervisor Module |
| Quality | Bit  DEFAULT(0) |  |  | Flag to Indicate whether source is available for Quality Module |
| LSA | Bit  DEFAULT(0) |  |  | Flag to Indicate whether source is available for LSA Module |
| Training | Bit  DEFAULT(0) |  |  | Flag to Indicate whether source is available for Training Module |

### DIM\_Status

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| StatusD | int IDENTITY(1,1) | P | N | Unique identifier for Status  Valid values 1 through 9  -1 for unknown status |
| Status | nvarchar(100) |  | N | Description for Status |
|  |  |  |  |  |

### DIM\_Sub\_Coaching\_Reason

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| SubCoachingReasonID | Int  IDENTITY(1,1) | PK | N | Unique identifier for Sub coaching Reasons  -1 for unknown Sub Coaching Reason |
| SubCoachingReason | nvarchar(200) |  | N | Description for Sub Coaching Reason |
|  |  |  |  |  |

### Email\_Notifications

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| Module | nvarchar(30) |  |  | Module Name |
| Submission | nvarchar(30) |  |  | Type of submission, UI or type of feed |
| Source | nvarchar(30) |  |  | Direct or Indirect |
| SubSource | nvarchar(100) |  |  | Source |
| isCSE | bit |  |  | Customer service Escalation or Not. Valid values 0 or 1 |
| Status | nvarchar(100) |  |  | Status of log |
| Recipient | nvarchar(100) |  |  | Level of recipient  Can be employee, supervisor or Manager depending on Module, status and source |
| Subject | nvarchar(200) |  |  | Subject for Email |
| Body | nvarchar(2000) |  |  | Body of email |
| isCCRecipient | bit |  |  | Flag to indicate whether email Notification will be CC’d to anyone |
| CCRecipient | nvarchar(100) |  |  | The value of the CC recipient If above flag is 1 |

### EmpID\_To\_SupID\_Stage

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| Emp\_ID | nvarchar(20) |  | N | Unique GDIT Identifier for Employee |
|  |  |  |  |  |
| Emp\_Job\_Code | nvarchar(5) |  |  | Title of employee from eWFM |
| Emp\_Site\_Code | nvarchar(20) |  |  | Site from eWFM |
| Sup\_ID | nvarchar(20) |  |  | Supervisor\_1 attribute from eWFM. Used for populating Supervisor attribute for CSRs |
| Emp\_Program | nvarchar(20) |  |  | 1MULTI value from program. For CSRs if 1MULTI like ‘FFM%’ THEN Marketplace else Medicare. Disregarded for all other job codes. |
| Emp\_Status | nvarchar(10) |  |  | Status from eWFM.  EA is used to inactivate Coaching logs. |
| Emp\_Name | varbinary(256) |  |  | Encrypted Name of Employee |
| Emp\_Lanid | varbinary(128) |  |  | Encrypted GDIT network ID for Employee |

### Employee\_Hierarchy

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| Emp\_ID | nvarchar(10) | PK | N | Unique GDIT Identifier for Employee |
| Emp\_Name | varbinary(256) |  |  | Encrypted Name of Employee |
| Emp\_LanID | varbinary(128) |  |  | Encrypted GDIT network ID for Employee |
| Emp\_Email | nvarchar(50) |  |  | Email address for Employee |
| Emp\_Site | nvarchar(50) |  |  | Site for Employee based on Work Location from PeopleSoft |
| Emp\_Job\_Code | nvarchar(50) |  |  | Employee job codes from PeopleSoft |
| Emp\_Job\_Description | nvarchar(50) |  |  | Description of Job code above |
| Emp\_Program | nvarchar(20) |  |  | Marketplace or Medicare for CSRs derived from eWFM 1MULTI value. NA for all other job codes. |
| Active | nvarchar(1) |  |  | Status fromEmployee feed.  Valid Values  (A, T, D, L. P) |
| Hire\_Date | nvarchar(10) |  |  | Initial hire date of employee per HR records. |
| Start\_Date | nvarchar(10) |  |  | Latest hire\_date of employee |
| End\_Date | nvarchar(10) |  | DEFAULT(99991231) | Date the Employee record arrived in the Employee feed with a ‘T’ or a ‘D’ or stopped arriving in the feed. |
| Sup\_ID | nvarchar(10) |  |  | Supervisor Employee ID from EWFM for CSRs and from PeopleSoft for all other Job codes |
| Sup\_Name | varbinary(256) |  |  | Encrypted Supervisor name |
| Sup\_Email | varbinary(256) |  |  | Encrypted Supervisor email address |
| Sup\_LanID | varbinary(128) |  |  | Encrypted Supervisor network ID |
| Sup\_Job\_Code | nvarchar(50) |  |  | Supervisor job code |
| Sup\_Job\_Description | nvarchar(50) |  |  | Supervisor job description |
| Mgr\_ID | nvarchar(10) |  |  | Employee ID of supervisor’s supervisor |
| Mgr\_Name | varbinary(256) |  |  | Encrypted Manager name |
| Mgr\_Email | varbinary(256) |  |  | Encrypted Manager email address |
| Mgr\_LanID | varbinary(128) |  |  | Encrypted Manager Network ID |
| Mgr\_Job\_Code | nvarchar(50) |  |  | Manager job code |
| Mgr\_Job\_Description | nvarchar(50) |  |  | Manager job description |
| SrMgrLvl1\_ID | nvarchar(10) |  |  | Employee ID of Manager’s Supervisor |
| SrMgrLvl2\_ID | nvarchar(10) |  |  | Employee ID of Manager’s Manager |
| SrMgrLvl3\_ID | nvarchar(10) |  |  | Supervisor of Manager’s Manager |
| Dept\_ID | nvarchar(30) |  |  | Dept ID of employee in Peoplesoft |
| Dept\_Description | nvarchar(60) |  |  | Dept Description of employee from Peoplesoft |
| Reg\_Temp | nvarchar(3) |  |  | Value to indicate whether employee Is a Regular or Temp employee |
| Full\_Part\_Time | nvarchar(3) |  |  | Value to indicate whether employee Is a Full or Part time employee |
| Term\_Date | nvarchar(10) |  |  | Term Date of Employee |
| FLSA\_Status | nvarchar(10) |  |  | Exempt or Non-Exempt |
| Legacy\_Emp\_ID | nvarchar(10) |  |  | Legacy emp ID from IQS without W or WV prefix. If new employee then M+ Maximus ID |
| PS\_Emp\_ID\_Prefix | nvarchar(10) |  |  | To store full Employee ID with the alpha prefix |
| Emp\_Pri\_Name | varbinary(256) |  |  | Encrypted Primary Name from peopleSoft. Used in Emp\_Name where a preferred name is not available |

### Employee\_Hierarchy\_Stage

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| Emp\_ID | nvarchar(10) |  |  | Same as Employee\_Hierarchy |
| Emp\_Name | nvarchar(70) |  |  | Same as Employee\_Hierarchy |
| Emp\_Email | nvarchar(50) |  |  | Same as Employee\_Hierarchy |
| Emp\_Site | nvarchar(50) |  |  | Same as Employee\_Hierarchy |
| Emp\_Job\_Code | nvarchar(20) |  |  | Same as Employee\_Hierarchy |
| Emp\_Job\_Description | nvarchar(50) |  |  | Same as Employee\_Hierarchy |
| Emp\_LanID | nvarchar(30) |  |  | Same as Employee\_Hierarchy |
| Emp\_Program | nvarchar(20) |  |  | Same as Employee\_Hierarchy |
| Sup\_Emp\_ID | nvarchar(10) |  |  | Same as Employee\_Hierarchy |
| Sup\_Name | nvarchar(70) |  |  | Same as Employee\_Hierarchy |
| Sup\_Email | nvarchar(50) |  |  | Same as Employee\_Hierarchy |
| Sup\_Job\_Code | nvarchar(50) |  |  | Same as Employee\_Hierarchy |
| Sup\_Job\_Description | nvarchar(50) |  |  | Same as Employee\_Hierarchy |
| Sup\_LanID | nvarchar(30) |  |  | Same as Employee\_Hierarchy |
| Mgr\_Emp\_ID | nvarchar(10) |  |  | Same as Employee\_Hierarchy |
| Mgr\_Name | nvarchar(70) |  |  | Same as Employee\_Hierarchy |
| Mgr\_Email | nvarchar(50) |  |  | Same as Employee\_Hierarchy |
| Mgr\_Job\_Code | nvarchar(50) |  |  | Same as Employee\_Hierarchy |
| Mgr\_Job\_Description | nvarchar(50) |  |  | Same as Employee\_Hierarchy |
| Mgr\_LanID | nvarchar(30) |  |  | Same as Employee\_Hierarchy |
| Start\_Date | datetime |  |  | Same as Employee\_Hierarchy |
| Active | nvarchar(1) |  |  | Same as Employee\_Hierarchy |
| Legacy\_Emp\_ID | nvarchar(10) |  |  | Legacy employee id without W or WV prefix |
| Hire\_Date | datetime |  |  | Original Hire Date |
| Emp\_Pri\_Name | nvarchar(70) |  |  | Primary Name from peopleSoft. Used in Emp\_Name where a preferred name is not available |
| Dept\_ID | nvarchar(30) |  |  | Dept ID of employee in Peoplesoft |
| Dept\_Description | nvarchar(60) |  |  | Dept Description of employee from Peoplesoft |
| Reg\_Temp | nvarchar(3) |  |  | Value to indicate whether employee Is a Regular or Temp employee |
| Full\_Part\_Time | nvarchar(3) |  |  | Value to indicate whether employee Is a Full or Part time employee |
| Term\_Date | datetime |  |  | Term Date of Employee |
| FLSA\_Status | nvarchar(10) |  |  | Exempt or Non-Exempt |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

### Employee\_Selection

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| Job\_Code | nvarchar(50) |  | N | List of Job codes for whom coaching logs can be submitted for each of the 5 supported Modules. |
| Job\_Code\_Description | nvarchar(50) |  |  | Description of the job codes |
| isCSR | bit |  |  | Flag to indicate if job code is for CSR Module |
| isSupervisor | bit |  |  | Flag to indicate if job code is for Supervisor Module |
| isQuality | bit |  |  | Flag to indicate if job code is for Quality Module |
| isLSA | bit |  |  | Flag to indicate if job code is for LSA Module |
| isTraining | bit |  |  | Flag to indicate if job code is for Training Module |

### EmployeeID\_To\_LanID

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| ID | INT | PK | N | Unique Identifier |
| EmpID | nvarchar(20) |  | N | Same as Employee\_Hierarchy |
| StartDate | int |  | N | Start date of LanID association to EmployeeID |
| EndDate | int | N | End date of LanID association to EmployeeID. Open Ended records have 99991231 populated |
| LanID | varbinary(128) | N | Same as Employee\_Hierarchy |
| DatetimeInserted | datetime |  | N | Date record is initially inserted |
| DatetimeLastUpdated | datetime |  | N | Date record is last updated |

### ETS\_Coaching\_Rejected

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| Report\_Code | nvarchar(20) |  |  | Same as ETS\_Coaching\_Stage |
| Event\_Date | datetime |  |  | Same as ETS\_Coaching\_Stage |
| Emp\_ID | nvarchar(20) |  |  | Same as ETS\_Coaching\_Stage |
| Emp\_LanID | nvarchar(30) |  |  | Same as ETS\_Coaching\_Stage |
| Emp\_Site | nvarchar(20) |  |  | Same as ETS\_Coaching\_Stage |
| Emp\_Program | nvarchar(30) |  |  | Same as ETS\_Coaching\_Stage |
| Emp\_SupID | nvarchar(20) |  |  | Same as ETS\_Coaching\_Stage |
| Emp\_MgrID | nvarchar(20) |  |  | Same as ETS\_Coaching\_Stage |
| Emp\_Role | nvarchar(3) |  |  | Same as ETS\_Coaching\_Stage |
| Project\_Number | nvarchar(20) |  |  | Same as ETS\_Coaching\_Stage |
| Task\_Number | nvarchar(20) |  |  | Same as ETS\_Coaching\_Stage |
| Task\_Name | nvarchar(60) |  |  | Same as ETS\_Coaching\_Stage |
| Time\_Code | nvarchar(30) |  |  | Same as ETS\_Coaching\_Stage |
| Associated\_Person | nvarchar(30) |  |  | Same as ETS\_Coaching\_Stage |
| Hours | nvarchar(8) |  |  | Same as ETS\_Coaching\_Stage |
| Sat | nvarchar(3000) |  |  | Same as ETS\_Coaching\_Stage |
| Sun | nvarchar(260) |  |  | Same as ETS\_Coaching\_Stage |
| Mon | nvarchar(8) |  |  | Same as ETS\_Coaching\_Stage |
| Tue | nvarchar(8) |  |  | Same as ETS\_Coaching\_Stage |
| Wed | nvarchar(8) |  |  | Same as ETS\_Coaching\_Stage |
| Thu | nvarchar(8) |  |  | Same as ETS\_Coaching\_Stage |
| Fri | nvarchar(8) |  |  | Same as ETS\_Coaching\_Stage |
| Exempt\_Status | nvarchar(20) |  |  | Same as ETS\_Coaching\_Stage |
| FileName | nvarchar(260) |  |  | Same as ETS\_Coaching\_Stage |
| Rejected\_Reason | nvarchar(200) |  |  | Same as ETS\_Coaching\_Stage |
| Rejected\_Date | datetime |  |  | Same as ETS\_Coaching\_Stage |
|  |  |  |  |  |
|  |  |  |  |  |

### ETS\_Coaching\_Stage

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| Report\_Code | nvarchar(20) |  |  | Derived from 3 letter Value representing report And date.    Report codes  EOT – Excempt Over Time  EA – Excused Absence  HOL – Incorrect Holiday  ITD – Invalid Timecodes Direct  ITI – Invalid Timecodes Indirect  FWH – Future Worked Hours  Expression  [Report Code] + date as |
| Report\_ID | int |  |  | Row identifier- assigned using row number during load |
| Event\_Date | datetime |  |  | Date of event. From Friday End date column in file |
| Submitted\_Date | datetime |  |  | Derived from Date of load |
| Emp\_ID | nvarchar(20) |  |  | Employee ID from file |
| Emp\_LanID | nvarchar(30) |  |  | Looked up from employee record |
| Emp\_Site | nvarchar(20) |  |  | Looked from employee record |
| Emp\_Program | nvarchar(30) |  |  | Looked from employee record |
| Emp\_SupID | nvarchar(20) |  |  | Looked from employee record |
| Emp\_MgrID | nvarchar(20) |  |  | Looked from employee record |
| Emp\_Role | nvarchar(3) |  |  | Looked from employee record |
| Project\_Number | nvarchar(20) |  |  | Feed file |
| Task\_Number | nvarchar(20) |  |  | Feed file |
| Task\_Name | nvarchar(60) |  |  | Feed file |
| Time\_Code | nvarchar(30) |  |  | Feed file |
| Associated\_Person | nvarchar(30) |  |  | Feed file |
| Hours | nvarchar(8) |  |  | Feed file |
| Sat | nvarchar(3000) |  |  | Feed file |
| Sun | nvarchar(260) |  |  | Feed file |
| Mon | nvarchar(8) |  |  | Feed file |
| Tue | nvarchar(8) |  |  | Feed file |
| Wed | nvarchar(8) |  |  | Feed file |
| Thu | nvarchar(8) |  |  | Feed file |
| Fri | nvarchar(8) |  |  | Feed file |
| Exempt\_Status | nvarchar(20) |  |  | Feed file |
| TextDescription | nvarchar(max) |  |  | Populated from ETS\_Description table based on report code |
| FileName | nvarchar(260) |  |  | Name of file |
| Reject\_Reason | nvarchar(200) |  |  | Derived from business logic |

### ETS\_Description

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| ReportCode | nvarchar(20) |  |  | EOT – Excempt Over Time  EA – Excused Absence  HOL – Incorrect Holiday  ITD – Invalid Timecodes Direct  ITI – Invalid Timecodes Indirect  FWH – Future Worked Hours |
| ReportDescription | nvarchar(100) |  |  | Description of report |
| Description | nvarchar(max) |  |  | Program provided verbiage (Static text) |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

### ETS\_FileList

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| File\_SeqNum | int IDENTITY(1,1) |  |  | Auto incremented Identifier for record |
| File\_Name | nvarchar(260) |  |  | File Name |
| File\_LoadDate | datetime |  |  | Date of Load |
| Count\_Staged | int |  |  | Total number of records staged |
| Count\_Loaded | int |  |  | Total number of records loaded into Coaching-Log table |
| Count\_Rejected | int |  |  | Number of records rejected |

### Generic\_Coaching\_Rejected

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| Report\_ID | int |  |  | Same as Generic\_Coaching\_Stage |
| Report\_Code | nvarchar(20) |  |  | Same as Generic\_Coaching\_Stage |
| Form\_Type | nvarchar(20) |  |  | Same as Generic\_Coaching\_Stage |
| Source | nvarchar(60) |  |  | Same as Generic\_Coaching\_Stage |
| Form\_Status | nvarchar(30) |  |  | Same as Generic\_Coaching\_Stage |
| Event\_Date | datetime |  |  | Same as Generic\_Coaching\_Stage |
| Submitted\_Date | datetime |  |  | Same as Generic\_Coaching\_Stage |
| Start\_Date | datetime |  |  | Same as Generic\_Coaching\_Stage |
| Submitter\_LANID | nvarchar(30) |  |  | Same as Generic\_Coaching\_Stage |
| Submitter\_Name | nvarchar(30) |  |  | Same as Generic\_Coaching\_Stage |
| Submitter\_Email | nvarchar(50) |  |  | Same as Generic\_Coaching\_Stage |
| CSR\_LANID | nvarchar(30) |  |  | Same as Generic\_Coaching\_Stage |
| CSR\_Site | nvarchar(20) |  |  | Same as Generic\_Coaching\_Stage |
| Program | nvarchar(30) |  |  | Same as Generic\_Coaching\_Stage |
| CoachReason\_Current\_Coaching\_Initiatives | nvarchar(20) |  |  | Same as Generic\_Coaching\_Stage |
| TextDescription | nvarchar(3000) |  |  | Same as Generic\_Coaching\_Stage |
| FileName | nvarchar(260) |  |  | Same as Generic\_Coaching\_Stage |
| Rejected\_Reason | nvarchar(200) |  |  | Derived from business logic. Reason for Log being rejected. |
| Rejected\_Date | datetime |  |  | Date of rejection which is the date and time the file was loaded. |
| Module\_ID | int |  |  | Same as Generic\_Coaching\_Stage |
| Source\_ID | int |  |  | Same as Generic\_Coaching\_Stage |
| isCSE | bit |  |  | Same as Generic\_Coaching\_Stage |
| Status\_ID | int |  |  | Same as Generic\_Coaching\_Stage |
| Submitter\_ID | nvarchar(10) |  |  | Same as Generic\_Coaching\_Stage |
| Coaching\_Reason\_ID | int |  |  | Same as Generic\_Coaching\_Stage |
| SubCoachingReason\_ID | int |  |  | Same as Generic\_Coaching\_Stage |
| Value | nvarchar(30) |  |  | Same as Generic\_Coaching\_Stage |
| CSR\_EMP\_ID | nvarchar(10) |  |  | Employee ID of of log owner. |

### Generic\_Coaching\_Stage

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| Report\_ID | int |  |  | Report ID is the unique indicator for the record from the feed. |
| Report\_Code | nvarchar(20) |  |  | Report code that corresponds to the specific report and date.  (SEA – Seasonal Employee Attendance) |
| Form\_Type | nvarchar(20) |  |  | Indirect (feed) |
| Source | nvarchar(60) |  |  | SEA – Internal CCO Reporting (feed) |
| Form\_Status | nvarchar(30) |  |  | Status of the evaluation  Status of the evaluation  SEA – Pending Acknowledgement From feed |
| Event\_Date | datetime |  |  | The date when the incident occurred. (feed)e CSR’s sentuator IDcard as an opportunity or reinforcement |
| Submitted\_Date | datetime |  |  | The date when the evaluation is created. (feed)  e CSR’s sentuator IDcard as an opportunity or reinforcement |
| Start\_Date | datetime |  |  | The date when work begins on the evaluation. (feed) |
| Submitter\_LANID | nvarchar(30) |  |  | Submitter attributes from feed |
| Submitter\_Name | nvarchar(30) |  |  | Submitter attributes from feed |
| Submitter\_Email | nvarchar(50) |  |  | Submitter attributes from feed |
| CSR\_LANID | nvarchar(30) |  |  | Employee ID from feed |
| CSR\_EMPID | nvarchar(20) |  |  | Looked up from employee record |
| CSR\_Site | nvarchar(20) |  |  | CSR site name |
| Program | nvarchar(30) |  |  | Identifies whether the coaching record is for Medicare or Marketplace. Looked up from employee record if missing |
| CoachReason\_Current\_Coaching\_Initiatives | nvarchar(20) |  |  | SEA – Opportunity |
| TextDescription | nvarchar(3000) |  |  | Details for the reason for the Coaching (ODT – Item Title, Days Overdue  SDR – Item Title, Length of Training, Time Spent on Training) |
| FileName | nvarchar(260) |  |  | Name of feed file |
| Module\_ID | int |  |  | Module ID from feed |
| Source\_ID | int |  |  | Source ID from feed |
| isCSE | bit |  |  | Falg for isCSE from feed |
| Status\_ID | int |  |  | Status ID from feed |
| Submitter\_ID | nvarchar(10) |  |  | Submitter ID from feed |
| Coaching\_Reason\_ID | int |  |  | Coaching Reason ID from feed |
| SubCoachingReason\_ID | int |  |  | SubCoachingReason ID from feed |
| Value | nvarchar(30) |  |  | Value from Feed |
| EmailSent | bit |  |  | Flag to indicate whether to send email from feed. 0 indiactes email to be sent |
| Emp\_Role | nvarchar(3) |  |  | Emp Role (C, S, Q, T or L) determined from Emp job code |
| Reject\_Reason | nvarchar(200) |  |  | Reason for Rejecting log |
|  |  |  |  |  |
|  |  |  |  |  |

### Generic\_FileList

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| File\_SeqNum | int IDENTITY(1,1) |  |  | Auto incremented Identifier for record |
| File\_Name | nvarchar(260) |  |  | File Name |
| File\_LoadDate | datetime |  |  | Date of Load |
| Count\_Staged | int |  |  | Total number of records staged |
| Count\_Loaded | int |  |  | Total number of records loaded into Coaching-Log table |
| Count\_Rejected | int |  |  | Number of records rejected |

### istorical\_Dashboard\_ACL

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| Row\_ID | int IDENTITY(1,1) | PK | N | Unique Identifier for record entry |
|  |  |  |  |  |
|  |  |  |  |  |
| Role | nvarchar(30) DEFAULT (N'ECL') |  | N | Role for user  ARC or ECL |
| End\_Date | nvarchar(10) DEFAULT (N'99991231') |  | N | Default value id 9991231 for Active users. End Date assigned for inactivated users |
|  |  |  |  |  |
| IsAdmin | nvarchar(1) DEFAULT (N'N') |  |  | Falg to indicate whether logged in user is authorized to manage the app from UI. |
| User\_LanID | varbinary(128) |  | N | Encrypted GDIT Network ID of user. Populated from app |
| User\_Name | varbinary(256) |  | N | Encrypted User name |
| Updated\_By | varbinary(128) |  |  | Encrypted LanID of user editing the record |

### HR\_Hierarchy\_Stage

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| Emp\_ID | nvarchar(10) |  |  | Same as Employee\_Hierarchy-Stage for HR team |
| Emp\_Name | nvarchar(70) |  |  | Same as Employee\_Hierarchy-Stage for HR team |
| Emp\_Email | nvarchar(50) |  |  | Same as Employee\_Hierarchy-Stage for HR team |
| Emp\_Site | nvarchar(50) |  |  | Same as Employee\_Hierarchy-Stage for HR team |
| Emp\_Job\_Code | nvarchar(20) |  |  | Same as Employee\_Hierarchy-Stage for HR team |
| Emp\_Job\_Description | nvarchar(50) |  |  | Same as Employee\_Hierarchy-Stage for HR team |
| Emp\_LanID | nvarchar(30) |  |  | Same as Employee\_Hierarchy-Stage for HR team |
| Emp\_Program | nvarchar(20) |  |  | Same as Employee\_Hierarchy-Stage for HR team |
| Sup\_Emp\_ID | nvarchar(10) |  |  | Same as Employee\_Hierarchy-Stage for HR team |
| Sup\_Name | nvarchar(70) |  |  | Same as Employee\_Hierarchy-Stage for HR team |
| Sup\_Email | nvarchar(50) |  |  | Same as Employee\_Hierarchy-Stage for HR team |
| Sup\_Job\_Code | nvarchar(50) |  |  | Same as Employee\_Hierarchy-Stage for HR team |
| Sup\_Job\_Description | nvarchar(50) |  |  | Same as Employee\_Hierarchy-Stage for HR team |
| Sup\_LanID | nvarchar(30) |  |  | Same as Employee\_Hierarchy-Stage for HR team |
| Mgr\_Emp\_ID | nvarchar(10) |  |  | Same as Employee\_Hierarchy-Stage for HR team |
| Mgr\_Name | nvarchar(70) |  |  | Same as Employee\_Hierarchy-Stage for HR team |
| Mgr\_Email | nvarchar(50) |  |  | Same as Employee\_Hierarchy-Stage for HR team |
| Mgr\_Job\_Code | nvarchar(50) |  |  | Same as Employee\_Hierarchy-Stage for HR team |
| Mgr\_Job\_Description | nvarchar(50) |  |  | Same as Employee\_Hierarchy-Stage for HR team |
| Mgr\_LanID | nvarchar(30) |  |  | Same as Employee\_Hierarchy-Stage for HR team |
| Start\_Date | datetime |  |  | Same as Employee\_Hierarchy-Stage for HR team |
| Active | nvarchar(1) |  |  | Same as Employee\_Hierarchy-Stage for HR team |
| Legacy\_Emp\_ID | nvarchar(10) |  |  | Same as Employee\_Hierarchy-Stage for HR team |
| Hire\_Date | datetime |  |  | Same as Employee\_Hierarchy-Stage for HR team |
|  |  |  |  |  |

### Module\_Submission

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| Job\_Code | nvarchar(50) |  | N | List of Job codes that can submit Coaching logs for each of the 5 supported Modules. |
| Job\_Code\_Description | nvarchar(50) |  |  | Description of the job codes |
| CSR | bit |  |  | Flag to indicate if person with the job code can submit Coaching logs for CSR Module. |
| Supervisor | bit |  |  | Flag to indicate if person with the job code can submit Coaching logs for Supervisor Module |
| Quality | bit |  |  | Flag to indicate if person with the job code can submit Coaching logs for Quality Module |
| LSA | bit |  |  | Flag to indicate if person with the job code can submit Coaching logs for LSA Module |
| Training | bit |  |  | Flag to indicate if person with the job code can submit Coaching logs for Training Module. |

### NPN\_Description

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| NPNCode | nvarchar(20) |  | N | NPN Codes provided by program  #NPNFFM1  #NPNFFM2  #NPNFFM3  #NPNFFM4  #NPNFFM5 |
| NPNDescription | nvarchar(4000) |  | N | The Description text corresponding to each of the codes that is populated into the Coaching Log |

### Outlier\_Coaching\_Rejected

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| Report\_ID | int |  |  | Same as Outlier\_Coaching\_Stage |
| Report\_Code | nvarchar(20) |  |  | Same as Outlier\_Coaching\_Stage |
| Form\_Type | nvarchar(20) |  |  | Same as Outlier\_Coaching\_Stage |
| Source | nvarchar(60) |  |  | Same as Outlier\_Coaching\_Stage |
| Form\_Status | nvarchar(30) |  |  | Same as Outlier\_Coaching\_Stage |
| Event\_Date | datetime |  |  | Same as Outlier\_Coaching\_Stage |
| Submitted\_Date | datetime |  |  | Same as Outlier\_Coaching\_Stage |
| Start\_Date | datetime |  |  | Same as Outlier\_Coaching\_Stage |
| Submitter\_LANID | nvarchar(30) |  |  | Same as Outlier\_Coaching\_Stage |
| Submitter\_Name | nvarchar(30) |  |  | Same as Outlier\_Coaching\_Stage |
| Submitter\_Email | nvarchar(50) |  |  | Same as Outlier\_Coaching\_Stage |
| CSR\_LANID | nvarchar(30) |  |  | Same as Outlier\_Coaching\_Stage |
| CSR\_Site | nvarchar(30) |  |  | Same as Outlier\_Coaching\_Stage |
| Program | nvarchar(30) |  |  | Same as Outlier\_Coaching\_Stage |
| CoachReason\_Current\_Coaching\_Initiatives | nvarchar(20) |  |  | Same as Outlier\_Coaching\_Stage |
| TextDescription | nvarchar(3000) |  |  | Same as Outlier\_Coaching\_Stage |
| FileName | nvarchar(260) |  |  | Same as Outlier\_Coaching\_Stage |
| Rejected\_Reason | nvarchar(200) |  |  | Same as Outlier\_Coaching\_Stage |
| Rejected\_Date | datetime |  |  | Same as Outlier\_Coaching\_Stage |
| RMgr\_ID | nvarchar(20) |  |  | Same as Outlier\_Coaching\_Stage |
| CD1 | nvarchar(50) |  |  | Same as Outlier\_Coaching\_Stage |
| CD2 | nvarchar(50) |  |  | Same as Outlier\_Coaching\_Stage |
| CSR\_EMPID | nvarchar(20) |  |  | Same as Outlier\_Coaching\_Stage |

### Outlier\_Coaching\_Stage

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| Report\_ID | int |  |  | Report ID is the unique indicator for the record in the file |
| Report\_Code | nvarchar(20) |  |  | Outlier report code that corresponds to the specific report and date. |
| Form\_Type | nvarchar(20) |  |  | Indirect |
| Source | nvarchar(60) |  |  | Source from feed |
| Form\_Status | nvarchar(30) |  |  | Status from feed |
| Event\_Date | datetime |  |  | The date when the incident occurred. |
| Submitted\_Date | datetime |  |  | The date when the evaluation is created. |
| Start\_Date | datetime |  |  | The date when work begins on the evaluation. |
| Submitter\_LANID | nvarchar(30) |  |  | Not Used |
| Submitter\_Name | nvarchar(30) |  |  | Submitter Name (CCO in feed) |
| Submitter\_Email | nvarchar(50) |  |  | From feed (CCO\_Reports@gdit.com) |
| CSR\_LANID | nvarchar(30) |  |  | GDIT Network ID of Employee. Looked up if EmpID provided in file. |
| CSR\_EMPID | nvarchar(20) |  |  | GDIT Employee ID. Looked up if Emp Lan ID provided in file. |
| CSR\_Site | nvarchar(30) |  |  | From feed. Looked up from employee record if empty in file |
| Program | nvarchar(30) |  |  | From feed. Looked up from employee record if empty in file |
| CoachReason\_Current\_Coaching\_Initiatives | nvarchar(20) |  |  | Not Coachable  Opportunity  Reinforcement  Research Required |
| TextDescription | nvarchar(3000) |  |  | Details for the reason for the Coaching |
| FileName | nvarchar(260) |  |  | File name |
| RMgr\_ID | nvarchar(20) |  |  | Identifies the employee ID of the manager who will be conducting the research (for LCS only) |
| CD1 | nvarchar(50) |  |  | From feed - Contractor Defined 1 field (For IAE/IAEF and IAT files) |
| CD2 | nvarchar(50) |  |  | From Feed - Contractor Defined 2 field (For IAE/IAEF and IAT files) |
| Emp\_Role | nvarchar(3) |  |  | Derived from Employee Job code |
| Reject\_Reason | nvarchar(200) |  |  | Derived Reject Reason based on business rules |
| Emp\_Active | nvarchar(1) |  |  | Looked up from employee record |

### Outlier\_FileList

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| File\_SeqNum | int IDENTITY(1,1) |  |  | Auto incremented Identifier for record |
| File\_Name | nvarchar(260) |  |  | File Name |
| File\_LoadDate | datetime |  |  | Date of Load |
| Count\_Staged | int |  |  | Total number of records staged |
| Count\_Loaded | int |  |  | Total number of records loaded into Coaching-Log table |
| Count\_Rejected | int |  |  | Number of records rejected |

### Quality\_Coaching\_Fact

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| Eval\_ID | nvarchar(20) |  |  | Same as Quality\_Coaching\_Stage |
| Eval\_Date | datetime |  |  | Same as Quality\_Coaching\_Stage |
| Eval\_Site\_ID | int |  |  | Same as Quality\_Coaching\_Stage |
| User\_ID | nvarchar(20) |  |  | Same as Quality\_Coaching\_Stage |
| User\_EMPID | nvarchar(20) |  |  | Same as Quality\_Coaching\_Stage |
| User\_LANID | nvarchar(30) |  |  | Same as Quality\_Coaching\_Stage |
| SUP\_ID | nvarchar(20) |  |  | Same as Quality\_Coaching\_Stage |
| SUP\_EMPID | nvarchar(20) |  |  | Same as Quality\_Coaching\_Stage |
| MGR\_ID | nvarchar(20) |  |  | Same as Quality\_Coaching\_Stage |
| MGR\_EMPID | nvarchar(20) |  |  | Same as Quality\_Coaching\_Stage |
| Journal\_ID | nvarchar(30) |  |  | Same as Quality\_Coaching\_Stage |
| Call\_Date | datetime |  |  | Same as Quality\_Coaching\_Stage |
| Summary\_CallerIssues | nvarchar(max) |  |  | Same as Quality\_Coaching\_Stage |
| Coaching\_Goal\_Discussion | nvarchar(4000) |  |  | Same as Quality\_Coaching\_Stage |
| CSE | nvarchar(2) |  |  | Same as Quality\_Coaching\_Stage |
| Evaluator\_ID | nvarchar(20) |  |  | Same as Quality\_Coaching\_Stage |
| Program | nvarchar(20) |  |  | Same as Quality\_Coaching\_Stage |
| Source | nvarchar(30) |  |  | Same as Quality\_Coaching\_Stage |
| Oppor\_Rein | nvarchar(20) |  |  | Same as Quality\_Coaching\_Stage |
| Date\_Inserted | datetime |  |  | Same as Quality\_Coaching\_Stage |
| VerintFormname | nvarchar(50) |  |  | Same as Quality\_Coaching\_Stage |
| isCoachingMonitor | nvarchar(3) |  |  | Same as Quality\_Coaching\_Stage |
| EvalStatus | nvarchar(10) |  |  | Same as Quality\_Coaching\_Stage |

### Quality \_Coaching\_Rejected

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| Eval\_ID | nvarchar(20) |  |  | Same as Quality\_Coaching\_Stage |
| Eval\_Date | datetime |  |  | Same as Quality\_Coaching\_Stage |
| Eval\_Site\_ID | int |  |  | Same as Quality\_Coaching\_Stage |
| User\_ID | nvarchar(20) |  |  | Same as Quality\_Coaching\_Stage |
| User\_EMPID | nvarchar(20) |  |  | Same as Quality\_Coaching\_Stage |
| User\_LANID | nvarchar(30) |  |  | Same as Quality\_Coaching\_Stage |
| SUP\_ID | nvarchar(20) |  |  | Same as Quality\_Coaching\_Stage |
| SUP\_EMPID | nvarchar(20) |  |  | Same as Quality\_Coaching\_Stage |
| MGR\_ID | nvarchar(20) |  |  | Same as Quality\_Coaching\_Stage |
| MGR\_EMPID | nvarchar(20) |  |  | Same as Quality\_Coaching\_Stage |
| Journal\_ID | nvarchar(30) |  |  | Same as Quality\_Coaching\_Stage |
| Call\_Date | datetime |  |  | Same as Quality\_Coaching\_Stage |
| Summary\_CallerIssues | nvarchar(max) |  |  | Same as Quality\_Coaching\_Stage |
| Coaching\_Goal\_Discussion | nvarchar(4000) |  |  | Same as Quality\_Coaching\_Stage |
| CSE | nvarchar(2) |  |  | Same as Quality\_Coaching\_Stage |
| Evaluator\_ID | nvarchar(20) |  |  | Same as Quality\_Coaching\_Stage |
| Program | nvarchar(20) |  |  | Same as Quality\_Coaching\_Stage |
| Source | nvarchar(30) |  |  | Same as Quality\_Coaching\_Stage |
| Oppor\_Rein | nvarchar(20) |  |  | Same as Quality\_Coaching\_Stage |
| Reject\_reason | nvarchar(200) |  |  | Reason for Rejection |
| Date\_Rejected | datetime |  |  | Date of Rejection. |
| VerintFormname | nvarchar(50) |  |  | Same as Quality\_Coaching\_Stage |

### Quality\_Coaching\_Stage

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| Eval\_ID | nvarchar(20) |  |  | Evaluation ID is the unique indicator for the Quality Evaluation. It is the natural key back to the source system. |
| Eval\_Date | datetime |  |  | The date and time when the evaluation is created. |
| Eval\_Site\_ID | int |  |  | The site where the scorecard is created. |
| User\_ID | nvarchar(20) |  |  | Unique Identifier for the Employee in the source system. In this particular IQS feed we get the Employee ID |
| User\_EMPID | nvarchar(20) |  |  | GDIT Employee ID |
| User\_LANID | nvarchar(30) |  |  | Employee’s GDIT Network ID |
| SUP\_ID | nvarchar(20) |  |  | Unique Identifier for the Supervisor in the source system. In this particular IQS feed we get the Sup Employee ID |
| SUP\_EMPID | nvarchar(20) |  |  | Supervisor’s GDIT Employee ID |
| MGR\_ID | nvarchar(20) |  |  | Unique Identifier for the Manager in the source system. In this particular IQS feed we get the MgrEmployee ID |
| MGR\_EMPID | nvarchar(20) |  |  | Manager’s GDIT Employee ID |
| Journal\_ID | nvarchar(30) |  |  | An ID associated to the original voice and data recordings referring to the number assigned to the call. |
| Call\_Date | datetime |  |  | System generated date/time of the call for evaluations with valid call content. If there is no valid call content this field will be populated with the current date generated when the query is run. |
| Summary\_CallerIssues | nvarchar(max) |  |  | Reason why the Beneficiary called.  This goes into Details of Behavior being Coached in the front end.  **PLUS**  Notes for coaching discussions with the CSR.  From “Summary of Coaching Priorities” comment field on the form.  NA will be populated in this field if not populated by the user.  An appealed record will be identified by an “A-“appended at the beginning of any text in this field.  These 2 sections will be separated in the feed by:  <Carriage Return>  **COACHING NOTES**  Note: When IQS feeds are received, containing updated logs that are still Open in our system, this field will be updated to match the newest feed. |
| Coaching\_Goal\_Discussion | nvarchar(4000) |  |  | Not used |
| CSE | nvarchar(2) |  |  | Critical Error code for Customer Service Assessment or Writing Skills Assessment.  Valid QCM values: 1, 2, 3, 4, 5, 6, 7, 8, or Blank (for NA).  Default value: Blank |
| Evaluator\_ID | nvarchar(20) |  |  | The User ID of the person who created the evaluation. |
| Program | nvarchar(20) |  |  | Medicare or Marketplace |
| Source | nvarchar(30) |  |  | The Source of the eCoaching log informaiton  Valid values:  Verint-GDIT  Verint-GDIT Supervisor  Verint-TQC  LimeSurvey |
| Oppor\_Rein | nvarchar(20) |  |  | Value calculated from the section overall scores within the scorecards.  Valid values:  Opportunity  Reinforcement  Opportunity-PWC  Met goal  Did not meet goal |
| Date\_Inserted | datetime |  |  | Date Inserted Into Coaching\_Log table. Derived from date of load. |
| VerintFormname | nvarchar(50) |  |  | Verint Form Name |
| isCoachingMonitor | nvarchar(3) |  |  | Yes/No/NA to indicate if the Monitor is a coaching Monitor. Sent in feed. |
| Emp\_Role | nvarchar(3) |  |  | Determined from employee job code (C,S,Q,L and T) |
| Module | int |  |  | Populated based on Formname from feed. If Formname contains ‘%ATA%’ then 3 else 1 |
| Reject\_Reason | nvarchar(200) |  |  | Resaon for log rejection |
| EvalStatus | nvarchar(10) |  |  | Status of Evaluation from Verint. If Inactive will not be loaded into Coaching Log  If received Inactive for an already loaded evaluation, log will be inactivated. |

### Quality\_FileList

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| File\_SeqNum | Int  IDENTITY(1,1) |  | N | Auto incremented Identifier for record |
| File\_Name | nvarchar(260) |  |  | File Name |
| File\_LoadDate | datetime |  |  | Date of Load |
| Count\_Staged | int |  |  | Total number of records staged |
| Count\_Loaded | int |  |  | Total number of records loaded into Coaching-Log table |
| Count\_Rejected | int |  |  | Number of records rejected |
|  |  |  |  |  |

### Quality\_Now\_Coaching\_Rejected

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| QN\_Batch\_ID | nvarchar(20) |  |  | The Quality Now batch id assigned. Arrives in feed. |
| QN\_Batch\_Status | nvarchar(20) |  |  | The status of the batch Values are:  Active Inactive |
| Eval\_ID | nvarchar(20) |  |  | Evaluation ID is the unique indicator for the scorecard. This should be a natural key back to the source system. |
| Eval\_Date | Datetime |  |  | The date and time when the evaluation is created. This will be the system calculated date and local time of the site where the evaluation is first saved.  Cannot be future dated. |
| Eval\_Site\_ID | int |  |  | The NDW site ID where the CSR resides when the scorecard is created. |
| User\_EmpID | Datetime |  |  | Employee ID for the Employee  (for ATA Scorecards this will be a quality monitor)Cannot be future dated. |
| Call\_Date | Datetime |  |  | System generated date/time of the call for evaluations with valid call content. If there is no valid call content this field will be populated with the current date generated when the query is run. |
| Journal\_ID | nvarchar(30) |  |  | An ID associated to the original voice and data recordings referring to the number assigned to the call.  Cannot be Null, Blank or NA for PPoM and QCM but can be blank otherwise. |
| Source | nvarchar(20) |  |  | Identifies where the items is Marketplace or Medicare. Values are:  Yes = Marketplace  No = Medicare |
| VerintFormName | nvarchar(50) |  |  | For records from Verint = scorecard form used  For ATA Scorecards, the letters ATA will be somewhere in the field |
| isCoachingMonitor | nvarchar(3) |  |  | Indicates where scorecard form was a coaching monitor or not  Values are:  Yes = Coaching Monitor  No = Not a coaching Monitor  NA = Not applicable |
| Reject\_Reason | nvarchar(200) |  |  | Reason for Rejection |
| Date\_Rejected | DateTime |  |  | Date of Rejection |

### Quality\_Now\_Coaching\_Stage

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| QN\_Batch\_ID | nvarchar(20) |  | N | The Quality Now batch id assigned. Arrives in feed. |
| QN\_Batch\_Status | nvarchar(20) |  |  | The status of the batch Values are:  Active Inactive |
| User\_EMPID | nvarchar(20) |  |  | Employee ID for the Employee  (for ATA Scorecards this will be a quality monitor) |
| Eval\_Site\_ID | int |  |  | The site ID where the CSR |
| SUP\_EMPID | nvarchar(20) |  |  | Supervisor’s Employee ID |
| MGR\_EMPID | nvarchar(20) |  |  | Manager’s Employee ID |
| QN\_Source | nvarchar(30) |  |  | The Source of the eCoaching log informaiton  Valid values:  Verint-CCO  Verint-CCO Supervisor |
| QN\_Strengths\_Opportunities | nvarchar(2000) |  |  | The Contact Summary from the input file |
| Eval\_ID | nvarchar(20) |  |  | Evaluation ID is the unique indicator for the scorecard. This should be a natural key back to the source system. |
| Eval\_Date | Datetime |  |  | The date and time when the evaluation is created. This will be the system calculated date and local time of the site where the evaluation is first saved.  Cannot be future dated. |
| Evaluator\_ID | nvarchar(20) |  |  | The User ID of the person who created the evaluation.  For IQA Scorecards, this will be 999999  For ATA Scorecards, this will be the alignment specialist |
| Call\_Date | Datetime |  |  | System generated date/time of the call for evaluations with valid call content. If there is no valid call content this field will be populated with the current date generated when the query is run. |
| Journal\_ID | nvarchar(30) |  |  | An ID associated to the original voice and data recordings referring to the number assigned to the call.  Cannot be Null, Blank or NA for PPoM and QCM but can be blank otherwise. |
| EvalStatus | nvarchar(10) |  |  | The active status of the record.  Values are:  Active  Inactive Note: if the number of active evaluations in the batch is less than 3, the batch id shall be Inactive |
| Summary\_CallerIssues | nvarchar(max) |  |  | Text containing the information from the evaluation.  The general format for Quality Now shall be:  Channel – Reason for Contact  Reason for Contact Comments |
| Program | nvarchar(20) |  |  | Identifies where the items is Marketplace or Medicare. Values are:  Yes = Marketplace  No = Medicare |
| VerintFormName | nvarchar(50) |  |  | For records from Verint = scorecard form used  For ATA Scorecards, the letters ATA will be somewhere in the field |
| isCoachingMonitor | nvarchar(3) |  |  | Indicates where scorecard form was a coaching monitor or not  Values are:  Yes = Coaching Monitor  No = Not a coaching Monitor  NA = Not applicable |
| Business\_Process | nvarchar(20) |  |  | Rating on following established business process. Values are:  Complaint  Non-compliant |
| Business\_Process\_Reason | nvarchar(200) |  |  | Reason for non-compliance |
| Business\_Process\_Comment | nvarchar(2000) |  |  | Comments entered by evaluator |
| Info\_Accuracy | nvarchar(20) |  |  | Rating on offering correct information to customers. Values are:  Complaint  Non-compliant |
| Info\_Accuracy\_Reason | nvarchar(200) |  |  | Reason for non-compliance |
| Info\_Accuracy\_Comment | nvarchar(2000) |  |  | Comments entered by evaluator |
| Privacy\_Disclaimers | nvarchar(20) |  |  | Rating for abiding by all regulator requirements during each interaction. Values are:  Complaint  Non-compliant |
| Privacy\_Disclaimers\_Reason | nvarchar(200) |  |  | Reason for non-compliance |
| Privacy\_Disclaimers\_Comment | nvarchar(2000) |  |  | Comments entered by evaluator |
| Issue\_Resolution | nvarchar(50) |  |  | Rating for applying tools to provide complete information. Values are:  Novice  Emerging  Effective  Advanced  Expert  Customer Service Escalation |
| Issue\_Resolution\_Comment | nvarchar(2000) |  |  | Comments entered by evaluator |
| Call\_Efficiency | nvarchar(50) |  |  | Rating for controlling the call and handling the customer’s issues. Values are:  Novice  Emerging  Effective  Advanced  Expert  Customer Service Escalation |
| Call\_Efficiency\_Comment | nvarchar(2000) |  |  | Comments entered by evaluator |
| Active\_Listening | nvarchar(50) |  |  | Rating for demonstrating an understanding of the customers needs. Values are:  Novice  Emerging  Effective  Advanced  Expert  Customer Service Escalation |
| Active\_Listening\_Comment | nvarchar(2000) |  |  | Comments entered by evaluator |
| Personality\_Flexing | nvarchar(50) |  |  | Rating for being aware of our and our customers’ personalities and circumstance. Values are:  Novice  Emerging  Effective  Advanced  Expert  Customer Service Escalation |
| Personality\_Flexing\_Comment | nvarchar(2000) |  |  | Comments entered by evaluator |
| Customer\_Temp\_Start | nvarchar(30) |  |  | Customer’s temperature.  Values are:  1 - Exuberant  2 – Happy  3 – Neutral  4 – Frustrated  5 – Furious |
| Customer\_Temp\_Start\_Comment | nvarchar(2000) |  |  | Comments entered by evaluator |
| Customer\_Temp\_End | nvarchar(30) |  |  | Customer’s temperature.  Values are:  1 - Exuberant  2 – Happy  3 – Neutral  4 – Frustrated  5 – Furious |
| Customer\_Temp\_End\_Comment | nvarchar(2000) |  |  | Comments entered by evaluator |
| Emp\_Role | nvarchar(3) |  |  | Role of Employee detrmined from job code. C for CSR and Q for Quality Module team. |
| Module | int |  |  | 1(CSR) or 3 (Quality) determined from Emp\_Role above |
| Reject\_Reason | nvarchar(200) |  |  | Reason for Rejection. |

### Quality\_Now\_FileList

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| File\_SeqNum | int IDENTITY(1,1) |  |  | Auto incremented Identifier for record |
| File\_Name | nvarchar(260) |  |  | File Name |
| File\_LoadDate | datetime |  |  | Date of Load |
| Count\_Staged | int |  |  | Total number of records staged |
| Count\_Loaded | int |  |  | Total number of records loaded into Coaching-Log table |
| Count\_Rejected | int |  |  | Number of records rejected |

### Quality\_Other\_Coaching\_Rejected

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| Report\_ID | int |  |  | Same as Quality\_Coaching\_Other\_Stage |
| Report\_Code | nvarchar(20) |  |  | Same as Quality\_Coaching\_Other\_Stage |
| Form\_Type | nvarchar(20) |  |  | Same as Quality\_Coaching\_Other\_Stage |
| Source | nvarchar(60) |  |  | Same as Quality\_Coaching\_Other\_Stage |
| Form\_Status | nvarchar(30) |  |  | Same as Quality\_Coaching\_Other\_Stage |
| Event\_Date | datetime |  |  | Same as Quality\_Coaching\_Other\_Stage |
| Submitted\_Date | datetime |  |  | Same as Quality\_Coaching\_Other\_Stage |
| Start\_Date | datetime |  |  | Same as Quality\_Coaching\_Other\_Stage |
| Submitter\_ID | nvarchar(10) |  |  | Same as Quality\_Coaching\_Other\_Stage |
| Submitter\_LANID | nvarchar(30) |  |  | Same as Quality\_Coaching\_Other\_Stage |
| Submitter\_Email | nvarchar(50) |  |  | Same as Quality\_Coaching\_Other\_Stage |
| Emp\_ID | nvarchar(10) |  |  | Same as Quality\_Coaching\_Other\_Stage |
| Emp\_LANID | nvarchar(30) |  |  | Same as Quality\_Coaching\_Other\_Stage |
| Emp\_Site | nvarchar(30) |  |  | Same as Quality\_Coaching\_Other\_Stage |
| Program | nvarchar(30) |  |  | Same as Quality\_Coaching\_Other\_Stage |
| CoachReason\_Current\_Coaching\_Initiatives | nvarchar(20) |  |  | Same as Quality\_Coaching\_Other\_Stage |
| TextDescription | nvarchar(3000) |  |  | Same as Quality\_Coaching\_Other\_Stage |
| FileName | nvarchar(260) |  |  | Same as Quality\_Coaching\_Other\_Stage |
| Rejected\_Reason | nvarchar(200) |  |  | Reject Reason per business logic |
| Rejected\_Date | datetime |  |  | Date and time of rejection. Load Process. |

### Quality\_Other\_Coaching\_Stage

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| Report\_ID | int |  |  | Report ID is the unique indicator for the record from the feed. |
| Report\_Code | nvarchar(20) |  |  | Quality report code that corresponds to the specific report and date.  (CTCyyyymmdd – Coach the Coach)  (HFCyyyymmdd – High Five CSAT)  (KUD yyyymmdd– Kudos) |
| Form\_Type | nvarchar(20) |  |  | Indirect (feed) |
| Source | nvarchar(60) |  |  | CTC – Internal CCO Reporting  KUD – Internal CCO Reporting  HFC - Internal CCO Reporting |
| Form\_Status | nvarchar(30) |  |  | CTC – Pending Acknowledgement KUD – Pending Acknowledgement  HFC - Pending Acknowledgement |
| Event\_Date | datetime |  |  | The date when the incident occurred. (feed)e CSR’s sentuator IDcard as an opportunity or reinforcement |
| Submitted\_Date | datetime |  |  | The date when the evaluation is created. (feed)  e CSR’s sentuator IDcard as an opportunity or reinforcement |
| Start\_Date | datetime |  |  | The date when work begins on the evaluation. (feed) |
| Submitter\_ID | nvarchar(10) |  |  | Submitter attributes from feed |
| Submitter\_LANID | nvarchar(30) |  |  | Submitter attributes from feed |
| Submitter\_Email | nvarchar(50) |  |  | Submitter attributes from feed |
| Emp\_ID | nvarchar(10) |  |  | Employee ID from feed |
| Emp\_LANID | nvarchar(30) |  |  | Looked up from employee record |
| Emp\_Site | nvarchar(30) |  |  | CSR site name |
| Program | nvarchar(30) |  |  | Identifies whether the coaching record is for Medicare or Marketplace. Looked up from employee record if missing |
| CoachReason\_Current\_Coaching\_Initiatives | nvarchar(20) |  |  | CTC – Reinforcement  KUD – Reinforcement  HFC - Reinforcement |
| TextDescription | nvarchar(4000) |  |  | Details for the reason for the Coaching CTC – concatenation of  Problem: Please Describe the Success or Opportunity +  Behavior: Please Describe the Success or Opportunity +  Result: Please Describe the Success or Opportunity +  Follow Up: Please Describe the Success or Opportunity (feed)  KUD – Details for the reason for the Coaching (feed)  HFC - Details for the reason for the Coaching (feed) |
| FileName | nvarchar(260) |  |  | Name of feed file |
| Reject\_Reason | nvarchar(200) |  |  | Reason for Rejection |
| Competency | nvarchar(30) |  |  | Achievemment  Possible values:   |  | | --- | | Accurate Arrow | | Active Listener | | Compassionate Communicator | | Nimble Navigator | | Privacy Protector | | Process Pro | | Smooth Operator | |
| Note | nvarchar(30) |  |  | A comment indicating the reason for the achievement noted in the Competency field.  Possible values:  Improves  Maintains |
| BingoType | nvarchar(30) |  |  | Type of Bingo (QN/QM) |

### Quality\_Other\_FileList

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| File\_SeqNum | int IDENTITY(1,1) |  |  | Auto incremented Identifier for record |
| File\_Name | nvarchar(260) |  |  | File Name |
| File\_LoadDate | datetime |  |  | Date of Load |
| Count\_Staged | int |  |  | Total number of records staged |
| Count\_Loaded | int |  |  | Total number of records loaded into Coaching-Log table |
| Count\_Rejected | int |  |  | Number of records rejected |

### Reasons\_By\_ReportCode

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| ReportCode | nvarchar(20) |  | N | Report Code based on value received in feed. |
| Reason | nvarchar(100) |  |  | Reasons available in drop down during review. |
|  |  |  |  |  |

### ShortCalls\_Behavior

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| ID | int IDENTITY(101,1) | PK |  | Auto incremented Identifier for record |
| Description | nvarchar(100) |  |  | Description of behavior |
| Valid | bit |  |  | Flag to indicate if behavior is valid |
| Active | bit |  |  | Flag to indicate if behavior is active |

### ShortCalls\_Behavior\_Action\_Link

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| BehaviorId | int | PKmFK |  | References ShortCalls\_Behavior (ID) |
| ActionId | int |  | References ShortCalls\_Prescriptive\_Actions (ID) |
| DisplayOrder | int |  |  | An integer to indicate the order of display of action per behavior based on interactions |
| Active | bit |  |  | Flag to indicate if link is active |

### ShortCalls\_Evaluations

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| CoachingID | bigint | PK |  | References Coaching ID from Coaching\_log table |
| VerintCallID | nvarchar(30) |  | Verint call id of call |
| EventDate | datetime |  |  | Event date of call |
| StartDate | datetime |  |  | Start date of call |
| Valid | nvarchar(3) |  |  | Indicates whether short call is valid or not |
| BehaviorID | int |  |  | The ID for the behavior chosen as the reason for the short call during sup review |
| Action | nvarchar(1000) |  |  | Prescriptive action if behavior is determined as invalid |
| CoachingNotes | nvarchar(4000) |  |  | Supervisor coaching notes for the call |
| LSAInformed | nvarchar(3) |  |  | Indicates whether LSA has been informed |
| MgrAgreed | nvarchar(3) |  |  | Indicates whether or not Manager agrees with supervisors review of call |
| MgrComments | nvarchar(2000) |  |  | Manager comments if they disagree with sup review. |

### ShortCalls\_Evaluations\_Archive

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| CoachingID | bigint | PK |  | References Coaching ID from Coaching\_log table |
| VerintCallID | nvarchar(30) |  |  | Verint call id of call |
| EventDate | datetime |  |  | Event date of call |
| StartDate | datetime |  |  | Start date of call |
| Valid | nvarchar(3) |  |  | Indicates whether short call is valid or not |
| BehaviorID | int |  |  | The ID for the behavior chosen as the reason for the short call during sup review |
| Action | nvarchar(1000) |  |  | Prescriptive action if behavior is determined as invalid |
| CoachingNotes | nvarchar(4000) |  |  | Supervisor coaching notes for the call |
| LSAInformed | nvarchar(3) |  |  | Indicates whether LSA has been informed |
| MgrAgreed | nvarchar(3) |  |  | Indicates whether or not Manager agrees with supervisors review of call |
| ArchivedBy | nvarchar(50) |  |  | Description of Process doing the Archive.  Manual or Automated  Passed as param to archiving stored procedure. |
| ArchivedDate | datetime |  |  | Date and Time of Archiving |

### ShortCalls\_Prescriptive\_Actions

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| ID | int IDENTITY(1,1) | PK |  | Auto incremented Identifier for record |
| Action | nvarchar(1000) |  |  |  |
| Active | bit |  |  | Flag to indicate if action is active |

### Survey\_DIM\_QAnswer

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| SurveyTypeID | int |  | N | References SurveyTypeID Survey\_DIM\_Type table |
| QuestionID | int |  | N | References QuestionID from Survey\_DIM\_Question |
| QuestionNumber | int |  | N | References QuestionNumber from Survey\_DIM\_Question |
| ResponseID | int |  | N | References ResponseID from Survey\_DIM\_Response |
| ResponseValue | nvarchar(50) |  |  | The value corresponding to the ResponseID |
| ResponseType | nvarchar(100) |  |  | Indiactes the type of control to use in UI. Including but not limited to values like  Radio button |
| isHotTopic | bit |  |  | Falg to Indicate whether question is a hot topic question. |
| StartDate | int |  |  | Same as Survey\_DIM\_Question table |
| EndDate | int |  |  | Same as Survey\_DIM\_Question table |
| isActive | bit |  |  | Same as Survey\_DIM\_Question table |
| LastUpdateDate | datetime |  |  | Indicates date and time record was last updated |
| isPilot | bit |  |  | Flag to indicate whether question is for Pilot Survey |
| ResponseOrder | int |  |  | Order of the responses for that question |

### Survey\_DIM\_Question

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| QuestionID | int IDENTITY(1,1) | PK | N | Unique auto incremented Identifier for Question |
| Decsription | nvarchar(1000) |  | N | Description for question (verbiage) |
| DisplayOrder | int |  | N | Gives the display order for the questions in the survey. |
| StartDate | int |  |  | Effective start date for the question |
| EndDate | int |  |  | Effective end date for a question |
| isHotTopic | bit |  |  | Indicates whether a question is a hot topic question. This question will be displayed only on special request and can be a changing question. |
| isActive | bit |  |  | Flag to indicate whether question is Active |
| LastUpdateDate | datetime |  |  | Indicates date and time record was last updated |
| isPilot | bit |  |  | Flag to indicate whether question is for Pilot Survey |

### Survey\_DIM\_Response

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| ResponseID | int IDENTITY(1,1) | PK | N | Unique auto incremented Identifier for a response |
| Value | nvarchar(100) |  | N | The actual Response corresponding to the ResponseID |
| isActive | bit |  |  | Flag to indicate whether Response is Active |
| LastUpdateDate | datetime |  |  | Indicates date and time record was last updated |

### Survey\_DIM\_Type

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| SurveyTypeID | int IDENTITY(1,1) | PK | N | Unique identifier for survey Type  Currently only 1 |
| Decsription | nvarchar(260) |  | N | Description for type of survey  Currently only 1 Survey Type  ‘Employee Survey’ |
| StartDate | int |  | N | Survey effective Start date |
| EndDate | int |  | N | Survey end date. 99991231 for Active surveys |
| isActive | bit |  | N | Flag to indicate if survey is active |
| CSR | bit |  | N | Flag to indicate if a Survey should be given to Employees in CSR Module |
| Supervisor | bit |  | N | Flag to indicate if a Survey should be given to Employees in Supervisor Module |
| Quality | bit |  | N | Flag to indicate if a Survey should be given to Employees in Quality Module |
| LSA | bit |  | N | Flag to indicate if a Survey should be given to Employees in LSA Module |
| Training | bit |  | N | Flag to indicate if a Survey should be given to Employees in Training Module |
| LastUpdateDate | datetime |  |  | Date and time of last update to the survey type static record. |

### Survey\_Pilot\_Date

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
|  |  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |  |

### Survey\_Response\_Detail

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| [SurveyID] [int] NOT NULL, | int | PK | N | Refers to the Survey ID from Surevey\_Response\_Header parent table |
| [QuestionID] [int] NOT NULL, | int | N | Question number from the survey |
| [ResponseID] [int] NOT NULL, | int | N | Response to the question |
| [UserComments] [nvarchar](4000) NULL, | Nvarchar(4000) |  |  | Employee additional comments for specific question |

### Survey\_Response\_Header

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| [SurveyID] | int IDENTITY(1,1) | PK | N | Unique identifier for survey created |
| [SurveyTypeID] | int |  | N | Identifier for the type of survey |
| [CoachingID] | bigint |  | N | The Coaching log for which the survey is being generated. A random Coaching log is picked from the list of completed logs for the month. One survey per agent per month. |
| [FormName] | nvarchar(50) |  | N | The form name corresponding to the Coaching log above |
| [EmpID] | nvarchar(10) |  | N | The Employee ID for whom the survey is being generated. The owner of the coaching log. |
|  |  |  |  |  |
| [SiteID] | int |  | N | Employee site |
| [SourceID] | int |  | N | Coaching log source |
| [ModuleID] | int |  | N | The module to which the original coaching log belongs |
| [CreatedDate] | datetime |  | N | The date time the survey is generated. Surveys are generated on the 8th, 15th or 22nd of each month. |
| [MonthOfYear] | int |  | N | The month of year for the survey based on survey created date |
| [CalendarYear] | int |  | N | The year of the survey based on created date |
| [CSRComments] | nvarchar(4000) |  |  | CSR general comments to the survey not specific to any question |
| [EmailSent] | bit |  | N | Flag to indicate if Email has been sent to notify Employee when survey is generated and record inserted into database |
| [CompletedDate] | datetime |  |  | The date and time the Employee completes the survey. Auto populated when Employee hits submit. |
| [Status] | nvarchar(20) |  |  | Status of survey  Open by default when generated  Completed when Employee completes  Inactive– 5 days after generation when survey expires or when employee is no longer Active |
| [InactivationDate] | datetime |  |  | Date Survey is Inactivated as described above |
| [InactivationReason] | nvarchar(100) |  |  | Reason for Inactivation.  Including but not limited to  Employee Not Active  And  Survey Expired |
| [NotificationDate] | datetime |  |  | Notification date and time |
| [EmpLanID] | varbinary(128) |  | N | Encrypted Employee lanid |

### Survey\_Sites

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| SiteID | int | PK | N | Site Identifiers |
| City | nvarchar(20) |  | N | Same as site DIM |
| isActive | bit |  |  | Flag to indicate whether site is Active |
| isPilot | bit |  |  | Flag to indicate whether Site has pilot survey |
| isHotTopic | bit |  |  | Flag to indicate whether site has Hot Topic question |
|  |  |  |  |  |
|  |  |  |  |  |

### Training\_Coaching\_Rejected

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| Report\_ID | int |  |  | Same Training\_Coaching\_Stage |
| Report\_Code | nvarchar(20) |  |  | Same Training\_Coaching\_Stage |
| Form\_Type | nvarchar(20) |  |  | Same Training\_Coaching\_Stage |
| Source | nvarchar(60) |  |  | Same Training\_Coaching\_Stage |
| Form\_Status | nvarchar(30) |  |  | Same Training\_Coaching\_Stage |
| Event\_Date | datetime |  |  | Same Training\_Coaching\_Stage |
| Submitted\_Date | datetime |  |  | Same Training\_Coaching\_Stage |
| Start\_Date | datetime |  |  | Same Training\_Coaching\_Stage |
| Submitter\_LANID | nvarchar(30) |  |  | Same Training\_Coaching\_Stage |
| Submitter\_Name | nvarchar(30) |  |  | Same Training\_Coaching\_Stage |
| Submitter\_Email | nvarchar(50) |  |  | Same Training\_Coaching\_Stage |
| CSR\_LANID | nvarchar(30) |  |  | Same Training\_Coaching\_Stage |
| CSR\_Site | nvarchar(20) |  |  | Same Training\_Coaching\_Stage |
| Program | nvarchar(30) |  |  | Same Training\_Coaching\_Stage |
| CoachReason\_Current\_Coaching\_Initiatives | nvarchar(20) |  |  | Same Training\_Coaching\_Stage |
| TextDescription | nvarchar(3000) |  |  | Same Training\_Coaching\_Stage |
| FileName | nvarchar(260) |  |  | Same Training\_Coaching\_Stage |
| Rejected\_Reason | nvarchar(200) |  |  | Derived from business logic. Reason for Log being rejected. |
| Rejected\_Date | datetime |  |  | Date of rejection which is the date and time the file was loaded. |

### Training\_Coaching\_Stage

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Comment** | **PK** | **FK** |
| Report\_ID | int |  |  | Report ID is the unique indicator for the record from the feed. |
| Report\_Code | nvarchar(20) |  |  | Training report code that corresponds to the specific report and date from the feed.  (ODT – Overdue Training  SDR – Short Duration Report) |
| Form\_Type | nvarchar(20) |  |  | Indirect (feed) |
| Source | nvarchar(60) |  |  | Training and development (feed) |
| Form\_Status | nvarchar(30) |  |  | Status of the evaluation  (ODT – Pending Supervisor Review  SDR – Pending Manager Review))  From feed |
| Event\_Date | datetime |  |  | The date when the incident occurred. (feed)e CSR’s sentuator IDcard as an opportunity or reinforcement |
| Submitted\_Date | datetime |  |  | The date when the evaluation is created. (feed)  e CSR’s sentuator IDcard as an opportunity or reinforcement |
| Start\_Date | datetime |  |  | The date when work begins on the evaluation. (feed) |
| Submitter\_LANID | nvarchar(30) |  |  | Submitter attributes from feed |
| Submitter\_Name | nvarchar(30) |  |  | Submitter attributes from feed |
| Submitter\_Email | nvarchar(50) |  |  | Submitter attributes from feed |
| CSR\_LANID | nvarchar(30) |  |  | Employee ID from feed |
| CSR\_EMPID | nvarchar(20) |  |  | Looked up from employee record |
| CSR\_Site | nvarchar(20) |  |  | CSR site name |
| Program | nvarchar(30) |  |  | Program from feed  Medicare or Marketplace  Looked up from employee record if missing |
| CoachReason\_Current\_Coaching\_Initiatives | nvarchar(20) |  |  | Research required |
| TextDescription | nvarchar(3000) |  |  | Details for the reason for the Coaching (ODT – Item Title, Days Overdue  SDR – Item Title, Length of Training, Time Spent on Training) |
| FileName | nvarchar(260) |  |  | Name of feed file |
| Reject\_Reason | nvarchar(200) |  |  | Reason for Rejection |

### Training\_FileList

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| File\_SeqNum | int IDENTITY(1,1) |  |  | Auto incremented Identifier for record |
| File\_Name | nvarchar(260) |  |  | File Name |
| File\_LoadDate | datetime |  |  | Date of Load |
| Count\_Staged | int |  |  | Total number of records staged |
| Count\_Loaded | int |  |  | Total number of records loaded into Coaching-Log table |
| Count\_Rejected | int |  |  | Number of records rejected |

### UI\_Dashboard\_Summary\_Display

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| RoleID | int | PK | N | UI Role Identifiers  Same as UI\_Role table |
| RoleName | nvarchar(40) |  | N | Name for the Role based om Employee Job Code  Same as UI\_Role table |
| MyPending | bit |  | N | Column to control access the UI section. |
| MyCompleted | bit |  | N | Column to control access the UI section. |
| MyTeamPending | bit |  | N | Column to control access the UI section. |
| MyTeamCompleted | bit |  | N | Column to control access the UI section. |
| MyTeamWarning | bit |  | N | Column to control access the UI section. |
| MySubmission | bit |  | N | Column to control access the UI section. |
| MyFollowup | bit |  | N | Column to control access the UI section. |

### UI\_Role\_Page\_Access

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| RoleID | int | PK | N | UI Role Identifiers  Same as UI\_Role table |
| RoleName | nvarchar(40) |  | N | Name for the Role based om Employee Job Code  Same as UI\_Role table |
| NewSubmission | bit |  | N | Column to control access the UI tab. |
| MyDashboard | bit |  | N | Column to control access the UI tab. |
| HistoricalDashboard | bit |  | N | Column to control access the UI tab. |

### UI\_User\_Role

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| RoleID | int | PK | N | UI Role Identifiers  IDENTITY(101,1) |
| RoleName | nvarchar(40) |  | N | Name for the Role based om Employee Job Code |
| RoleDescription | nvarchar(1000) |  |  | Brief description of job codes making up the Role |
|  |  |  |  |  |
|  |  |  |  |  |

### Warning\_Log

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype (Size)** | **Key** | **Allow NULL?** | **Description** |
| WarningID | bigint IDENTITY(1,1) | PK | N | Auto generated incremental Warning Log Identifier |
| FormName | nvarchar(50) |  |  | Concatenate ‘eCL’ + EmpID + WarningD |
| ProgramName | nvarchar(50) |  |  | Program based on call, Activity or Employee record.  Valid Values:   * Mediacre * Marketplace   NA |
| SourceID | int | FK | N | Source for Warning Log based on Form Type which can be Direct only and the actual Sub Source. References DIM\_Source (SourceID) |
| StatusID | int | Fk | N | Status for warning Log.  Always submitted in Completed State.  References DIM\_Status (StatusID) |
| SiteID | int | FK | N | Site for Warning Log. References DIM\_Site (SiteID) |
| EmpID | nvarchar(10) |  |  | GDIT Employee ID of Warning Log owner. |
| SubmitterID | nvarchar(10) |  |  | Employee IF of person submitting the log. Usually direct supervisor or manager. |
| SupID | nvarchar(10) |  |  | Employee ID of employee’s Supervisor at the time of log submission |
| MgrID | nvarchar(10) |  |  | Employee ID of employee’s Manager at the time of log submission |
| WarningGivenDate | datetime |  |  | Date |
| Description | varbinary(max) |  |  | Details of why the warning was given and the reason for coaching |
| CoachingNotes | varbinary(max) |  |  | Details from the coaching session including action plans developed. |
| SubmittedDate | datetime |  |  | Date and time Coaching Logs is submitted |
| ModuleID | int |  |  | ID for Module References DIM\_Module (ModuleID)  Valid values:  1  2  3  4  5 |
| Active | Bit  DEFAULT (1) |  |  | Flag to indicate whether warning is active. Expires by default 91 days of WarningGivenDate |
| numReportID | int |  |  | Unique indicator for the record in feed files. (For loading warnings history) |
| strReportCode | nvarchar(30) |  |  | Report code that corresponds to the specific report and date. (For loading warnings history) |
| Behavior | nvarchar(30) |  |  |  |
| isCSRAcknowledged | bit |  |  |  |
| CSRReviewAutoDate | datetime |  |  |  |
| EmailSent | bit |  | N | DEFAULT (0) |
| ReminderSent | bit |  | N | DEFAULT (0) |
| ReminderDate | datetime |  |  |  |
| ReminderCount | int |  | N | DEFAULT (0) |
| CSRComments | Varbinary (max) |  |  |  |

### Warning\_Log\_Reason

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| WarningID | bigint |  | x | References warning\_Log table (WarningID) |
| CoachingReasonID | bigint |  | References DIM\_Coaching\_Reason(Coaching\_Reason\_ID) |
| SubCoachingReasonID | bigint |  | References DIM\_SubCoaching\_Reason(SubCoaching\_Reason\_ID) |
| Value | nvarchar(30) |  |  | Opportunity only |
|  |  |  |  |  |
|  |  |  |  |  |

### Warning\_Log\_Static\_text

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Datatype** | **Key** | **Allow NULL?** | **Description** |
| TextID | int | PK | N | Unique identifier for Statix text |
| TextDescription | nvarchar(4000) |  | N | Static text |
| Active | bit |  | N | Flag indicating if Text Is currently being used |
| CoachingReasonID | int |  | N | Coaching Reason the text is associated with |
| SubCoachingReasonID | int |  | N | SubCoaching Reason the text is associated with |
| CSR | bit |  |  | Flag to indicate if text is associated with module |
| Supervisor | bit |  |  | Flag to indicate if text is associated with module |
| Quality | bit |  |  | Flag to indicate if text is associated with module |
| LSA | bit |  |  | Flag to indicate if text is associated with module |
| Training | bit |  |  | Flag to indicate if text is associated with module |
| StartDate | int |  | N | Effective start date for text |
| EndDate | int |  | N | Effective end date for text |

* 1. **Stored Procedures**

|  | **Procedure Name** |
| --- | --- |
|  | sp\_AT\_Check\_Entitlements |
|  | sp\_AT\_Coaching\_Inactivation\_Reactivation |
|  | sp\_AT\_Coaching\_Reassignment |
|  | sp\_AT\_Populate\_User |
|  | sp\_AT\_Select\_Action\_Reasons |
|  | sp\_AT\_Select\_Employees\_Coaching\_Inactivation\_Reactivation |
|  | sp\_AT\_Select\_Employees\_Inactivation\_Reactivation |
|  | sp\_AT\_Select\_Employees\_Warning\_Inactivation\_Reactivation |
|  | sp\_AT\_Select\_Logs\_Inactivation\_Reactivation |
|  | sp\_AT\_Select\_Logs\_Reassign |
|  | sp\_AT\_Select\_Modules\_By\_LanID |
|  | sp\_AT\_Select\_ReassignFrom\_Users |
|  | sp\_AT\_Select\_ReassignTo\_Users |
|  | sp\_AT\_Select\_Roles\_By\_User |
|  | sp\_AT\_Select\_Status\_By\_Module |
|  | sp\_AT\_Select\_User\_Detail |
|  | sp\_AT\_Warning\_Inactivation\_Reactivation |
|  | sp\_Dashboard\_Director\_Site\_Completed |
|  | sp\_Dashboard\_Director\_Site\_Completed\_Count |
|  | sp\_Dashboard\_Director\_Site\_Export |
|  | sp\_Dashboard\_Director\_Site\_Export\_Count |
|  | sp\_Dashboard\_Director\_Site\_Pending |
|  | sp\_Dashboard\_Director\_Site\_Pending\_Count |
|  | sp\_Dashboard\_Director\_Site\_Warning |
|  | sp\_Dashboard\_Director\_Site\_Warning\_Count |
|  | sp\_Dashboard\_Director\_Summary\_Count |
|  | sp\_Dashboard\_Director\_Summary\_Count\_ByStatus |
|  | sp\_Dashboard\_Populate\_Filter\_DropDowns |
|  | sp\_Dashboard\_Summary\_Count |
|  | sp\_Dashboard\_Summary\_Count\_ByStatus |
|  | sp\_Dim\_Date\_Add\_Date\_Range |
|  | sp\_Dim\_Date\_Add\_Unknown\_Row |
|  | sp\_Display\_Sites\_For\_Module |
|  | sp\_Get\_Dates\_For\_Previous\_Month |
|  | sp\_Get\_Dates\_For\_Previous\_Week |
|  | sp\_HistoricalDashboardAclInsert |
|  | sp\_InactivateCoachingLogsForTerms |
|  | sp\_InactivateExpiredWarningLogs |
|  | sp\_Insert\_Into\_Coaching\_Log\_Archive |
|  | sp\_InsertInto\_Coaching\_Log |
|  | sp\_InsertInto\_Coaching\_Log\_ETS |
|  | sp\_InsertInto\_Coaching\_Log\_Generic |
|  | sp\_InsertInto\_Coaching\_Log\_NPN |
|  | sp\_InsertInto\_Coaching\_Log\_Outlier |
|  | sp\_InsertInto\_Coaching\_Log\_Outlier\_ShortCalls |
|  | sp\_InsertInto\_Coaching\_Log\_Quality |
|  | sp\_InsertInto\_Coaching\_Log\_Quality\_Now |
|  | sp\_InsertInto\_Coaching\_Log\_Quality\_Other |
|  | sp\_InsertInto\_Coaching\_Log\_Training |
|  | sp\_InsertInto\_ETS\_Rejected |
|  | sp\_InsertInto\_Generic\_Rejected |
|  | sp\_InsertInto\_IQS\_Rejected |
|  | sp\_InsertInto\_Outlier\_Rejected |
|  | sp\_InsertInto\_Quality\_Now\_Rejected |
|  | sp\_InsertInto\_Survey\_Response\_Header |
|  | sp\_InsertInto\_Survey\_Response\_Header\_Resend |
|  | sp\_InsertInto\_Warning\_Log |
|  | sp\_Merge\_HR\_Employee\_Hierarchy\_Stage |
|  | sp\_Populate\_Employee\_Hierarchy |
|  | sp\_rptAdminActivitySummary.sql |
|  | sp\_rptCoachingEmployeesBySiteAndModule.sql |
|  | sp\_rptCoachingSummary.sql |
|  | sp\_rptCoachingSummaryForModule |
|  | sp\_rptEmployeesBySite.sql |
|  | sp\_rptGetActionsforAdminType.sql |
|  | sp\_rptGetFormNamesforAdminActivity.sql |
|  | sp\_rptHierarchySummary.sql |
|  | sp\_rptModulesByRole.sql |
|  | sp\_rptQNCoachingSummary |
|  | sp\_rptQNCoachingSummaryForModule |
|  | sp\_rptWarningEmployeesBySiteAndModule.sql |
|  | sp\_rptWarningSummary.sql |
|  | sp\_Search\_For\_Dashboards\_Count |
|  | sp\_Search\_For\_Dashboards\_Details |
|  | sp\_Select\_Behaviors |
|  | sp\_Select\_CallID\_By\_Module |
|  | sp\_Select\_CoachingReasons\_By\_Module |
|  | sp\_Select\_Email\_Attributes |
|  | sp\_Select\_Employee\_Details |
|  | sp\_Select\_Employees\_By\_Module |
|  | sp\_Select\_Employees\_By\_Module\_And\_Site |
|  | sp\_Select\_Employees\_BySite\_NotIn\_Hist\_ACL.sql |
|  | sp\_Select\_Modules\_By\_Job\_Code |
|  | sp\_Select\_Programs |
|  | sp\_Select\_Questions\_For\_Survey |
|  | sp\_Select\_Reasons\_By\_ReportCode |
|  | sp\_Select\_Rec\_Employee\_Hierarchy.sql |
|  | sp\_Select\_Responses\_By\_Question |
|  | sp\_Select\_Responses\_For\_Survey |
|  | sp\_Select\_Row\_Historical\_Dashboard\_ACL.sql |
|  | sp\_Select\_Sites |
|  | sp\_Select\_Sites\_For\_Dashboard |
|  | sp\_Select\_Source\_By\_Module |
|  | sp\_Select\_Sources\_For\_Dashboard |
|  | sp\_Select\_States\_For\_Dashboard |
|  | sp\_Select\_Statuses\_For\_Dashboard |
|  | sp\_Select\_SubCoachingReasons\_By\_Reason |
|  | sp\_Select\_SurveyDetails\_By\_SurveyID |
|  | sp\_Select\_Users\_Historical\_Dashboard\_ACL.sql |
|  | sp\_Select\_Values\_By\_Reason |
|  | sp\_Select\_Values\_For\_Dashboard |
|  | sp\_SelectCoaching4Bingo |
|  | sp\_SelectCoaching4Contact |
|  | sp\_SelectCoaching4FollowUp |
|  | sp\_SelectCoaching4Reminder |
|  | sp\_SelectFrom\_Coaching\_Log\_Emp\_BySup |
|  | sp\_SelectFrom\_Coaching\_Log\_Historical |
|  | sp\_SelectFrom\_Coaching\_Log\_Historical\_Count |
|  | sp\_SelectFrom\_Coaching\_Log\_Historical\_Export |
|  | sp\_SelectFrom\_Coaching\_Log\_Historical\_Export\_Count |
|  | sp\_SelectFrom\_Coaching\_Log\_MGR\_BySite |
|  | sp\_SelectFrom\_Coaching\_Log\_MyCompleted |
|  | sp\_SelectFrom\_Coaching\_Log\_MyCompleted\_Count |
|  | sp\_SelectFrom\_Coaching\_Log\_MyFollowup |
|  | sp\_SelectFrom\_Coaching\_Log\_MyFollowup\_Count |
|  | sp\_SelectFrom\_Coaching\_Log\_MyPending |
|  | sp\_SelectFrom\_Coaching\_Log\_MyPending\_Count |
|  | sp\_SelectFrom\_Coaching\_Log\_MySubmitted |
|  | sp\_SelectFrom\_Coaching\_Log\_MySubmitted\_Count |
|  | sp\_SelectFrom\_Coaching\_Log\_MyTeamCompleted |
|  | sp\_SelectFrom\_Coaching\_Log\_MyTeamCompleted\_Count |
|  | sp\_SelectFrom\_Coaching\_Log\_MyTeamPending |
|  | sp\_SelectFrom\_Coaching\_Log\_MyTeamPending\_Count |
|  | sp\_SelectFrom\_Coaching\_Log\_Submitter |
|  | sp\_SelectFrom\_Coaching\_Log\_Sup\_ByMgr |
|  | sp\_SelectFrom\_Coaching\_LogMgrDistinctCSR |
|  | sp\_SelectFrom\_Coaching\_LogMgrDistinctCSRSubmitted |
|  | sp\_SelectFrom\_Coaching\_LogMgrDistinctCSRTeam |
|  | sp\_SelectFrom\_Coaching\_LogMgrDistinctCSRTeamCompleted |
|  | sp\_SelectFrom\_Coaching\_LogMgrDistinctMGRSubmitted |
|  | sp\_SelectFrom\_Coaching\_LogMgrDistinctSUP |
|  | sp\_SelectFrom\_Coaching\_LogMgrDistinctSUPSubmitted |
|  | sp\_SelectFrom\_Coaching\_LogMgrDistinctSUPTeam |
|  | sp\_SelectFrom\_Coaching\_LogMgrDistinctSUPTeamCompleted |
|  | sp\_SelectFrom\_Coaching\_LogStaffDistinctPendingCSRSubmitted |
|  | sp\_SelectFrom\_Coaching\_LogStaffDistinctPendingMGRSubmitted |
|  | sp\_SelectFrom\_Coaching\_LogStaffDistinctPendingSUPSubmitted |
|  | sp\_SelectFrom\_Coaching\_LogSupDistinctCSR |
|  | sp\_SelectFrom\_Coaching\_LogSupDistinctCSRTeam |
|  | sp\_SelectFrom\_Coaching\_LogSupDistinctCSRTeamCompleted |
|  | sp\_SelectFrom\_Coaching\_LogSupDistinctMGR |
|  | sp\_SelectFrom\_Coaching\_LogSupDistinctMGRTeamCompleted |
|  | sp\_SelectFrom\_Coaching\_LogSupDistinctSUP |
|  | sp\_SelectFrom\_Warning\_Log\_MyTeamWarning |
|  | sp\_SelectFrom\_Warning\_Log\_MyTeamWarning\_Count |
|  | sp\_SelectRecordStatus |
|  | sp\_SelectReviewFrom\_Coaching\_Log |
|  | sp\_SelectReviewFrom\_Coaching\_Log\_For\_Delete |
|  | sp\_SelectReviewFrom\_Coaching\_Log\_Quality\_Now |
|  | sp\_SelectReviewFrom\_Coaching\_Log\_Reasons |
|  | sp\_SelectReviewFrom\_Coaching\_Log\_Reasons\_Combined |
|  | sp\_SelectReviewFrom\_Warning\_Log |
|  | sp\_SelectReviewFrom\_Warning\_Log\_Reasons |
|  | sp\_SelectSurvey4Contact |
|  | sp\_SelectSurvey4Reminder |
|  | sp\_ShortCalls\_Get\_Actions |
|  | sp\_ShortCalls\_Get\_BehaviorList |
|  | sp\_ShortCalls\_Get\_CallList |
|  | sp\_ShortCalls\_Get\_MgrReviewDetails |
|  | sp\_ShortCalls\_Get\_SupReviewDetails |
|  | sp\_ShortCalls\_MgrReview\_Submit |
|  | sp\_ShortCalls\_SupReview\_Submit |
|  | sp\_Update\_Coaching\_Log\_Quality |
|  | sp\_Update\_Coaching\_Log\_Quality\_Now |
|  | sp\_Update\_CSR\_Hierarchy |
|  | sp\_Update\_Email\_Addresses\_DevTest |
|  | sp\_Update\_Employee\_Hierarchy\_Stage |
|  | sp\_Update\_EmployeeID\_To\_LanID |
|  | sp\_Update\_ETS\_Coaching\_Stage |
|  | sp\_Update\_Generic\_Coaching\_Stage |
|  | sp\_Update\_Outlier\_Coaching\_Stage.sql |
|  | sp\_Update\_Quality\_Fact |
|  | sp\_Update\_Quality\_Other\_Coaching\_Stage |
|  | sp\_Update\_Review\_Coaching\_Log\_Employee\_Acknowledge |
|  | sp\_Update\_Review\_Coaching\_Log\_Employee\_Pending |
|  | sp\_Update\_Review\_Coaching\_Log\_Employee\_Pending\_Followup |
|  | sp\_Update\_Review\_Coaching\_Log\_Manager\_Pending\_CSE |
|  | sp\_Update\_Review\_Coaching\_Log\_Manager\_Pending\_Reasearch |
|  | sp\_Update\_Review\_Coaching\_Log\_Supervisor\_Acknowledge |
|  | sp\_Update\_Review\_Coaching\_Log\_Supervisor\_Pending |
|  | sp\_Update\_Review\_Coaching\_Log\_Supervisor\_Pending\_Followup |
|  | sp\_Update\_Survey\_Response |
|  | sp\_Update\_Training\_Coaching\_Stage |
|  | sp\_UpdateFeedMailSent |
|  | sp\_UpdateHistorical\_Dashboard\_ACL\_EndDate.sql |
|  | sp\_UpdateHistorical\_Dashboard\_ACL\_Role.sql |
|  | sp\_UpdateReminderMailSent |
|  | sp\_UpdateSurveyMailSent |

* + 1. **sp\_AT\_Check\_Entitlements**

|  |  |
| --- | --- |
| Usage | Admin Tool: Rights and Permissions |
| Description | Returns the list of entitlements for a given user. |
| Parameters | @nvcEmpLanIDin nvarchar(30) |

* + 1. **sp\_AT\_Coaching\_Inactivation\_Reactivation**

|  |  |
| --- | --- |
| Usage | Admin tool: Coachings: Inactivation/Reactivation |
| Description | Used for Coaching log inactivations and Reactivations. |
| Parameters | @strRequesterLanId NVARCHAR(50)  @strAction NVARCHAR(30)  @tableIds IdsTableType READONLY  @intReasonId INT  @strReasonOther NVARCHAR(250)= NULL  @strComments NVARCHAR(4000)= NULL  @returnCode int OUTPUT  @returnMessage varchar(100) OUTPUT |

* + 1. **sp\_AT\_Coaching\_Reassignment**

|  |  |
| --- | --- |
| Usage | Admin tool: Reassignment |
| Description | Used for Coaching log Reassignements |
| Parameters | @strRequesterLanId NVARCHAR(50)  @tableIds IdsTableType READONLY  @strAssignedId NVARCHAR(10)  @intReasonId INT  @strReasonOther NVARCHAR(250)= NULL  @strComments NVARCHAR(4000)= NULL  @returnCode int OUTPUT  @returnMessage varchar(100) OUTPUT |

* + 1. **sp\_AT\_Populate\_User**

|  |  |
| --- | --- |
| Usage | Admin Tool: Rights and Permissions |
| Description | Populates the AT user table based on the job codes that can manage the Admin tool and their role membership. |
| Parameters | NA |

* + 1. **sp\_AT\_Select\_Action\_Reasons**

|  |  |
| --- | --- |
| Usage | Admin tool: Inactivation/Reactivation/Reassign |
| Description | Returns the list of entitlements within the eCoaching admin tool for a given user. |
| Parameters | @strType nvarchar(20)  @strAction nvarchar(20) |

* + 1. **sp\_AT\_Select\_Employees\_Coaching\_Inactivation\_Reactivation**

|  |  |
| --- | --- |
| Usage | Admin tool: Coachings: Inactivation/Reactivation |
| Description | Used to select all employees that have Coaching logs for Inactivation or reactivation |
| Parameters | @strRequesterLanId NVARCHAR(50)  @strAction NVARCHAR(30)  @tableIds IdsTableType READONLY  @intReasonId INT  @strReasonOther NVARCHAR(250)= NULL  @strComments NVARCHAR(4000)= NULL  @returnCode int OUTPUT  @returnMessage varchar(100) OUTPUT |

* + 1. **sp\_AT\_Select\_Employees\_Inactivation\_Reactivation**

|  |  |
| --- | --- |
| Usage | Admin tool: Inactivation/Reactivation |
| Description | Top level procedure to select employees. Calls the coaching or Warning Employee select procedures as needed. |
| Parameters |  |

* + 1. **sp\_AT\_Select\_Employees\_Warning\_Inactivation\_Reactivation**

|  |  |
| --- | --- |
| Usage | Admin tool: Warnings: Inactivation/Reactivation |
| Description | Used to select all employees that have Warning logs for Inactivation or reactivation |
| Parameters | @strRequesterLanId nvarchar(30)  @strActionin nvarchar(10)  @intModulein int |

* + 1. **sp\_AT\_Select\_Logs\_Inactivation\_Reactivation**

|  |  |
| --- | --- |
| Usage | Admin tool: Inactivation/Reactivation |
| Description | Selects logs for Inactivation or reactivation for a selected employee |
| Parameters | @strRequesterLanId nvarchar(30)  @strTypein nvarchar(10)  @strActionin nvarchar(10)  @intModulein int |

* + 1. **sp\_AT\_Select\_Logs\_Reassign**

|  |  |
| --- | --- |
| Usage | Admin tool: Reassignment |
| Description | Returns a list of all logs that are currently assigned to a user that can be reassigned |
| Parameters | @istrOwnerin nvarchar(10)  @intStatusIdin INT  @intModuleIdin INT |

* + 1. **sp\_AT\_Select\_Modules\_By\_LanID**

|  |  |
| --- | --- |
| Usage | Admin Tool: Rights and Permissions |
| Description | This procedure returns the list of Module(s) for the logged in user. |
| Parameters | @nvcEmpLanIDin nvarchar(30),  @strTypein nvarchar(10)= NULL |

* + 1. **sp\_AT\_Select\_ReassignFrom\_Users**

|  |  |
| --- | --- |
| Usage | Admin tool: Reassignment |
| Description | Selects a list of current owners from whom coaching logs can be reassigned |
| Parameters | @strRequesterin nvarchar(30)  @intModuleIdin INT  @intStatusIdin INT |

* + 1. **sp\_AT\_Select\_ReassignTo\_Users**

|  |  |
| --- | --- |
| Usage | Admin tool: Reassignment |
| Description | Selects a list of possible users to whom coaching logs can be reassigned to |
| Parameters | @strRequesterin nvarchar(30)  @strFromUserIdin nvarchar(10)  @intModuleIdin INT  @intStatusIdin INT |

* + 1. **sp\_AT\_Select\_Roles\_By\_User**

|  |  |
| --- | --- |
| Usage | Admin tool: |
| Description | This procedure returns the list of Role(s) for the logged in user. |
| Parameters | @nvcEmpLanIDin nvarchar(30) |

* + 1. **sp\_AT\_Select\_User\_Details**

|  |  |
| --- | --- |
| Usage | Admin tool – UI Authentication |
| Description | Given a UserLanID and returns the User Details for Active users. |
| Parameters | @userLanId nvarchar(30) |

* + 1. **sp\_AT\_Select\_Status\_By\_Module**

|  |  |
| --- | --- |
| Usage | Admin Tool: Rights and Permissions |
| Description | Selects the list of possible statuses for Reassignment for a given Module in the Admin tool |
| Parameters | @intModuleIdin INT |

* + 1. **sp\_AT\_Warning\_Inactivation\_Reactivation**

|  |  |
| --- | --- |
| Usage | Admin tool: Warnings: Inactivation/Reactivation |
| Description | Used for Warning log inactivations and Reactivations. |
| Parameters |  |

* + 1. **sp\_Dashboard\_Director\_Site\_Completed**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Historical and My Dashboard (Driver SP) |
| Description | This procedure returns the Completed logs at a given site for Employees within the Director's Hierarchy. |
| Parameters | @intSiteIdin int  @nvcUserIdin nvarchar(10)  @intSourceIdin int  @nvcEmpIdin nvarchar(10)  @nvcSupIdin nvarchar(10)  @nvcMgrIdin nvarchar(10)  @strSDatein datetime  @strEDatein datetime  @PageSize int  @startRowIndex int  @sortBy nvarchar(100)  @sortASC nvarchar(1) |

* + 1. **sp\_Dashboard\_Director\_Site\_Completed\_Count**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Director Dashboard |
| Description | This procedure returns the Count of Completed logs at a given site For Employees within the Director's Hierarchy. |
| Parameters | @intSiteIdin int  @nvcUserIdin nvarchar(10)  @intSourceIdin int  @nvcEmpIdin nvarchar(10)  @nvcSupIdin nvarchar(10)  @nvcMgrIdin nvarchar(10)  @strSDatein datetime  @strEDatein datetime |

* + 1. **sp\_Dashboard\_Director\_Site\_Site\_Export**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Director Dashboard |
| Description | This procedure is used for Export of Coaching data from Director Dashboard |
| Parameters | @nvcUserIdin nvarchar(10)  @intSiteIdin int  @strSDatein datetime  @strEDatein datetime  @nvcStatus nvarchar(50) |

* + 1. **sp\_Dashboard\_Director\_Site\_Export\_Count**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Director Dashboard |
| Description | This procedure is used for Export of Coaching data from Director Dashboard |
| Parameters | @nvcUserIdin nvarchar(10)  @intSiteIdin int  @strSDatein datetime  @strEDatein datetime  @nvcStatus nvarchar(50) |

* + 1. **sp\_Dashboard\_Director\_Site\_Pending**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Director Dashboard |
| Description | This procedure returns the Pending logs at a given site for Employees within the Director's Hierarchy. |
| Parameters | @intSiteIdin int  @nvcUserIdin nvarchar(10)  @intSourceIdin int  @nvcEmpIdin nvarchar(10)  @nvcSupIdin nvarchar(10)  @nvcMgrIdin nvarchar(10)  @PageSize int  @startRowIndex int  @sortBy nvarchar(100)  @sortASC nvarchar(1) |

* + 1. **sp\_Dashboard\_Director\_Site\_Pending\_Count**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Director Dashboard |
| Description | This procedure returns the Count of Pending logs at a given site For Employees within the Director's Hierarchy. |
| Parameters | @intSiteIdin int  @nvcUserIdin nvarchar(10)  @intSourceIdin int  @nvcEmpIdin nvarchar(10)  @nvcSupIdin nvarchar(10)  @nvcMgrIdin nvarchar(10) |

* + 1. **sp\_Dashboard\_Director\_Site\_Warning**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Director Dashboard |
| Description | This procedure returns the Active Warning logs at a given site for Employees within the Director's Hierarchy. |
| Parameters | @intSiteIdin int  @nvcUserIdin nvarchar(10)  @strSDatein datetime  @strEDatein datetime  @PageSize int  @startRowIndex int  @sortBy nvarchar(100)  @sortASC nvarchar(1) |

* + 1. **sp\_Dashboard\_Director\_Site\_Warning\_Count**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Director Dashboard |
| Description | This procedure returns the Count of Active Warning logs at a given site for Employees within the Director's Hierarchy. |
| Parameters | @intSiteIdin int  @nvcUserIdin nvarchar(10)  @strSDatein datetime  @strEDatein datetime |

* + 1. **sp\_Dashboard\_Director\_Summary\_Count**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Director Dashboard |
| Description | This procedure retrieves Count of Pending, MTD Completed and Active Warning Logs to be displayed on the Director Dashboard. |
| Parameters | @nvcEmpID nvarchar(10)  @strSDatein datetime  @strEDatein datetime |

* + 1. **sp\_Dashboard\_Director\_Summary\_Count\_ByStatus**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Director Dashboard |
| Description | This procedure retrieves Count of Logs by Status to be displayed on the Director Dashboard. |
| Parameters | @nvcEmpID nvarchar(10)  @strSDatein datetime  @strEDatein datetime |

* + 1. **sp\_Dashboard\_Populate\_Filter\_Dropdowns**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: |
| Description |  |
| Parameters |  |

* + 1. **sp\_Dashboard\_Summary\_Count**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: My Dashboard Landing Page |
| Description | This procedure displays the summary counts for each section of the dashboard that a logged in user has access to. The counts displayed are determined by the user Role which is derived from the job code. |
| Parameters | @nvcEmpID nvarchar(10) |

* + 1. **sp\_Dashboard\_Summary\_Count\_ByStatus**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: My Dashboard |
| Description | This procedure displays the summary count of pending logs for the logged in employee. The Stausses displayed are determined by the user Role which is derived from the job code |
| Parameters | @nvcEmpID nvarchar(10) |

* + 1. **sp\_Dim\_Date\_Add\_Date\_Range**

|  |  |
| --- | --- |
| Usage | Maintenance: Date DIM table Maintenance |
| Description | Given a begin and end date, populate table  Dim\_Date for the given date range. |
| Parameters | @intBeginDate INT  @intEndDate INT |

* + 1. **sp\_Dim\_Date\_Add\_Unknown\_Row**

|  |  |
| --- | --- |
| Usage | Maintenance: Date DIM table |
| Description | Populate a row for an unknown value in Dim\_Date table |
| Parameters | NA |

* + 1. **sp\_Display\_Sites\_For\_Module**

|  |  |
| --- | --- |
| Usage | Web interface: Submission |
| Description | This procedure takes in a Module ID and returns the list of sites if the Module passed in |
| Parameters | @strModulein nvarchar(30) |

* + 1. **sp\_Get\_Dates\_For\_Previous\_Month**

|  |  |
| --- | --- |
| Usage | Reports: Schedulled Coaching Summary |
| Description | Used to get the First and Last day of the previous month.  The default Report period for the scheduled Coaching summary report will be the previous month. |
| Parameters | @intBeginDate INT OUTPUT,  @intEndDate INT OUTPUT |

* + 1. **sp\_Get\_Dates\_For\_Previous\_Week**

|  |  |
| --- | --- |
| Usage | Sr Manager: Dashboard |
| Description | Sets the dates for previous week (Sunday through Saturday) |
| Parameters | @intBeginDate INT OUTPUT  @intEndDate INT OUTPUT |

* + 1. **sp\_HistoricalDashboardAclInsert**

|  |  |
| --- | --- |
| Usage | Web interface: ACL App |
| Description | Used for inserting new records into Historical dashboard ACL table from app |
| Parameters | @userLanId varchar(20)  @userName varchar(20)  @userRole varchar(10)  @createdBy varchar(20)  @rowId int OUTPUT |

* + 1. **sp\_InactivateCoachingLogsForTerms**

|  |  |
| --- | --- |
| Usage | Housekeeping: Inactivate logs for Termed users. Run as part of employee data Load. |
| Description | Inactivate Coaching logs for Termed Employees. |
| Parameters | NA |

* + 1. **sp\_InactivateExpiredWarningLogs**

|  |  |
| --- | --- |
| Usage | Warnings: Maintenance |
| Description | Inactivate Expired warning logs.  Warning Logs are considered as expired 13 Weeks after the Warning Given Date. |
| Parameters | NA |

* + 1. **sp\_Insert\_Into\_Coaching\_Log\_Archive**

|  |  |
| --- | --- |
| Usage | HouseKeeping: Archive Older Logs |
| Description | Used for archiving logs with submitted date older than 1 year |
| Parameters | @strArchivedBy nvarchar(50)= 'Automated Process' |

* + 1. **sp\_InsertInto\_Coaching\_Log**

|  |  |
| --- | --- |
| Usage | Web interface: Submission |
| Description | This procedure inserts the e-Coaching records into the Coaching\_Log table.  The main attributes of the eCL are written to the Coaching\_Log table. |
| Parameters | @nvcFormName Nvarchar(50)  @nvcEmpLanID Nvarchar(40)  @nvcProgramName Nvarchar(50)  @intSourceID INT  @intStatusID INT  @SiteID INT  @nvcSubmitter Nvarchar(40)  @dtmEventDate datetime  @dtmCoachingDate datetime  @bitisAvokeID bit  @nvcAvokeID Nvarchar(40)  @bitisNGDActivityID bit  @nvcNGDActivityID Nvarchar(40)  @bitisUCID bit  @nvcUCID Nvarchar(40)  @bitisVerintID bit  @nvcVerintID Nvarchar(255)  @intCoachReasonID1 INT  @nvcSubCoachReasonID1 Nvarchar(255)  @nvcValue1 Nvarchar(30)  @intCoachReasonID2 INT  @nvcSubCoachReasonID2 Nvarchar(255)  @nvcValue2 Nvarchar(30)  @intCoachReasonID3 INT  @nvcSubCoachReasonID3 Nvarchar(255)  @nvcValue3 Nvarchar(30)  @intCoachReasonID4 INT  @nvcSubCoachReasonID4 Nvarchar(255)  @nvcValue4 Nvarchar(30)  @intCoachReasonID5 INT  @nvcSubCoachReasonID5 Nvarchar(255)  @nvcValue5 Nvarchar(30)  @intCoachReasonID6 INT  @nvcSubCoachReasonID6 Nvarchar(255)  @nvcValue6 Nvarchar(30)  @intCoachReasonID7 INT  @nvcSubCoachReasonID7 Nvarchar(255)  @nvcValue7 Nvarchar(30)  @intCoachReasonID8 INT  @nvcSubCoachReasonID8 Nvarchar(255)  @nvcValue8 Nvarchar(30)  @intCoachReasonID9 INT  @nvcSubCoachReasonID9 Nvarchar(255)  @nvcValue9 Nvarchar(30)  @intCoachReasonID10 INT  @nvcSubCoachReasonID10 Nvarchar(255)  @nvcValue10 Nvarchar(30)  @intCoachReasonID11 INT  @nvcSubCoachReasonID11 Nvarchar(255)  @nvcValue11 Nvarchar(30)  @intCoachReasonID12 INT  @nvcSubCoachReasonID12 Nvarchar(255)  @nvcValue12 Nvarchar(30)  @nvcDescription Nvarchar(3000)  @nvcCoachingNotes Nvarchar(3000)  @bitisVerified bit  @dtmSubmittedDate datetime  @dtmStartDate datetime  @dtmSupReviewedAutoDate datetime  @bitisCSE bit  @dtmMgrReviewManualDate datetime  @dtmMgrReviewAutoDate datetime  @nvcMgrNotes Nvarchar(3000)  @bitisCSRAcknowledged bit  @dtmCSRReviewAutoDate datetime  @nvcCSRComments Nvarchar(3000)  @bitEmailSent bit  @ModuleID INT  @Behaviour Nvarchar(30)  @nvcNewFormName Nvarchar(50)OUTPUT |

* + 1. **sp\_InsertInto\_Coaching\_Log\_ETS**

|  |  |
| --- | --- |
| Usage | Feed Load: ETS |
| Description | This procedure inserts the ETS records into the Coaching\_Log table. The main attributes of the eCL are written to the Coaching\_Log table. The Coaching Reasons are written to the Coaching\_Reasons Table. |
| Parameters | @Count INT OUTPUT |

* + 1. **sp\_InsertInto\_Coaching\_Log\_Generic**

|  |  |
| --- | --- |
| Usage | Feed Load: Generic feed Data (OTH) |
| Description | Inserts records from Generic staging table to Coaching\_Log and Coaching\_Log\_Reason tables |
| Parameters | NA |

* + 1. **sp\_InsertInto\_Coaching\_Log\_NPN**

|  |  |
| --- | --- |
| Usage | Feed Load: Quality(NPN) auto insert from existing Quality Logs |
| Description | Creates NPN ecls for eligible IQS logs that have been identified and staged. |
| Parameters | NA |

* + 1. **sp\_InsertInto\_Coaching\_Log\_Outlier**

|  |  |
| --- | --- |
| Usage | Feed Load: Outliers Data |
| Description | Loads records from Outlier\_Coaching\_Stage to Coaching\_Log |
| Parameters | @Count INT OUTPUT |

* + 1. **sp\_InsertInto\_Coaching\_Log\_Outlier\_ShortCalls**

|  |  |
| --- | --- |
| Usage | OMR: Short Calls - Load |
| Description | This procedure Loads short call records from [EC].[Outlier\_Coaching\_Stage]to [EC].[Coaching\_Log] |
| Parameters | @Count int OUT |

* + 1. **sp\_InsertInto\_Coaching\_Log\_Quality**

|  |  |
| --- | --- |
| Usage | Feed Load: Quality Data |
| Description | Loads records from Quality\_Coaching\_Stage to Coaching\_Log |
| Parameters | @Count INT OUTPUT |

* + 1. **sp\_InsertInto\_Coaching\_Log\_Quality\_Now**

|  |  |
| --- | --- |
| Usage | Load: Quality Now Feed |
| Description | This procedure is used to insert the corresponding fields in the Coaching Log, Coaching\_Log\_Reason and QualityNow\_Evluations tables for the quality Now feed records. |
| Parameters | @Count int OUTPUT |

* + 1. **sp\_InsertInto\_Coaching\_Log\_Quality\_Other**

|  |  |
| --- | --- |
| Usage | Feed Load: Quality Other Data (CTC/HFC/KUD Reports) |
| Description | Inserts records from Quality Other staging table to Coaching\_Log and Coaching\_Log\_Reason tables |
| Parameters | NA |

* + 1. **sp\_InsertInto\_Coaching\_Log\_Training**

|  |  |
| --- | --- |
| Usage | Feed Load: Training Data (SDR and ODT Reports) |
| Description | Inserts records from Training staging table to Coaching\_Log and Coaching\_Log\_Reason tables |
| Parameters | NA |

* + 1. **sp\_InsertInto\_ETS\_Rejected**

|  |  |
| --- | --- |
| Usage | Feed Load: ETS |
| Description | Determines rejection Reason for ETS logs. Populates the records with reject reasons to the Reject table. |
| Parameters | NA |

* + 1. **sp\_InsertInto\_Generic\_Rejected**

|  |  |
| --- | --- |
| Usage | Feed Load: Generic Feeds |
| Description | Populates Reject Reason in Staging table per business rules.  Inserts records into rejected table |
| Parameters |  |

* + 1. **sp\_InsertInto\_IQS\_Rejected**

|  |  |
| --- | --- |
| Usage | Feed Load: IQS Feed |
| Description | Populates Reject Reason in Staging table per business rules.  Inserts records into rejected table  Deletes rejected records from staging table |
| Parameters | @Count INT OUTPUT |

* + 1. **sp\_InsertInto\_Outlier\_Rejected**

|  |  |
| --- | --- |
| Usage | Feed Load: Outliers Data |
| Description | Populates Reject Reason(s) and Inserts Rejected logs to Rejected table. |
| Parameters | NA |

* + 1. **sp\_InsertInto\_Quality\_Now\_Rejected**

|  |  |
| --- | --- |
| Usage | Load: Quality Now Feed |
| Description | This procedure is used to determine rejection reason and reject Quality Now logs. |
| Parameters | @Count int OUTPUT |

* + 1. **sp\_InsertInto\_Survey\_Response\_Header**

|  |  |
| --- | --- |
| Usage | Surveys: Generate |
| Description | Checks for Completed eCLs in Coaching\_Log table and generates a  Survey Header record and inserts into Survey\_Response\_Header table. |
| Parameters | NA |

* + 1. **sp\_InsertInto\_Survey\_Response\_Header\_Resend**

|  |  |
| --- | --- |
| Usage | Surveys: Generate |
| Description | Used for resending a Survey, so it will regenerate a Survey even when a Survey has previously been generated in the same month |
| Parameters | NA |

* + 1. **sp\_InsertInto\_Warning\_Log**

|  |  |
| --- | --- |
| Usage | Web interface: Warnings Submission |
| Description | This procedure inserts the Warning records into the Warning\_Log table. The main attributes of the Warning are written to the warning\_Log table.-- The Warning Reasons are written to the Warning\_Reasons Table. |
| Parameters |  |

* + 1. **sp\_Merge\_HR\_Employee\_Hierarchy\_Stage**

|  |  |
| --- | --- |
| Usage | Feed Load: Employee Hierarchy |
| Description | Used to merge records from HR staging table with the general staging table for employee records from peoplesoft. |
| Parameters | NA |

* + 1. **sp\_Populate\_Employee\_Hierarchy**

|  |  |
| --- | --- |
| Usage | Feed Load: Employee Data |
| Description | Updates existing records in Hierarchy table and Inserts New records from the Staging table. |
| Parameters | NA |

* + 1. **sp\_rptAdminActivitySummary**

|  |  |
| --- | --- |
| Usage | SSRS Reporting: Summary Reports |
| Description | Displays the Admin Activity Logs for selected Type, Action and Date Range. |
| Parameters | @strTypein nvarchar(10)  @strActivityin nvarchar(20)  @strFormin nvarchar(50)  @strSDatein datetime  @strEDatein datetime  @returnCode int OUTPUT  @returnMessage varchar(80) OUTPUT |

* + 1. **sp\_rptCoachingEmployeesBySiteAndModule**

|  |  |
| --- | --- |
| Usage | Reports: Coaching Summary |
| Description | Selects list of Employees having Coaching logs for selected site and module combination |
| Parameters | @intModuleinINT,  @intSitein INT |

* + 1. **sp\_rptCoachingSummary**

|  |  |
| --- | --- |
| Usage | SSRS Reporting: Summary Reports |
| Description | Selects list of Coaching Log Attributes for Coaching Summary Report. |
| Parameters | @intModulein int = -1  @intStatusin int = -1  @intSitein int = -1  @strEmpin nvarchar(10)= '-1'  @intCoachReasonin int = -1  @intSubCoachReasonin int = -1  @strSDatein datetime  @strEDatein datetime  @returnCode int OUTPUT  @returnMessage varchar(80) OUTPUT |

* + 1. **sp\_rptCoachingSummaryForModule**

|  |  |
| --- | --- |
| Usage | Reports: Schedulled Coaching Summary |
| Description | Given a Module and Begin and End Dates  Selects list of Coaching Log Attributes for Coaching Summary Report. |
| Parameters | @intModulein INT,  @intBeginDate INT,  @intEndDate INT,  @returnCode INT OUTPUT  @returnMessage VARCHAR(80) OUTPUT |

* + 1. **sp\_rptEmployeesBySite**

|  |  |
| --- | --- |
| Usage | Reports: Hierarchy Summary |
| Description | Selects list of Employees by site for SSRS Hierarchy Report |
| Parameters | @strEmpSitein navrchar(30) |

* + 1. **sp\_rptGetActionsforAdminType**

|  |  |
| --- | --- |
| Usage | SSRS Reporting: Summary Reports |
| Description | Displays the list of Admin Actions for Selected Type |
| Parameters | @strTypein nvarchar(10)  @returnCode int OUTPUT  @returnMessage varchar(80) OUTPUT |

* + 1. **sp\_rptGetFormNamesforAdminActivity**

|  |  |
| --- | --- |
| Usage | SSRS Reporting: Summary Reports |
| Description | Displays the list of form names for selected admin activity criteria |
| Parameters | @strTypein nvarchar(10)  @strActivityin nvarchar(20)  @strSDatein datetime  @strEDatein datetime  @returnCode int OUTPUT  @returnMessage varchar(80) OUTPUT |

* + 1. **sp\_rptHierarchySummary**

|  |  |
| --- | --- |
| Usage | SSRS Reporting: Summary Reports |
| Description | Selects list of Modules based on Role of logged in User. |
| Parameters | @strEmpSitein nvarchar(20)  @strEmpin nvarchar(10)  @returnCode int OUTPUT  @returnMessage varchar(80) OUTPUT |

* + 1. **sp\_rptModulesByRole**

|  |  |
| --- | --- |
| Usage | SSRS Reporting: Summary Reports |
| Description | Selects list of Modules based on Role of logged in User. |
| Parameters | @LanID nvarchar(30)= null  @returnCode int OUTPUT  @returnMessage varchar(80) OUTPUT |

* + 1. **sp\_rptQNCoachingSummary**

|  |  |
| --- | --- |
| Usage | Reports: QN Coaching Summary |
| Description | Selects list of Quality Now Coaching Log Attributes for Coaching Summary Report. |
| Parameters | @intModulein int = -1,  @intStatusin int = -1,  @intSitein int = -1,  @strEmpin nvarchar(10)= '-1',  @intCoachReasonin int = -1,  @intSubCoachReasonin int = -1,  @strSDatein datetime,  @strEDatein datetime,  @returnCode int OUTPUT  @returnMessage varchar(80) OUTPUT |

* + 1. **sp\_ rptQNCoachingSummaryForModule**

|  |  |
| --- | --- |
| Usage | Reports: QN Coaching Summary for Module Monthly |
| Description | Selects list of Quality Now Coaching Log Attributes for Coaching Summary Report. |
| Parameters | @intModulein int = -1,  @intBeginDate int = NULL, -- YYYYMMDD  @intEndDate int = NULL, -- YYYYMMDD  @returnCode int OUTPUT  @returnMessage varchar(80) OUTPUT |

* + 1. **sp\_rptWarningEmployeesBySiteAndModule**

|  |  |
| --- | --- |
| Usage | Reports: warning Summary |
| Description | Selects list of Employees having Warning logs for selected site and module combination |
| Parameters | @intModuleinINT,  @intSitein INT |

* + 1. **sp\_rptWarningSummary.sql**

|  |  |
| --- | --- |
| Usage | SSRS Reporting: Summary Reports |
| Description | Selects list of Warning Log Attributes for Warning Summary Report |
| Parameters | @intModulein int = -1  @intStatusin int = -1  @intSitein int = -1  @strEmpin nvarchar(10)= '-1'  @intWarnReasonin int = -1  @intSubWarnReasonin int = -1  @strActive nvarchar(3) = '-1'  @strSDatein datetime  @strEDatein datetime  @returnCode int OUTPUT  @returnMessage varchar(80) OUTPUT |

* + 1. **sp\_Search\_For\_Dashboards\_Count**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Historical and My Dashboard (Driver SP) |
| Description | This procedure acts as a Driver SP for the UI to call. It takes an additional param called Whichdashboard and executes the corresponding sp and returns the appropriate results. |
| Parameters | @nvcUserIdin nvarchar(10)  @intSourceIdin int  @intSiteIdin int  @nvcEmpIdin nvarchar(10)  @nvcSupIdin nvarchar(10)  @nvcMgrIdin nvarchar(10)  @nvcSubmitterIdin nvarchar(10)  @strSDatein datetime  @strEDatein datetime  @intStatusIdin int  @nvcValue nvarchar(30)  @nvcSearch nvarchar(50)  @intEmpActive int  @nvcWhichDashboard nvarchar(100) |

* + 1. **sp\_Search\_For\_Dashboards\_Details**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Historical and My Dashboard (Driver SP) |
| Description | This procedure acts as a Driver SP for the UI to call. It takes an additional param called Whichdashboard and executes the corresponding sp and returns the appropriate results. |
| Parameters | @nvcUserIdin nvarchar(10)  @intSourceIdin int  @intSiteIdin int  @nvcEmpIdin nvarchar(10)  @nvcSupIdin nvarchar(10)  @nvcMgrIdin nvarchar(10)  @nvcSubmitterIdin nvarchar(10)  @strSDatein datetime  @strEDatein datetime  @intStatusIdin int  @nvcValue nvarchar(30)  @nvcSearch nvarchar(50)  @intEmpActive int  @PageSize int  @startRowIndex int  @sortBy nvarchar(100)  @sortASC nvarchar(1)  @nvcWhichDashboard nvarchar(100) |

* + 1. **sp\_Select\_Behaviors**

|  |  |
| --- | --- |
| Usage | Web interface: Submission |
| Description | This procedure returns a list of Behaviors to be made available in the UI submission page for Modules that track Behavior. |
| Parameters | @strModulein nvarchar(30) |

* + 1. **sp\_Select\_CallID\_By\_Module**

|  |  |
| --- | --- |
| Usage | Web interface: Submission |
| Description | This procedure takes a Module value and returns the Call Ids valid for that Module and the format for the corresponding Ids for validation. |
| Parameters | @strModulein nvarchar(30) |

* + 1. **sp\_Select\_CoachingReasons\_By\_Module**

|  |  |
| --- | --- |
| Usage | Web interface: Submission |
| Description | This procedure takes a Module and returns the Coaching Reasons associated with the Module. |
| Parameters | @strModulein nvarchar(30)  @strSourcein nvarchar(30)  @isSplReason BIT  @splReasonPrty INT  @strCSRin nvarchar(30)  @strSubmitterin nvarchar(30) |

* + 1. **sp\_Select\_Email\_Attributes**

|  |  |
| --- | --- |
| Usage | Web interface: Submission/Feed Notifications |
| Description | This procedure takes a Module, Source(Direct/Indirect), SubCoachingSource and isCSE and returns the |
| Parameters | @strModulein NVARCHAR(30)  @intSourceIDin INT  @bitisCSEin BIT |

* + 1. **sp\_Select\_Employee\_Details**

|  |  |
| --- | --- |
| Usage | UI - New submission dashboard |
| Description | Returns a record from Employee Hierarchy table table given an Employee Lan ID. |
| Parameters | @nvcEmpLanin nvarchar(30) |

* + 1. **sp\_SelectEmployeesByModule**

|  |  |
| --- | --- |
| Usage | Web interface: Submission |
| Description | This procedure pulls the list of Employee names to be displayed in the drop downs for the selected Module using the job\_code in the Employee\_Selection table. |
| Parameters | @strModulein nvarchar(30),  @strCSRSitein nvarchar(30)= NULL,  @strUserLanin nvarchar(20) |

* + 1. **sp\_Select\_Employees\_By\_Module\_And\_Site**

|  |  |
| --- | --- |
| Usage | UI - New submission dashboard |
| Description | Returns a list of Employees for given site and module ids. |
| Parameters | @intModuleIDin INT  @intSiteIDin INT = -1 |

* + 1. **sp\_Select\_Employees\_BySite\_NotIn\_Hist\_ACL**

|  |  |
| --- | --- |
| Usage | Historical Dashboard ACL |
| Description | Returns active records from Historical Dashboard ACL table |
| Parameters | @SiteId INT |

* + 1. **sp\_Select\_Modules\_By\_Job\_Code**

|  |  |
| --- | --- |
| Usage | Web interface: Submission |
| Description | This procedure takes the lan ID of the user and looks up the job code. If Job code exists in the submisison table returns the valid submission modules. If job code does not exist in the submisisons table returns 'CSR' as a valid sumission module. |
| Parameters | @nvcEmpLanIDin nvarchar(30) |

* + 1. **sp\_Select\_Programs**

|  |  |
| --- | --- |
| Usage | Web interface: Submission |
| Description | This procedure returns a list of Active Programs to be made available in the UI submission page. |
| Parameters | @strModulein nvarchar(30) |

* + 1. **sp\_Select\_Questions\_For\_Survey**

|  |  |
| --- | --- |
| Usage | Surveys: Response |
| Description | Returns a list of Questions and their display order to be displayed in the UI. |
| Parameters | @intSurveyID INT |

* + 1. **sp\_Select\_Reasons\_By\_ReportCode**

|  |  |
| --- | --- |
| Usage | Surveys: Response |
| Description | Returns a list of Questions and their display order to be displayed in the UI. |
| Parameters | @intSurveyID INT |

* + 1. **sp\_Select\_Rec\_Employee\_Hierarchy**

|  |  |
| --- | --- |
| Usage | Admin Tool – Reassign page email functionality |
| Description | Returns a record from Employee Hierarchy table table given an Employee ID. |
| Parameters | @employeeId nvarchar(10) |

* + 1. **sp\_Select\_Responses\_By\_Question**

|  |  |
| --- | --- |
| Usage | Surveys: Response |
| Description | Returns a list of Questions Ids and all their possible responses and their display order. |
| Parameters | NA |

* + 1. **sp\_Select\_Responses\_For\_Survey**

|  |  |
| --- | --- |
| Usage | Surveys: Response |
| Description | Returns a list of all Active Responses and their Ids. |
| Parameters | NA |

* + 1. **sp\_Select\_Row\_Historical\_Dashboard\_ACL**

|  |  |
| --- | --- |
| Usage | Historical Dashboard ACL |
| Description | Returns a record from Historical Dashboard ACL table given a Row ID. |
| Parameters | @rowId INT |

* + 1. **sp\_Select\_Sites**

|  |  |
| --- | --- |
| Usage | UI - New submission dashboard |
| Description | Returns active Sites to be displayed in the UI. |
| Parameters | NA |

* + 1. **sp\_Select\_Sites\_For\_Dashboard**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Filters |
| Description | This procedure selects Sites to be displayed in the dashboard Site dropdown list. |
| Parameters | NA |

* + 1. **sp\_Select\_Source\_By\_Module**

|  |  |
| --- | --- |
| Usage | Web interface: Submission |
| Description | This procedure takes a Module and Source (Direct or Indirect) and returns the Source IDis for the coresponding Sub Coaching Source. |
| Parameters | @strModulein nvarchar(30)  @strSourcein nvarchar(30) |

* + 1. **sp\_Select\_Sources\_For\_Dashboard**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Filters |
| Description | This procedure selects Sources to be displayed in the dashboard Source dropdown list. |
| Parameters | @nvcEmpID nvarchar(10) |

* + 1. **sp\_Select\_States\_For\_Dashboard**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Filters |
| Description | This procedure returns list of possible States for Warning Logs.  The 2 possible States of a Warning log are Active (within 91 days of warning given date) and Expired for logs that have WarningGivenDate over 91 days. |
| Parameters | NA |

* + 1. **sp\_Select\_Statuses\_For\_Dashboard**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Filters |
| Description | This procedure selects Statuses to be displayed in the dashboard Status dropdown list. |
| Parameters | NA |

* + 1. **sp\_Select\_SubCoachingReasons\_By\_Reason**

|  |  |
| --- | --- |
| Usage | Web interface: Submission |
| Description | This procedure takes a Module, Direct or Indirect, a Coaching Reason and the submitter lanid and returns the Sub Coaching Reasons associated with the Coaching Reason. |
| Parameters | @strReasonin nvarchar(200)  @strModulein nvarchar(30)  @strSourcein nvarchar(30)  @nvcEmpLanIDin nvarchar(30) |

* + 1. **sp\_Select\_SurveyDetails\_By\_SurveyID**

|  |  |
| --- | --- |
| Usage | Surveys: Response |
| Description | 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. |
| Parameters | @intSurveyID INT |

* + 1. **sp\_Select\_Users\_Historical\_Dashboard\_ACL**

|  |  |
| --- | --- |
| Usage | Historical Dashboard ACL |
| Description | Returns active records from Historical Dashboard ACL table |
| Parameters |  |

* + 1. **sp\_Select\_Values\_By\_Reason**

|  |  |
| --- | --- |
| Usage | Web interface: Submission |
| Description | This procedure takes a Module and Coaching Reason and source and returns the Values associated with the Module. |
| Parameters | @strReasonin nvarchar(200)  @strModulein nvarchar(30)  @strSourcein nvarchar(30) |

* + 1. **sp\_Select\_Values\_For\_Dashboard**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: SR MGR Coaching |
| Description | This procedure selects Values to be displayed in the dashboard filter dropdown list. |
| Parameters | NA |

* + 1. **sp\_SelectCoaching4Bingo**

|  |  |
| --- | --- |
| Usage | Quality\_Other: Bingo - Notification |
| Description | This procedure selects Bingo eCLs for CSR and supervisor Notification |
| Parameters | NA |

* + 1. **sp\_SelectCoaching4Contact**

|  |  |
| --- | --- |
| Usage | Feed Load: Notification process for Quality, Outlier and ETS feed logs |
| Description | This procedure queries db for feed records to send out mail |
| Parameters | NA |

* + 1. **sp\_SelectCoaching4FollowUp**

|  |  |
| --- | --- |
| Usage | Feed Load: Notification process for Followup Due logs |
| Description | This procedure queries db for feed records that are due for followup to send out mail |
| Parameters | NA |

* + 1. **sp\_SelectCoaching4Reminder**

|  |  |
| --- | --- |
| Usage | HouseKeeping: Reminders Notification |
| Description | Selects list of logs for Email Reminders for past due eCLs |
| Parameters | NA |

* + 1. **sp\_SelectFrom\_Coaching\_Log\_Emp\_BySup**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Historical |
| Description | This procedure selects a list of all Employees who have for given Supervisor. |
| Parameters | @nvcSupID nvarchar(10)  @intEmpActive int |

* + 1. **sp\_SelectFrom\_Coaching\_Log\_Historical**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Historical |
| Description | This procedure selects the e-Coaching records to display on historical dashboard. |
| Parameters | @nvcUserIdin nvarchar(10)  @intSourceIdin int  @intSiteIdin int  @nvcEmpIdin nvarchar(10)  @nvcSupIdin nvarchar(10)  @nvcMgrIdin nvarchar(10)  @nvcSubmitterIdin nvarchar(10)  @strSDatein datetime  @strEDatein datetime  @intStatusIdin int  @nvcValue nvarchar(30)  @nvcSearch nvarchar(50)  @intEmpActive int  @PageSize int  @startRowIndex int  @sortBy nvarchar(100)  @sortASC nvarchar(1) |

* + 1. **sp\_SelectFrom\_Coaching\_Log\_Historical\_Count**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Historical |
| Description | This procedure selects the count of e-Coaching records to display on historical dashboard. |
| Parameters | @nvcUserIdin nvarchar(10)  @intSourceIdin int  @intSiteIdin int  @nvcEmpIdin nvarchar(10)  @nvcSupIdin nvarchar(10)  @nvcMgrIdin nvarchar(10)  @nvcSubmitterIdin nvarchar(10)  @strSDatein datetime  @strEDatein datetime  @intStatusIdin int  @nvcValue nvarchar(30)  @nvcSearch nvarchar(50)  @intEmpActive int |

* + 1. **sp\_SelectFrom\_Coaching\_Log\_Historical\_Export**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Historical: Export |
| Description | This procedure selects the e-Coaching records for export from Historical dashboard page. |
| Parameters | @nvcUserIdin nvarchar(10)  @intSourceIdin int  @intSiteIdin int  @nvcEmpIdin nvarchar(10)  @nvcSupIdin nvarchar(10)  @nvcMgrIdin nvarchar(10)  @nvcSubmitterIdin nvarchar(10)  @strSDatein datetime  @strEDatein datetime  @intStatusIdin int  @nvcValue nvarchar(30)  @intEmpActive int |

* + 1. **sp\_SelectFrom\_Coaching\_Log\_Historical\_Export\_Count**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Historical: Export\_Count |
| Description | This procedure selects the count of e-Coaching records for export from Historical dashboard page. |
| Parameters | @nvcUserIdin nvarchar(10)  @intSourceIdin int  @intSiteIdin int  @nvcEmpIdin nvarchar(10)  @nvcSupIdin nvarchar(10)  @nvcMgrIdin nvarchar(10)  @nvcSubmitterIdin nvarchar(10)  @strSDatein datetime  @strEDatein datetime  @intStatusIdin int  @nvcValue nvarchar(30)  @intEmpActive int |

* + 1. **sp\_SelectFrom\_Coaching\_Log\_MGR\_BySite**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Historical |
| Description | This procedure selects a list of all Employees who have identified as Managers during log submisison. |
| Parameters | @intSiteID INT |

* + 1. **sp\_SelectFrom\_Coaching\_Log\_MyCompleted**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: My Dashboard: My Completed Section |
| Description | This procedure returns the Completed logs for logged in user for given date range. |
| Parameters | @nvcUserIdin nvarchar(10)  @strSDatein datetime  @strEDatein datetime  @PageSize int  @startRowIndex int  @sortBy nvarchar(100)  @sortASC nvarchar(1) |

* + 1. **sp\_SelectFrom\_Coaching\_Log\_MyCompleted\_Count**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: My Dashboard: My Completed Section |
| Description | This procedure returns the count of Completed logs for logged in user for given date range. |
| Parameters | @nvcUserIdin nvarchar(10)  @strSDatein datetime  @strEDatein datetime |

* + 1. **sp\_SelectFrom\_Coaching\_Log\_MyFollwup**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: My Dashboard: My Followup Section |
| Description | This procedure returns the CSRs logs that are pending follow-up by the supervisor |
| Parameters | @nvcUserIdin nvarchar(10)  @PageSize int  @startRowIndex int  @sortBy nvarchar(100)  @sortASC nvarchar(1) |

* + 1. **sp\_SelectFrom\_Coaching\_Log\_MyFollowup\_Count**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: My Dashboard: My Followup Section |
| Description | This procedure returns the count of the CSRs logs that are pending follow-up by the supervisor. |
| Parameters | @nvcUserIdin nvarchar(10) |

* + 1. **sp\_SelectFrom\_Coaching\_Log\_MyPending**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: My Dashboard: My Pending Section |
| Description | This procedure returns the Pending logs for logged in user. |
| Parameters | @nvcUserIdin nvarchar(10)  @nvcEmpIdin nvarchar(10)  @nvcSupIdin nvarchar(10)  @PageSize int  @startRowIndex int  @sortBy nvarchar(100)  @sortASC nvarchar(1) |

* + 1. **sp\_SelectFrom\_Coaching\_Log\_MyPending\_Count**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: My Dashboard: My Pending Section |
| Description | This procedure returns the count of Pending logs for logged in user. |
| Parameters | @nvcUserIdin nvarchar(10)  @nvcEmpIdin nvarchar(10)  @nvcSupIdin nvarchar(10) |

* + 1. **sp\_SelectFrom\_Coaching\_Log\_MySubmitted**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: My Dashboard: My Submitted Section |
| Description | This procedure returns the Pending logs for logged in user. |
| Parameters | @nvcUserIdin nvarchar(10)  @intSourceIdin int  @nvcEmpIdin nvarchar(10)  @nvcSupIdin nvarchar(10)  @nvcMgrIdin nvarchar(10)  @strSDatein datetime  @strEDatein datetime  @PageSize int  @startRowIndex int  @sortBy nvarchar(100)  @sortASC nvarchar(1) |

* + 1. **sp\_SelectFrom\_Coaching\_Log\_MySubmitted\_Count**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: My Dashboard: My Submitted Section |
| Description | This procedure returns the count of Pending logs for logged in user. |
| Parameters | @nvcUserIdin nvarchar(10)  @intSourceIdin int  @nvcEmpIdin nvarchar(10)  @nvcSupIdin nvarchar(10)  @nvcMgrIdin nvarchar(10)  @strSDatein datetime  @strEDatein datetime |

* + 1. **sp\_SelectFrom\_Coaching\_Log\_MyTeamCompleted**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: My Dashboard: My Team Completed Section |
| Description | This procedure returns the Completed logs for logged in users team. |
| Parameters | @nvcUserIdin nvarchar(10)  @intSourceIdin int  @nvcEmpIdin nvarchar(10)  @nvcSupIdin nvarchar(10)  @strSDatein datetime  @strEDatein datetime  @PageSize int  @startRowIndex int  @sortBy nvarchar(100)  @sortASC nvarchar(1) |

* + 1. **sp\_SelectFrom\_Coaching\_Log\_MyTeamCompleted\_Count**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: My Dashboard: My Team Completed Section |
| Description | This procedure returns the Count of Completed logs for logged in user. |
| Parameters | @nvcUserIdin nvarchar(10)  @intSourceIdin int  @nvcEmpIdin nvarchar(10)  @nvcSupIdin nvarchar(10)  @strSDatein datetime  @strEDatein datetime |

* + 1. **sp\_SelectFrom\_Coaching\_Log\_MyTeamPending**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: My Dashboard: My Team Pending Section |
| Description | This procedure returns the Pending logs for logged in users team. |
| Parameters | @nvcUserIdin nvarchar(10)  @intSourceIdin int  @nvcEmpIdin nvarchar(10)  @nvcSupIdin nvarchar(10)  @strSDatein datetime  @strEDatein datetime  @PageSize int  @startRowIndex int  @sortBy nvarchar(100)  @sortASC nvarchar(1) |

* + 1. **sp\_SelectFrom\_Coaching\_Log\_MyTeamPending\_Count**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: My Dashboard: My Team Pending Section |
| Description | This procedure returns the Count of Pending logs for logged in user. |
| Parameters | @nvcUserIdin nvarchar(10)  @intSourceIdin int  @nvcEmpIdin nvarchar(10)  @nvcSupIdin nvarchar(10)  @strSDatein datetime  @strEDatein datetime |

* + 1. **sp\_SelectFrom\_Coaching\_Log\_Submitter**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Historical |
| Description | This procedure selects a list of all Submitters |
| Parameters | NA |

* + 1. **sp\_SelectFrom\_Coaching\_Log\_Sup\_ByMgr**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Historical |
| Description | This procedure selects a list of all Employees who have identified as Supervisors during log submisison. |
| Parameters | @nvcMgrID nvarchar(10) |

* + 1. **sp\_SelectFrom\_Coaching\_LogMgrDistinctCSR**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Main |
| Description | This procedure selects the distinct CSRs under a Manager that have pending logs to display in dashboard filter dropdown. |
| Parameters | @strCSRMGRIDin nvarchar(10) |

* + 1. **sp\_SelectFrom\_Coaching\_LogMgrDistinctCSRSubmitted**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: My Submissions |
| Description | This procedure selects the distinct CSRs from e-Coaching records to display on dashboard for filter where Manager is the submitter. |
| Parameters | @strCSRMGRIDin nvarchar(10) |

* + 1. **sp\_SelectFrom\_Coaching\_LogMgrDistinctCSRTeam**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Main |
| Description | This procedure selects the distinct CSRs under a Manager that have pending or completed logs in dashboard filter dropdown. |
| Parameters | @strCSRMGRIDin nvarchar(10) |

* + 1. **sp\_SelectFrom\_Coaching\_LogMgrDistinctCSRTeamCompleted**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Main |
| Description | This procedure selects the distinct CSRs under a Manager that have completed logs in dashboard filter dropdown |
| Parameters | @strCSRMGRIDin nvarchar(10) |

* + 1. **sp\_SelectFrom\_Coaching\_LogMgrDistinctMGRSubmitted**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: My Submissions |
| Description | This procedure selects the distinct Managers that are submitters |
| Parameters | @strCSRMGRIDin nvarchar(10) |

* + 1. **sp\_SelectFrom\_Coaching\_LogMgrDistinctSUP**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Main |
| Description | This procedure selects the distinct Sups from e-Coaching records to display on dashboard for filter. |
| Parameters | @strCSRMGRIDin nvarchar(10) |

* + 1. **sp\_SelectFrom\_Coaching\_LogMgrDistinctSUPSubmitted**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: My Submissions |
| Description | This procedure selects the distinct supervisors from e-Coaching records in pending status to display on dashboard for filter. |
| Parameters | @strCSRMGRIDin nvarchar(10) |

* + 1. **sp\_SelectFrom\_Coaching\_LogMgrDistinctSUPTeam**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Main |
| Description | This procedure selects the distinct Sups from e-Coaching records in pending status to display on dashboard for filter. |
| Parameters | @strCSRMGRIDin nvarchar(10) |

* + 1. **sp\_SelectFrom\_Coaching\_LogMgrDistinctSUPTeamCompleted**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Main |
| Description | This procedure selects the distinct Sups from e-Coaching records in pending status to display on dashboard for filter. |
| Parameters | @strCSRMGRIDin nvarchar(10) |

* + 1. **sp\_SelectFrom\_Coaching\_LogStaffDistinctPendingCSRSubmitted**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: My Submissions |
| Description | This procedure selects the distinct CSRs from e-Coaching records to display on staff dashboard for filter. |
| Parameters | @strStaffIDin nvarchar(10) |

* + 1. **sp\_SelectFrom\_Coaching\_LogStaffDistinctPendingMGRSubmitted**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: My Submissions |
| Description | This procedure selects the distinct managers from e-Coaching records to display on staff dashboard for filter. |
| Parameters | @strStaffIDin nvarchar(10) |

* + 1. **sp\_SelectFrom\_Coaching\_LogStaffDistinctPendingSUPSubmitted**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: My Submissions |
| Description | This procedure selects the distinct Supervisors from e-Coaching records to display on staff dashboard for filter. |
| Parameters | @strStaffIDin nvarchar(10) |

* + 1. **sp\_SelectFrom\_Coaching\_LogSupDistinctCSR**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: My Submissions |
| Description | List of distinct CSrs that have pending or completed logs submitted by the supervisor |
| Parameters | @strCSRSUPIDin nvarchar(10) |

* + 1. **sp\_SelectFrom\_Coaching\_LogSupDistinctCSRTeam**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Main |
| Description | This procedure selects the distinct CSRs that have pending or Coaching logs and report to Supervisor |
| Parameters | @strCSRSUPIDin nvarchar(10) |

* + 1. **sp\_SelectFrom\_Coaching\_LogSupDistinctCSRTeamCompleted**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Main |
| Description | This procedure selects the distinct CSRs that have Completed Coaching logs and report to Supervisor |
| Parameters | @strCSRSUPIDin nvarchar(10) |

* + 1. **sp\_SelectFrom\_Coaching\_LogSupDistinctMGR**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: My Submissions |
| Description | This procedure selects the distinct Managers of csrs that have completed or pending logs that the Supervisor submitted. |
| Parameters | @strCSRSUPIDin nvarchar(10) |

* + 1. **sp\_SelectFrom\_Coaching\_LogSupDistinctMGRTeamCompleted**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: Main |
| Description | This procedure selects the distinct Managers of csrs reporting to the supervisor that have completed Coaching logs. |
| Parameters | @strCSRSUPIDin nvarchar(10) |

* + 1. **sp\_SelectFrom\_Coaching\_LogSupDistinctSUP**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: My Submissions |
| Description | This procedure selects the distinct Supervisors of csrs that have completed or pending logs that the Supervisor submitted. |
| Parameters | @strCSRSUPIDin nvarchar(10) |

* + 1. **sp\_SelectFrom\_Warning\_Log\_MyTeamWarning**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: My Dashboard: My Team Warning Section |
| Description | This procedure returns the warning logs for employees reporting to logged in user. |
| Parameters | @nvcUserIdin nvarchar(10)  @intStatusIdin int  @strSDatein datetime  @strEDatein datetime  @PageSize int  @startRowIndex int  @sortBy nvarchar(100)  @sortASC nvarchar(1) |

* + 1. **sp\_SelectFrom\_Warning\_Log\_MyTeamWarning\_Count**

|  |  |
| --- | --- |
| Usage | Web interface: Dashboard: My Dashboard: My Team Warning Section |
| Description | This procedure returns the Count of warning logs for employees reporting to logged in user. |
| Parameters | @nvcUserIdin nvarchar(10)  @intStatusIdin int  @strSDatein datetime  @strEDatein datetime |

* + 1. **sp\_SelectRecordStatus**

|  |  |
| --- | --- |
| Usage | Web interface: Review Coaching logs |
| Description | This procedure selects the status of a record from the Coaching\_Log table |
| Parameters | @strFormID nvarchar(50) |

* + 1. **sp\_SelectReviewFrom\_Coaching\_Log**

|  |  |
| --- | --- |
| Usage | Web interface: Review Coaching logs |
| Description | This procedure displays the Coaching Log attributes for given Form Name. |
| Parameters | @intLogId BIGINT |

* + 1. **sp\_SelectReviewFrom\_Coaching\_Log\_For\_Delete**

|  |  |
| --- | --- |
| Usage | Admin Tool: Delete Functionality |
| Description | This procedure displays the Coaching Log attributes for given Form Name prior to Delete. |
| Parameters | @strFormIDin nvarchar(50) |

* + 1. **sp\_SelectReviewFrom\_Coaching\_Log\_Quality\_Now**

|  |  |
| --- | --- |
| Usage | Load: Quality Now Feed |
| Description | This procedure displays the Quality Now Evluation attributes for review for a given Coaching Log |
| Parameters | @intLogId bigtint |

* + 1. **sp\_SelectReviewFrom\_Coaching\_Log\_Reasons**

|  |  |
| --- | --- |
| Usage | Web interface: Submission |
| Description | This procedure displays the Coaching Log Reason and Sub Coaching Reason values for a given Form Name. |
| Parameters | @intLogId BIGINT |

* + 1. **sp\_SelectReviewFrom\_Coaching\_Log\_Reasons\_Combined**

|  |  |
| --- | --- |
| Usage | Web interface: Review Coaching logs |
| Description |  |
| Parameters |  |

* + 1. **sp\_SelectReviewFrom\_Warning\_Log**

|  |  |
| --- | --- |
| Usage | Warnings: Review from Dashboard |
| Description | This procedure displays the Warning Log attributes for given Form Name. |
| Parameters | @intLogId BIGINT |

* + 1. **sp\_SelectReviewFrom\_Warning\_Log\_Reasons**

|  |  |
| --- | --- |
| Usage | Warnings: Review from Dashboard |
| Description | This procedure displays the Warning Log Reason and Sub Coaching Reason values for a given Form Name. |
| Parameters | @intLogId BIGINT |

* + 1. **sp\_SelectSurvey4Contact**

|  |  |
| --- | --- |
| Usage | Surveys: Notification |
| Description | Queries db for newly added Survey records to send out notification. |
| Parameters | NA |

* + 1. **sp\_SelectSurvey4Reminder**

|  |  |
| --- | --- |
| Usage | HouseKeeping: Survey Reminders Notification |
| Description | This procedure queries db for surveys active after 48 hrs to send reminders. |
| Parameters | NA |

* + 1. **sp\_ShortCalls\_Get\_Actions**

|  |  |
| --- | --- |
| Usage | OMR: Short Calls - Review |
| Description | his procedure takes a behavior that is not valid and returns prescriptive actions for that behavior. |
| Parameters | @EmpId nvarchar(10), @intBehaviorId int |

* + 1. **sp\_ShortCalls\_Get\_BehaviorList**

|  |  |
| --- | --- |
| Usage | OMR: Short Calls - Review |
| Description | his procedure takes a value of valid or not valid and returns a list of behaviors. |
| Parameters | @isValid bit |

* + 1. **sp\_ShortCalls\_Get\_CallList**

|  |  |
| --- | --- |
| Usage | OMR: Short Calls - Review |
| Description | This procedure takes a log id and return a list of Verint Ids that are short calls. |
| Parameters | @intLogId bigtint |

* + 1. **sp\_ShortCalls\_Get\_SupReviewDetails**

|  |  |
| --- | --- |
| Usage | OMR: Short Calls - Review |
| Description | This procedure takes a log id and return the short calls for that log for Manager review |
| Parameters | @intLogId bigtint |

* + 1. **sp\_ShortCalls\_Get\_MgrReviewDetails**

|  |  |
| --- | --- |
| Usage | OMR: Short Calls - Review |
| Description | This procedure takes a log id and return the short call details |
| Parameters | @intLogId bigtint |

* + 1. **sp\_ShortCalls\_SupReview\_Submit**

|  |  |
| --- | --- |
| Usage | OMR: Short Calls - Review |
| Description | This procedure updates the short call record logs with values from supervisor review. |
| Parameters | @strUserLanId NVARCHAR(70)  @intLogId BIGINT  @tableSCSupReview SCSupReviewTableType READONLY |

* + 1. **sp\_ShortCalls\_MgrReview\_Submit**

|  |  |
| --- | --- |
| Usage | OMR: Short Calls - Review |
| Description | This procedure updates the short call record logs with values from maanger review. |
| Parameters | @strUserLanId NVARCHAR(70)  @intLogId BIGINT  @dtConfirmed datetime  @strMgrNotes nvarchar(3000)  @tableSCMgrReview SCMgrReviewTableType READONLY |

* + 1. **sp\_Update\_Coaching\_Log\_Quality**

|  |  |
| --- | --- |
| Usage | Load: Quality Data |
| Description | This procedure updates the Quality scorecards into the Coaching\_Log table. The txtdescription is updated in the Coaching\_Log table. |
| Parameters | NA |

* + 1. **sp\_Update\_Coaching\_Log\_Quality\_Now**

|  |  |
| --- | --- |
| Usage | Load: Quality Now Feed |
| Description | This procedure updates the Quality Now scorecards in the Coaching\_Log and Quality Now Evaluation tables. |
| Parameters | NA |

* + 1. **sp\_Update\_CSR\_Hierarchy**

|  |  |
| --- | --- |
| Usage | Load: Employee Data |
| Description | Performs the following actions. Adds an End Date to an Employee record with a Hierarchy change. Inserts a new row for the Updated Hierarchy. |
| Parameters | NA |

* + 1. **sp\_Update\_Email\_Addresses\_DevTest**

|  |  |
| --- | --- |
| Usage | Load: Employee Data |
| Description | Updates the Email addresses to test distros for testing purposes. |
| Parameters | NA |

* + 1. **sp\_Update\_Employee\_Hierarchy\_Stage**

|  |  |
| --- | --- |
| Usage | Load: Employee Data |
| Description | Performs the following actions.  Deletes records with missing Employee IDs  Removes Alpha characters from first 2 positions of Sup\_EMP\_ID, Mgr\_Emp\_ID  and all leading and trainilin spaces from the IDs  Removes # from LanID and Email address of inactive employees  Inserts Employee Ids Reusing the numeric part of an existing Employee ID into a tracking table  Removes Alpha characters from first 2 positions of all Emp\_IDs  that do not need the prefix retained for uniqueness.  Removes leading and Trailing spaces from emp and Sup Ids from eWFM staging table.  Updates CSR Sup ID values with the SUP from WFM  Deletes records with Missing SUP IDs  Populates Supervisor attributes  Populates Manager attributes |
| Parameters | NA |

* + 1. **sp\_Update\_EmployeeID\_To\_LanID**

|  |  |
| --- | --- |
| Usage | Load: Employee Data |
| Description | erforms the following actions.  Adds an End Date to an Employee ID to lan ID combination that is different from the existing record.  Inserts new records for the changed and new combinations. |
| Parameters | NA |

* + 1. **sp\_Update\_ETS\_Coaching\_Stage**

|  |  |
| --- | --- |
| Usage | Feed Load: ETS |
| Description | Performs the following actions.  Removes Alpha characters from first 2 positions of Emp\_ID  Populate Employee and Hierarchy attributes from Employee Table  Inserts non CSR and supervisor records into Rejected table  Deletes rejected records.  Sets the detailed Description value by concatenating other attributes. |
| Parameters | @Count INT OUTPUT |

* + 1. **sp\_Update\_Generic\_Coaching\_Stage**

|  |  |
| --- | --- |
| Usage | Feed Load: Generic Feeds |
| Description | Performs the following actions.  Populates EmpID If LanID provided in file  Populates LanID, Site, program and Role from employee table  Calls procedure to reject records and deletes rejected records per business rules. |
| Parameters | @Count INT OUTPUT |

* + 1. **sp\_Update\_Outlier\_Coaching\_Stage**

|  |  |
| --- | --- |
| Usage | Feed Load: Outliers Feeds |
| Description | Performs the following actions.  Populates EmpID and or lanID depending on incoming files as needed  Populate missing program and site values from employee table  Populates Role and Active status  Rejects records and deletes rejected records per business rules. |
| Parameters | @Count INT OUTPUT |

* + 1. **sp\_Update\_Quality\_Fact**

|  |  |
| --- | --- |
| Usage | Load: Quality Data |
| Description | This procedure updates the existing records in the Quality Fact table and inserts new records. |
| Parameters | NA |

* + 1. **sp\_Update\_Quality\_Other\_Coaching\_Stage**

|  |  |
| --- | --- |
| Usage | Load: Quality Other Data |
| Description | This procedure performs the following actions  Populates EmpID and or lanID depending on incoming files as needed  Populate missing program values from employee table  Populates Role and Active status  Rejects records and deletes rejected records per business rules. |
| Parameters | @Count INT OUTPUT |

* + 1. **sp\_Update\_Review\_Coaching\_Log\_Employee\_Acknowledge**

|  |  |
| --- | --- |
| Usage | Web interface: Review Coaching logs (6) |
| Description | This procedure allows csrs to update the e-Coaching records from the review page -- for Pending Acknowledgment records. |
| Parameters | @nvcFormID BIGINT  @nvcFormStatus Nvarchar(30)  @bitisCSRAcknowledged bit  @dtmCSRReviewAutoDate datetime  @nvcCSRComments Nvarchar(max) |

* + 1. **sp\_Update\_Review\_Coaching\_Log\_Employee\_Pending**

|  |  |
| --- | --- |
| Usage | Web interface: Review Coaching logs (4) |
| Description | This procedure allows csrs to update the e-Coaching records from the review page. |
| Parameters | @nvcLogType nvarchar(20)  @nvcFormID BIGINT  @nvcFormStatus Nvarchar(30)  @bitisCSRAcknowledged bit  @nvcCSRComments Nvarchar(max)  @dtmCSRReviewAutoDate datetime |

* + 1. **sp\_Update\_Review\_Coaching\_Log\_Employee\_Pending\_Followup**

|  |  |
| --- | --- |
| Usage | Web interface: Review Coaching logs |
| Description | This procedure allows csrs to update the e-Coaching records from the review page after followup Coaching |
| Parameters | @nvcFormID BIGINT  @nvcFormStatus Nvarchar(30)  @bitisCSRAcknowledged bit  @nvcCSRComments Nvarchar(max)  @dtmCSRReviewAutoDate datetime |

* + 1. **sp\_Update\_Review\_Coaching\_Log\_Manager\_Pending\_CSE**

|  |  |
| --- | --- |
| Usage | Web interface: Review Coaching logs (2 & 3) |
| Description | This procedure allows managers to update the e-Coaching records from the review page with Yes, this is a confirmed Customer Service Escalation. |
| Parameters | @nvcFormID BIGINT  @nvcFormStatus Nvarchar(30)  @nvcReviewMgrID Nvarchar(10)  @dtmMgrReviewAutoDate datetime  @dtmMgrReviewManualDate datetime  @dtmMgrReviewManualDate datetime  @ConfirmedCSE bit  @nvctxtMgrNotes nvarchar(max) |

* + 1. **sp\_Update\_Review\_Coaching\_Log\_Manager\_Pending\_Reasearch**

|  |  |
| --- | --- |
| Usage | Web interface: Review Coaching logs (5) |
| Description | This procedure allows managers to update the e-Coaching records from the review page for Outlier records. |
| Parameters | @nvcFormID BIGINT  @nvcFormStatus Nvarchar(30)  @nvcstrReasonNotCoachable Nvarchar(100)  @nvcReviewerID Nvarchar(10)  @dtmReviewAutoDate datetime  @dtmReviewManualDate datetime  @bitisCoachingRequired bit  @nvcReviewerNotes Nvarchar(max)  @nvctxtReasonNotCoachable Nvarchar(max) |

* + 1. **sp\_Update\_Review\_Coaching\_Log\_Supervisor\_Acknowledge**

|  |  |
| --- | --- |
| Usage | Web interface: Review Coaching logs (7) |
| Description | This procedure allows Sups to update the e-Coaching records from the review page for Pending Acknowledgment records. |
| Parameters | @nvcFormID BIGINT  @nvcFormStatus Nvarchar(30)  @nvcReviewSupID Nvarchar(10)  @dtmSUPReviewAutoDate datetime |

* + 1. **sp\_Update\_Review\_Coaching\_Log\_Supervisor\_Pending**

|  |  |
| --- | --- |
| Usage | Web interface: Review Coaching logs (1) |
| Description | This procedure allows supervisors to update the e-Coaching records from review page. |
| Parameters | @nvcFormID BIGINT  @nvcFormStatus Nvarchar(30)  @nvcReviewSupID Nvarchar(10)  @dtmSupReviewedAutoDate datetime  @nvctxtCoachingNotes Nvarchar(max) |

* + 1. **sp\_Update\_Review\_Coaching\_Log\_Supervisor\_Pending** **\_Followup**

|  |  |
| --- | --- |
| Usage | Web interface: Review Coaching logs |
| Description | This procedure allows supervisors to update the e-Coaching records from review page after followup Coaching |
| Parameters | @nvcFormID BIGINT  @nvcFormStatus Nvarchar(30)  @nvcReviewSupID Nvarchar(10)  @dtmSupReviewedAutoDate datetime  @nvctxtCoachingNotes Nvarchar(max) |

* + 1. **sp\_Update\_Survey\_Response**

|  |  |
| --- | --- |
| Usage | Surveys: Response |
| Description | 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. |
| Parameters | @intSurveyID INT  @tableSR ResponsesTableType READONLY  @nvcUserComments Nvarchar(max)  @returnCode int OUTPUT  @returnMessage varchar(100) OUTPUT |

* + 1. **sp\_Update\_Training\_Coaching\_Stage**

|  |  |
| --- | --- |
| Usage | Load: Training Data |
| Description | Performs the following actions  Lookup Maximus ID  Populate Lan ID  Populate Program from Employee Table  Determine and populate Reject Reasons (No Maximus ID found for the Legacy ID, Employee not an Actice CSR)  Insert Rejected Records into Rejected Table  Delete rejected records from Staging table |
| Parameters | @Count INT OUTPUT |

* + 1. **sp\_UpdateFeedMailSent**

|  |  |
| --- | --- |
| Usage | Load: Notification process for Quality and Outlier logs |
| Description | This procedure updates emailsent column to "True" for records from mail script. |
| Parameters | @nvcNumID nvarchar(30) |

* + 1. **sp\_UpdateHistorical\_Dashboard\_ACL\_EndDate**

|  |  |
| --- | --- |
| Usage | Historical Dashboard ACL |
| Description | Updates End Date for a given record in Historical Dashboard ACL table |
| Parameters | @endDate INT  @rowId INT  @updatedBy nvarchar(30) |

* + 1. **sp\_UpdateHistorical\_Dashboard\_ACL\_Role**

|  |  |
| --- | --- |
| Usage | Historical Dashboard ACL |
| Description | Updates Role for a given record in Historical Dashboard ACL table |
| Parameters | @role nvarchar(30),  @rowId INT,  @updatedBy nvarchar(30) |

* + 1. **sp\_UpdateReminderMailSent**

|  |  |
| --- | --- |
| Usage | HouseKeeping: Reminders Notification |
| Description | This procedure updates Reminder sent column to "True" for records from Reminder mail script. |
| Parameters | @intNumID INT  @intLogType INT |

* + 1. **sp\_UpdateSurveyMailSent**

|  |  |
| --- | --- |
| Usage | Surveys: Notification |
| Description | Updates EmailSent column to "True" for records from Survey mail script. |
| Parameters | @nvcNumID nvarchar(30) |

* 1. **Functions**

|  | **Function Name** | | **Description** | |
| --- | --- | --- | --- | --- |
| 1. | fn\_bitCheckIfHotTopicSurvey | | Given an Survey ID , returns a BIt indicating whether the Survey includes a HotTopic Question | |
| 2. | fn\_bitCheckIfPilotSurvey | | Given an Survey ID , returns a BIt indicating whether the Survey includes a Pilot Question | |
| 3. | fn\_dtYYYYMMDD\_to\_Datetime | | Given an integer representing a date in format YYYYMMDD, return the corresponding datetime value. | |
| 4. | fn\_intActionDisplayOrder | | Given an EmpID and BehaviorID, determines the display order of the next action to be displayed | |
| 5. | fn\_intDatetime\_to\_YYYYMMDD | | Given a datetime value, return an integer in format YYYYMMDD representing the date. | |
| 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. | |
| 6. | fn\_intLastKnownStatusForCoachingID | | Given a CoachingID returns the last known active status from the audit table. | |
| 7. | fn\_intLogInactiveDays | | Given a CoachingID calculates how many days the log has been in Inactive state. Used to determine the new new followup date for a reactivated log. | |
| 8. | fn\_intModuleIDFromEmpID | | Given an Employee ID returns the Module ID for that user if iser belongs to one of the 5 Modules. | |
| 9. | fn\_intSiteIDFromEmpID | | Given an Employee ID returns the Employee site ID. | |
| 10. | fn\_intSiteIDFromSite | | Given the Site Name returns the Site ID. | |
| 11. | fn\_intSourceIDFromSource | | Given the Source value returns the Source ID. | |
| 12. | fn\_intStatusIDFromInsertParams | | Given a Module, isCSE and Source returns StatusID | |
| 13. | fn\_intSubCoachReasonIDFromETSRptCode | | Given the 2-4 letter ETS Report Code returns the Sub coaching reason for the ETS log. | |
| 14. | fn\_intSubCoachReasonIDFromRptCode | | Given the 3 letter Outlier Report code returns the Sub coaching reason for the OMR log. | |
| 15. | 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. | |
| 16. | fn\_nvcGetEmpIdFromLanId | | Given an LAN ID and a date, return the Employee ID of the person who had that LAN ID on that date. | |
| 17. | fn\_nvcHtmlDecode | | Decodes html characters for Export to Excel | |
| 18. | fn\_nvcHtmlEncode | | Encodes special characters that can pose a security risk when sent to front end. | |
| 19. | fn\_strAchievementsForCoachingId | | Given a CoachingID consolidates all the Competency Image refrences to a single string | |
| 20. | fn\_strAddSpaceToName | | Given an Employee Name Adds a space after the comma that separates the Last Name and the First Name. | |
| 21. | fn\_strBingoDescriptionFromCompDesc | | Given an EmpID Consolidates individual Descriptions for each competency to a single value for the Employee | |
| 22. | fn\_strCheckIf\_ACLRole | | Given an Employee ID and ACLRole returns 0 or 1 based on whether the user has an record in ACL table with given ACLRole. | |
| 23. | fn\_strCheckIf\_ExcelExport | | Given an Employee ID and Role returns if User can Export to Excel | |
| 24. | fn\_strCheckIf\_HRUser | | Given an Employee ID returns whether the user is a HR user. | |
| 25. | EC.fn\_strCheckIfATCoachingAdmin | | Given a user Employee ID returns whether the user a member of the Coaching Admin role or not. | |
| 26. | fn\_strCheckIfATSysAdmin | | Given an Employee ID, Returns ‘YES’ if the number of admin roles is > 0 and a ‘NO’ if 0. | |
| 27. | EC.fn\_strCheckIfATWarningAdmin | | Given a user Employee ID returns whether the user a member of the Coaching Admin role or not. | |
| 28. | fn\_strCoachingReasonFromCoachingID | | Given a CoachingID returns the Coaching Reasons concatenated as a single string of values separated by a '|' | |
| 29. | fn\_strCoachingReasonFromWarningID | | Given a WarningID returns the Coaching Reasons concatenated as a single string of values separated by a '|' | |
| 30. | fn\_strDirectReports | | Given a Submitter ID, checks to see if the submitter has any direct Reports. If they do, the function returns a 'Yes' Else 'No' | |
| 31. | fn\_strDirectUserHierarchy | | Given a CSR ID, a Submitter ID, checks to see if the submitter is the Supervisor or Manager of the given employee.  If it does the function returns a 'Yes' to Indicate Direct Hierrachy. | |
| 32. | fn\_strEmpEmailFromEmpID | | Given an Employee ID, fetches the Email address from the Employee Hierarchy table. | |
| 33. | fn\_strEmpFirstNameFromEmpName | | Given an Employee Full name parses out the first name.If no match is found returns 'Unknown' | |
| 34. | fn\_strEmpLanIDFromEmpID | | Given an Employee ID, fetches the Lan ID from the Employee Hierarchy table. | |
| 35. | fn\_strEmpLastNameFromEmpName | | Given an Employee Full name parses out the last name. If no match is found returns 'Unknown' | |
| 36. | fn\_strEmpNameFromEmpID | | Given an Employee ID, fetches the User Name from the Employee Hierarchy table. | |
| 37. | fn\_strETSDescriptionFromRptCode | | Given a 2-4 letter ETS Report Code returns the Text Description associated with that Report. | |
| 38. | fn\_strGetUserRole | | Given an Employee ID returns the Role | |
| 39. | fn\_strImageForCompetency | | Given competency and Bingo Type populates Image | |
| 40. | fn\_strMgrEmailFromEmpID | | Given an Employee ID, fetches the Email address of the Employee's Manager from the Hierarchy table. | |
| 41. | fn\_strMgrEmpIDFromEmpID | | Given an Employee ID returns the Manager Employee ID. Looks up the Supervior ID of the Employee's Supervisor. | |
| 42. | fn\_strNPNDescriptionFromCode | | Given an NPN Code returns the Text Description associated with that code | |
| 43. | fn\_strSiteNameFromSiteLocation | | Given a site location returns the site name | |
| 44. | 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 | |
| 45. | 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. | |
| 46. | 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. | |
| 47. | EC.fn\_strStatusFromStatusID | | Given a Status ID returns the Status Description. | |
| 48. | 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. | |
| 49. | fn\_strStatusIDFromStatus | | Given a Status returns the Status id from Status table. | |
| 50. | fn\_strSubCoachingReasonFromCoachingID | | Given a CoachingID returns the Sub Coaching Reasons concatenated as a single string of values separated by a '|' | |
| 51. | fn\_strSubCoachingReasonFromWarningID | | Given a WarningID returns the Sub Coaching Reasons concatenated as a single string of values separated by a '|' | |
| 52. | fn\_strSupEmailFromEmpID | | Given an Employee ID, fetches the Email address of the Employee's Supervisor from the Hierarchy table. | |
| 53. | fn\_strUserName | | Given a LAN ID, fetches the User Name from the Employee Hierarchy table. | |
| 54. | fn\_strValueFromCoachingID | | Given a CoachingID returns the Values concatenated as a single string of values separated by a '|' | |
| 55. | fn\_strValueFromWarningID | | Given a WarningID returns the Values concatenated as a single string of values separated by a '|' | |
| 56. | fn\_strWarningLogStatictext | | Given a WarningID, returns the static Text associated with the warning if it exists for the given Coaching Reason, Sub Coaching Reason and time period. | |
| 57. | fnGetMaxDateTime | | Given 2 datetime values, returns the Greater of the 2 dates. | |
| 58. | RemoveAlphaCharacters | | Given an Employee ID or Other String removes the alpha characters  that exist in the first 2 Positions. | |
| 59. | fnSplit\_WithRowID | | Takes a string of values separated by commas and parses it returning individual values with a row number. | |
| 60. | 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