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eCoaching Dashboard Website

Detailed Design

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| --- | --- | --- |
| Last Revision | Last Review | Description |
|  |  |  |

Prepared by: Jourdain Augustin Date: September 10, 2014

Department, Location: Engineering, Arlington

**Approved by: Date:**

Change History Log

| Date | Change Description | Author |
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| 09/10/2014 | Initial Draft | Jourdain Augustin |
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# Design Criteria

* 1. Location Grid

The following grid details approximately where a given item should be placed on the actual page when written in the page design in the functional specifications and DDDs. For example, an item is labeled <A—1> and would then be located in the upper left hand corner of the screen. If an item is labeled as <AB—1>, then that item is in both A and B portions of the grid. If an item is labeled <A—12>, then that item is located in both 1 and 2 portions on the grid.

|  | **A** | **B** | **C** | **D** |
| --- | --- | --- | --- | --- |
| 1 | A-1 | B-1 | C-1 | D-1 |
| 2 | A-2 | B-2 | C-2 | D-2 |
| 3 | A-3 | B-3 | C-3 | D-3 |
| 4 | A-4 | B-4 | C-4 | D-4 |
| 5 | A-5 | B-5 | C-5 | D-5 |
| 6 | A-6 | B-6 | C-6 | D-6 |

# eCoaching Dashboards

## Purpose

The eCoaching Dashboards shall be access points to view existing eCoaching logs.

## Assumptions

### The eCoaching Dashboards will not be 508 compliant

### The following users will have access to the eCoaching Dashboards according to their employee job codes:

#### Main Dashboard

##### CSR level users – WACS0\*

##### Supervisor level users - \*40, WTTR12, WTTI\*

##### Manager Level users - \*50, \*60, \*70, WISO\*, WSTE\*, WPPM\*, WPSM\*, WEEX\*, WISY\*

##### Support Staff users – WSQE\*, WACQ\*

#### Main Dashboard Review:

##### users who are the CSR of the record

##### users who are the Supervisor of the record’s CSR in record or hirearchy

##### users who are the Manager of the record’s CSR’s Supervisor in record or hirearchy

#### My Submitted:

##### Supervisor level users - \*40, WTTR12, WTTI\*

##### Manager Level users - \*50, \*60, \*70, WISO\*, WSTE\*, WPPM\*, WPSM\*, WEEX\*, WISY\*

##### Support Staff users – All other users except for users with CSR Job codes – WACS01, WACS03, and (WACS02 who are in table EC.Historical\_Dashboard\_ACL with “ARC” Role)

#### Historical Dashboard:

##### Supervisor and above level users - \*40, \*50, \*60, \*70, WISO\*, WSTE\*, WPPM\*, WPSM\*, WSQE\*, WACQ\*, WEEX\*, WISY\*

#### Historical Dashboard Review:

##### Supervisor and above level users - \*40, \*50, \*60, \*70, WISO\*, WSTE\*, WPPM\*, WPSM\*, WSQE\*, WACQ\*, WEEX\*, WISY\*

#### Users who are in the database table “EC.Historical\_Dashboard\_ACL” table as an historical exception user (Role = “ECL”) can open any record

#### Access to an eCoaching Dashboard web page will be authenticated via the table EC.Employee\_Hierarchy

## Page Description

### eCoaching Main Dashboard page (view2.aspx – secure)

This page shall be displayed if a user has been authenticated to access the vangent.local network (this includes ad.local users accessing servers on the vangent.local network) and are an authorized user per assumptions in section 2.2. Users who are not authenticated and authorized will be redirected to the page – error3.aspx

| **Control Type** | **Format** | **Text or Description** | **Field Content/Action** | **Field Length** |
| --- | --- | --- | --- | --- |
| Page Header | | | | |
| Image | BC-1 | ajax-loader5.gif | Display the progress image when a database search is being processed to populate the dropdowns. | N/A |
| If user job code is one of the following (\*50, \*60, \*70, WISO\*, WSTE\*, WPPM\*, WPSM\*, WEEX\*, WISY\*) then display the following | | | | |
| Header | A-1 | “Welcome to the Manager Dashboard” | N/A | N/A |
| Header | A-1 | “My Pending eCoaching Logs | N/A | N/A |
| Dropdown | A-1 | [ddSUP1] | Dropdown contains the list of Supervisors for the user’s eCoaching records. | N/A |
| Dropdown | D-1 | [ddCSR1] | Dropdown contains the list of CSRs for the user’s eCoaching records. | N/A |
| Table | ABCD-1 | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | # | FormID | CSR Name | Supervisor Name | StrFormStatus | Created | | #Index# | #FormId# | #CSRName# | #SuperivsorName# | #FormStatus# | #CreatedDate# | | Values will be populated based on form options selected. FormId will be a link opening review.aspx to modify record. | N/A |
| Header | A-3 | “My Team’s Pending eCoaching Logs | N/A | N/A |
| Dropdown | A-3 | [ddSUP1] | Dropdown contains the list of Supervisors for the user’s eCoaching records.  OnChange, generates report with selected values | N/A |
| Dropdown | A-3 | [ddCSR1] | Dropdown contains the list of CSRs for the user’s eCoaching records.  OnChange, generates report with selected values | N/A |
| Dropdown | A-3 | [DropDownList3] | Dropdown contains the following list of possible record statuses:  All Sources  ARC  BCC Security and Privacy Incident Coaching  CMS Reported Item  CSAT  CSET  CSR Reported Issue  Internal CCO Reporting  IQS  Leadership Listening  Manager Coaching  OMR  Other  Quality Call Listening  Quality Specialist Coaching  Supervisor Coaching  Training and Development  Unknown  Verint Quality Monitoring  Walk-By | N/A |
| Table | ABCD-3 | |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | # | FormID | CSR Name | Supervisor Name | Manager Name | StrFormStatus | strSource | Created Date | | #Index# | #FormId# | #CSRName# | #SuperivsorName# | #ManagerName# | #FormStatus# | #strSource# | #CreatedDate# PDT | | Values will be populated based on form options selected. FormId will be a link opening review.aspx to view record. | N/A |
| Header | A-5 | “My Team’s Completed eCoaching Logs | N/A | N/A |
| Dropdown | A-5 | [ddSUP1] | Dropdown contains the list of Supervisors for the user’s eCoaching records. | N/A |
| Dropdown | A-5 | [ddCSR1] | Dropdown contains the list of CSRs for the user’s eCoaching records. | N/A |
| Dropdown | A-5 | [DropDownList3] | Dropdown contains the following list of possible record statuses:  All Sources  ARC  BCC Security and Privacy Incident Coaching  CMS Reported Item  CSAT  CSET  CSR Reported Issue  Internal CCO Reporting  IQS  Leadership Listening  Manager Coaching  OMR  Other  Quality Call Listening  Quality Specialist Coaching  Supervisor Coaching  Training and Development  Unknown  Verint Quality Monitoring  Walk-By | N/A |
| Text | B-5 | Submitted: |  | N/A |
| Text Field | B-5 | [Date1] |  | N/A |
| Image | B-5 | [Calendar\_scheduleHS.png] | onClick opens script to poputlate Date1 field with selected date | N/A |
| Text Field | B-5 | [Date2] |  | N/A |
| Image | B-5 | [Calendar\_scheduleHS.png] | onClick opens script to poputlate Date2 field with selected date | N/A |
| Button | B-5 | [Button1] | onClick generates new report for section | N/A |
| Table | ABCD-5 | |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | # | FormID | CSR Name | Supervisor Name | Manager Name | StrFormStatus | Created Date | Source | | #Index# | #FormId# | #CSRName# | #SuperivsorName# | #ManagerName# | #FormStatus# | #CreatedDate# PDT | #strSource# | | Values will be populated based on form options selected. FormId will be a link opening review.aspx to view record. | N/A |
| Header | A-3 | “My Completed eCoaching Logs | N/A | N/A |
| Table | ABCD-3 | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | # | FormID | CSR Name | Supervisor Name | Manager Name | StrFormStatus | Created Date | | #Index# | #FormId# | #CSRName# | #SuperivsorName# | #ManagerName# | #FormStatus# | #CreatedDate# PDT | | FormId will be a link opening review.aspx to view record. | N/A |
|  | | | | |
| If user job code is one of the following (\*40, WTTR12, WTTI\*) then display the following | | | | |
| Header | A-1 | “Welcome to the Supervisor Dashboard” | N/A | N/A |
| Header | A-1 | “My Pending eCoaching Logs | N/A | N/A |
| Table | ABCD-1 | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | # | FormID | CSR Name | Supervisor Name | StrFormStatus | Created | | #Index# | #FormId# | #CSRName# | #SuperivsorName# | #FormStatus# | #CreatedDate# | | FormId will be a link opening review.aspx to modify record. | N/A |
| Header | A-3 | “My Team’s Pending eCoaching Logs | N/A | N/A |
| Dropdown | A-3 | [ddCSR3] | Dropdown contains the list of CSRs for the user’s eCoaching records.  OnChange, generates report with selected values | N/A |
| Dropdown | A-3 | [DropDownList1] | Dropdown contains the following list of possible record statuses:  All Sources  ARC  BCC Security and Privacy Incident Coaching  CMS Reported Item  CSAT  CSET  CSR Reported Issue  Internal CCO Reporting  IQS  Leadership Listening  Manager Coaching  OMR  Other  Quality Call Listening  Quality Specialist Coaching  Supervisor Coaching  Training and Development  Unknown  Verint Quality Monitoring  Walk-By | N/A |
| Table | ABCD-3 | |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | # | FormID | CSR Name | Supervisor Name | Manager Name | StrFormStatus | strSource | Created Date | | #Index# | #FormId# | #CSRName# | #SuperivsorName# | #ManagerName# | #FormStatus# | #strSource# | #CreatedDate# PDT | | Values will be populated based on form options selected. FormId will be a link opening review.aspx to view record. | N/A |
| Header | A-5 | “My Team’s Completed eCoaching Logs | N/A | N/A |
| Dropdown | A-5 | [DropDownList2] | Dropdown contains the list of Managers for the user’s eCoaching records. | N/A |
| Dropdown | A-5 | [ddCSR2] | Dropdown contains the list of CSRs for the user’s eCoaching records. | N/A |
| Dropdown | A-5 | [DropDownList4] | Dropdown contains the following list of possible record statuses:  All Sources  ARC  BCC Security and Privacy Incident Coaching  CMS Reported Item  CSAT  CSET  CSR Reported Issue  Internal CCO Reporting  IQS  Leadership Listening  Manager Coaching  OMR  Other  Quality Call Listening  Quality Specialist Coaching  Supervisor Coaching  Training and Development  Unknown  Verint Quality Monitoring  Walk-By | N/A |
| Text | B-5 | Submitted: |  | N/A |
| Text Field | B-5 | [Date3] |  | N/A |
| Image | B-5 | [Calendar\_scheduleHS.png] | onClick opens script to poputlate Date1 field with selected date | N/A |
| Text Field | B-5 | [Date4] |  | N/A |
| Image | B-5 | [Calendar\_scheduleHS.png] | onClick opens script to poputlate Date2 field with selected date | N/A |
| Button | B-5 | [Button2] | onClick generates new report for section | N/A |
| Table | ABCD-5 | |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | # | FormID | CSR Name | Supervisor Name | Manager Name | StrFormStatus | strSource | Created Date | | #Index# | #FormId# | #CSRName# | #SuperivsorName# | #ManagerName# | #FormStatus# | #strSource# | #CreatedDate# PDT | | Values will be populated based on form options selected. FormId will be a link opening review.aspx to view record. | N/A |
| Header | A-3 | “My Completed eCoaching Logs | N/A | N/A |
| Table | ABCD-3 | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | # | FormID | CSR Name | Supervisor Name | Manager Name | StrFormStatus | Created Date | | #Index# | #FormId# | #CSRName# | #SuperivsorName# | #ManagerName# | #FormStatus# | #CreatedDate# PDT | | FormId will be a link opening review.aspx to view record. | N/A |
|  | | | | |
| If user job code is one of the following ("WACS01", "WACS02", "WACS03") then display the following | | | | |
| Header | A-1 | “Welcome to the CSR Dashboard” | N/A | N/A |
| Header | A-1 | “My Pending eCoaching Logs | N/A | N/A |
| Table | ABCD-1 | |  |  |  |  |  | | --- | --- | --- | --- | --- | | # | FormID | CSR Name | StrFormStatus | Created Date | | #Index# | #FormId# | #CSRName# | #FormStatus# | #CreatedDate# PDT | | FormId will be a link opening review.aspx to modify record. | N/A |
| Header | A-3 | “My Completed eCoaching Logs | N/A | N/A |
| Table | ABCD-3 | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | # | FormID | CSR Name | Supervisor Name | Manager Name | StrFormStatus | Created Date | | #Index# | #FormId# | #CSRName# | #SuperivsorName# | #ManagerName# | #FormStatus# | #CreatedDate# PDT | | FormId will be a link opening review.aspx to view record. | N/A |
|  | | | | |

### eCoaching My Submitted Dashboard page (view3.aspx – secure)

This page shall be displayed if a user has been authenticated to access the vangent.local network (this includes ad.local users accessing servers on the vangent.local network) and are an authorized user per assumptions in section 2.2. Users who are not authenticated and authorized will be redirected to the page – error3.aspx

| **Control Type** | **Format** | **Text or Description** | **Field Content/Action** | **Field Length** |
| --- | --- | --- | --- | --- |
| Image | BC-1 | ajax-loader5.gif | Display the progress image when a database search is being processed to populate the dropdowns. | N/A |
| Header | A-1 | “Welcome to the My Submitted Dashboard” | N/A | N/A |
|  | | | | |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| If user job code is one of the following (\*40, WTTR12, WTTI\*) then display the following | | | | |
| Header | A-1 | “My Submitted eCoaching Logs | N/A | N/A |
| Dropdown | A-1 | [ddMgr] | Dropdown contains the list of Managers for the user’s eCoaching records.  OnChange, generates report with selected values | N/A |
| Dropdown | A-1 | [ddSup] | Dropdown contains the list of Supervisors for the user’s eCoaching records.  OnChange, generates report with selected values | N/A |
| Dropdown | A-1 | [ddStatus] | Dropdown contains the following list of possible record statuses:  Completed  Pending CSR Review  Pending Manager Review  Pending Supervisor Review  OnChange, generates report with selected values | N/A |
| Dropdown | A-1 | [ddCSR] | Dropdown contains the list of CSRs for the user’s eCoaching records.  OnChange, generates report with selected values | N/A |
| Table | ABCD-2 | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | # | FormID | CSR Name | Supervisor Name | Manager Name | StrFormStatus | Created Date | | #Index# | #FormId# | #CSRName# | #SuperivsorName# | #ManagerName# | #FormStatus# | #CreatedDate# PDT | | Values will be populated based on form options selected. FormId will be a link opening review.aspx to view record. | N/A |
|  | | | | |
| If user job code is one of the following (\*50, \*60, \*70, WISO\*, WSTE\*, WPPM\*, WPSM\*, WEEX\*, WISY\*) then display the following | | | | |
| Header | A-1 | “My Submitted eCoaching Logs | N/A | N/A |
| Dropdown | A-1 | [ddMgr] | Dropdown contains the list of Managers for the user’s eCoaching records. | N/A |
| Dropdown | A-1 | [ddSup] | Dropdown contains the list of Supervisors for the user’s eCoaching records. | N/A |
| Dropdown | A-1 | [ddStatus] | Dropdown contains the following list of possible record statuses:  Completed  Pending CSR Review  Pending Manager Review  Pending Supervisor Review  OnChange, generates report with selected values | N/A |
| Dropdown | A-1 | [ddCSR] | Dropdown contains the list of CSRs for the user’s eCoaching records. | N/A |
| Table | ABCD-2 | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | # | FormID | CSR Name | Supervisor Name | Manager Name | StrFormStatus | Created Date | | #Index# | #FormId# | #CSRName# | #SuperivsorName# | #ManagerName# | #FormStatus# | #CreatedDate# PDT | | Values will be populated based on form options selected. FormId will be a link opening review.aspx to view record. | N/A |
|  | | | | |
| If user does not reflect previous conditions and does not have a CSR’s job code then display the following | | | | |
| Header | A-1 | “My Submitted Pending eCoaching Logs | N/A | N/A |
| Text | A-1 | Filter: | N/A | N/A |
| Dropdown | A-1 | [DropDownList1] | Dropdown contains the list of Managers for the user’s eCoaching records. | N/A |
| Dropdown | A-1 | [DropDownList3] | Dropdown contains the list of Supervisors for the user’s eCoaching records. | N/A |
| Dropdown | A-1 | [DropDownList4] | Dropdown contains the list of CSRs for the user’s eCoaching records. | N/A |
| Table | ABCD-2 | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | # | FormID | CSR Name | Supervisor Name | Manager Name | StrFormStatus | Created Date | | #Index# | #FormId# | #CSRName# | #SuperivsorName# | #ManagerName# | #FormStatus# | #CreatedDate# PDT | | Values will be populated based on form options selected. FormId will be a link opening review.aspx to view record. | N/A |
| Header | A-3 | “My Submitted Completed eCoaching Logs | N/A | N/A |
| Text | A-3 | Filter: | N/A | N/A |
| Dropdown | A-3 | [DropDownList2] | Dropdown contains the list of Managers for the user’s eCoaching records. | N/A |
| Dropdown | A-3 | [DropDownList5] | Dropdown contains the list of Supervisors for the user’s eCoaching records. | N/A |
| Dropdown | A-3 | [DropDownList6] | Dropdown contains the list of CSRs for the user’s eCoaching records. | N/A |
| Table | ABCD-3 | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | # | FormID | CSR Name | Supervisor Name | Manager Name | StrFormStatus | Created Date | | #Index# | #FormId# | #CSRName# | #SuperivsorName# | #ManagerName# | #FormStatus# | #CreatedDate# PDT | | Values will be populated based on form options selected. FormId will be a link opening review.aspx to view record. | N/A |
|  | | | | |

### eCoaching Dashboard Review page (review.aspx – secure)

This page shall be displayed if a user who has been authenticated to access the vangent.local (this includes ad.local users accessing servers on the vangent.local network) and are an authorized user per assumptions in section 2.2 selects a Form Id from the Main Dashboard (view2.aspx) or My Submitted Dashboard (view3.aspx) to be displayed. Users who are not authenticated and authorized will be redirected to the page – error3.aspx.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Control Type** | **Format** | **Text or Description** | **Field Content/Action** | **Field Length** |
| Text | ABC-1 | Please note that all fields are required. Double-check your work to ensure accuracy. | N/A | N/A |
| Text | A-1 | Coaching Reason(s): | N/A | N/A |
| If record status contains “Pending” then display the following: | | | | |
| If no Coaching Reasons exists then display the following: | | | | |
| Text | ABC-2 | No data was returned. | N/A | N/A |
|  | | | | |
| Text | ABC-2 | Customer Service Escalation: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-3 | AHT(Average Handling Time): #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-3 | ARC: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-3 | Attendance: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-3 | CCO Process Procedure Issues: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-4 | Current Coaching Initiatives: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-5 | Feedback (CSR And Customer): #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-5 | HR Guideline Issues: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-5 | OMR Exceptions: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-5 | Quality: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-6 | Recognition: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-6 | Schedule Adherence: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-6 | Secure Floor Violations: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| If user’s LAN ID matches LAN ID of Supervisor of coaching record then display the following | | | | |
| If record status is “Pending Supervisor Review” then display the following | | | | |
| Text | ABC-8 | Details of the behavior being coached: | N/A | N/A |
| Text | ABC-8 | [txtDescription] | N/A | N/A |
| if isCoachingRequired = True or txtMgrNotes is not blank then display the following: | | | | |
| Text | ABC-8 | Notes from Manager: | N/A | N/A |
| Text | ABC-8 | [txtMgrNotes] | N/A | N/A |
|  | | | | |
|  | | | | |
| If record status is **NOT** “Pending Supervisor Review” then display the following | | | | |
| Text | ABC-8 | Details of the behavior being coached: | N/A | N/A |
| Text | ABC-8 | [txtDescription] | N/A | N/A |
| if itxtMgrNotes is not blank then display the following: | | | | |
| Text | ABC-8 | Management Notes: | N/A | N/A |
| Text | ABC-8 | [txtMgrNotes] | N/A | N/A |
|  | | | | |
| Text | ABC-8 | Coaching Notes: | N/A | N/A |
| Text | ABC-8 | [txtCoachingNotes] | N/A | N/A |
|  | | | | |
|  | | | | |
| If “isCoachingRequired” = True or txtMgrNotes is not blank then display the following | | | | |
| Text | ABC-8 | Notes from Manager: | N/A | N/A |
| Text | ABC-8 | [txtMgrNotes] | N/A | N/A |
|  | | | | |
|  | | | | |
| If user’s LAN ID is same as Manager for record, record status = “Pending Manager Review” and “Current Coaching Initiative” <> “Research Required” and “OMR / Exceptions” is not “Research Required” then display the following: | | | | |
| Text | ABC-8 | Details of the behavior being coached: | N/A | N/A |
| Text | ABC-8 | [txtDescription] | N/A | N/A |
| If “txtCoachingNotes” is not blank then display the following | | | | |
| Text | ABC-8 | Coaching Notes: | N/A | N/A |
| Text | ABC-8 | [txtMgrNotes] | N/A | N/A |
|  | | | | |
|  | | | | |
| 1. If user’s LAN ID matches LAN ID of Supervisor of coaching record and record status is **NOT** “Pending Supervisor Review” then display the following 2. If user’s LAN ID matches LAN ID of Manager of coaching record and record status is **NOT** “Pending Manager Review” then display the following 3. If user’s LAN ID matches LAN ID of CSR of coaching record then display the following 4. If user’s LAN ID matches LAN ID of submitter of coaching record then display the following: | | | | |
| Text | ABC-8 | Details of the behavior being coached: | N/A | N/A |
| Text | ABC-8 | [txtDescription] | N/A | N/A |
| If “txtMgrNotes” is not blank then display the following | | | | |
| Text | ABC-8 | Management Notes: | N/A | N/A |
| Text | ABC-8 | [txtMgrNotes] | N/A | N/A |
|  | | | | |
| Text | ABC-8 | Coaching Notes: | N/A | N/A |
| Text | ABC-8 | [txtCoachingNotes] | N/A | N/A |
|  | | | | |
| If user’s LAN ID is LAN ID of Manager of coaching record **AND** record status is “Pending Manager Review” **AND** field “Current Coaching Initiative” = “Research Required” **OR** “OMR / Exceptions” = “Research Required” then display the following: | | | | |
| Text | ABC-8 | Details of the behavior being coached: | N/A | N/A |
| Text | ABC-8 | [txtDescription] | N/A | N/A |
|  | | | | |
| If user’s LAN ID matches LAN ID of Supervisor or CSR of coaching record and record status is “Pending Acknowledgement” then display the following  If user’s LAN ID matches LAN ID of Supervisor or CSR of coaching record and record status is “Pending CSR Review” or “Pending Supervisor Review” and Supervisor has signed or CSR has signed respectively then display the following | | | | |
| Text | ABC-9 | 1.Check the box below to acknowledge the monitor: | N/A | N/A |
| Text Box | ABC-9 | #Date1# | N/A | N/A |
| If user’s LAN ID matches LAN ID of CSR of coaching record then display the following | | | | |
| Button | ABC-10 | [Button6] | OnClick validates updates and submits data to EC.sp\_Update6Review\_Coaching\_Log | N/A |
|  | | | | |
| If user’s LAN ID matches LAN ID of Supervisor of coaching record then display the following | | | | |
| Button | ABC-10 | [Button7] | OnClick validates updates and submits data to EC.sp\_Update7Review\_Coaching\_Log | N/A |
|  | | | | |
|  | | | | |
| If user’s LAN ID matches LAN ID of Supervisor of coaching record and record status is “Pending Supervisor Review” then display the following | | | | |
| Text | ABC-9 | 1.Enter the date of coaching: | N/A | N/A |
| Text Box | ABC-9 | #Date1# | N/A | N/A |
| Image | ABC-9 | Calendar\_scheduleHS.png | OnClick opens calendar menu to update Date1 textbox | N/A |
| Text | ABC-9 | 2.Provide the details from the coaching session including action plans developed: | N/A | N/A |
| Text Box | ABC-9 | #TextBox5# | N/A | N/A |
| Text | ABC-10 | [max length: 3,000 chars] | N/A | N/A |
| Text | ABC-10 | Provide as much detail as possible | N/A | N/A |
| Button | ABC-10 | [Button1] | OnClick validates updates and submits data to EC.sp\_Update1Review\_Coaching\_Log | N/A |
|  | | | | |
| If user level is manager and record status is “Pending Manager Review” and “Current Coaching Initiative” = “Research Required” OR “OMR / Exceptions” = “Research Required” then display the following: | | | | |
| Text | ABC-9 | You are receiving this eCL record because a CSR on your team was identified in an Outlier Management Report (OMR). Please research this item in accordance with the Contact Center Operations 46.0 Outlier Management Report (OMR): Outlier Research Process SOP and provide the details in the record below. | “Contact Center Operations 46.0 Outlier Management Report (OMR): Outlier Research Process SOP” opens new browser window to - http://cwe.vangent.local/sites/teams/CMS/SOP/Contact%20Center%20Operations/CC\_46.0%20OMR%20Outlier%20Research%20Process\_v1%200.pdf | N/A |
| Text | ABC-9 | 1. Date: \* | N/A | N/A |
| Text Box | ABC-9 | [Date4] | N/A | N/A |
| Image | ABC-9 | Calendar\_scheduleHS.png | OnClick opens calendar menu to populate Date4. | N/A |
| Text | ABC-9 | 2. Based on your research does this record require coaching? | N/A | N/A |
| Radio Button | ABC-9 | [RadioButtonList3] (Yes) | On Click controls display of remaining questions on page. | N/A |
| Radio Button | ABC-10 | [RadioButtonLIst3] (No) | On Click controls display of remaining questions on page. | N/A |
| If RadioButtonList3.selected = “Yes” then display the following: | | | | |
| Text | ABC-10 | 3. Please provide reason / explanation / justification as to why the item is coachable for the Supervisor: \* | N/A | N/A |
| Text Box | ABC-10 | [AddlNotes] | OnKeyUp use javascript to limit number of characters | N/A |
| Text | ABC-10 | [max length: 3,000 chars] | N/A | N/A |
| Text | ABC-11 | [These notes will only be viewed by Supervisors] | N/A | N/A |
|  | | | | |
| If RadioButtonList3.selected = “No” then display the following: | | | | |
| Text | ABC-10 | 3. What was the main reason this item was not coachable? | N/A | N/A |
| Dropdown Menu | ABC-10 | [DropDownList2] | Menu list contains:  Other | N/A |
| Text | ABC-10 | 4. Please provide reason /explanation / justification as to why the item was not coachable: \* | N/A | N/A |
| Text Box | ABC-10 | [TextBox1] | OnKeyUp use javascript to limit number of characters | N/A |
| Text | ABC-11 | [max length: 3,000 chars] | N/A | N/A |
| Text | ABC-11 | [These notes will only be viewed by Supervisors] | N/A | N/A |
|  | | | | |
| Button | ABC-12 | [Button5] | OnClick validates updates and submits data to EC. sp\_Update5Review\_Coaching\_Log | N/A |
|  | | | | |
| If user level is manager and record status is “Pending Manager Review” and “Current Coaching Initiative” <> “Research Required” and “OMR / Exceptions” <> “Research Required” then display the following: | | | | |
| Text | ABC-8 | Review the submitted coaching opportunity and (1) determine if it is a confirmed Customer Service Escalation (CSE). If it is a CSE, setup a meeting with the CSR and Supervisor and report your coaching in the box below. If it not a CSE, enter notes for the Supervisor to use to coach the CSR. | N/A | N/A |
| Text | ABC-8 | 1. Is the coaching opportunity a confirmed Customer Service Escalation (CSE)? \* | N/A | N/A |
| Radio Button | ABC-8 | [RadioButtonList1] (Yes, this is a confirmed Customer Service Escalation.) | OnClick controls display of remaining questions on page | N/A |
| Radio Button | ABC-8 | [RadioButtonList1] (No, this is not a confirmed Customer Service Escalation) | OnClick controls display of remaining questions on page | N/A |
| If RadioButtonList1.selected = “Yes” then display the following: | | | | |
| Text | ABC-9 | 2. Enter the date coached: \* | N/A | N/A |
| Text Box | ABC-9 | [Date2] | N/A | N/A |
| Image | ABC-9 | Calendar\_scheduleHS.png | OnClick opens calendar menu to populate Date2. | N/A |
| Text | ABC-9 | 3. Provide the details from the coaching session including action plans developed: \* | N/A | N/A |
| Tex Box | ABC-10 | [TextBox2] | OnKeyUp use javascript to limit number of characters | N/A |
| Text | ABC-10 | [max length: 3,000 chars] | N/A | N/A |
| Text | ABC-10 | [Provide as much detail as possible] | N/A | N/A |
|  | | | | |
| If RadioButtonList1.selected = “No” then display the following: | | | | |
| Text | ABC-9 | 2. Enter the date reviewed: \* | N/A | N/A |
| Text Box | ABC-9 | [Date3] | N/A | N/A |
| Image | ABC-9 | Calendar\_scheduleHS.png | OnClick opens calendar menu to populate Date3. | N/A |
| Text | ABC-9 | 3. Provide explanation for CSR and Supervisor as to reason why this is not a CSE: \* | N/A | N/A |
| Tex Box | ABC-10 | [TextBox3] | OnKeyUp use javascript to limit number of characters | N/A |
| Text | ABC-10 | [max length: 3,000 chars] | N/A | N/A |
| Text | ABC-10 | [Provide as much detail as possible] | N/A | N/A |
|  | | | | |
| Button | ABC-11 | [Button3] | OnClick validates updates and submits data to EC.sp\_Update3Review\_Coaching\_Log | N/A |
|  | | | | |
| If user’s LAN ID is the LAN ID of the CSR of the record and the record status is “Pending CSR Review” then display the following: | | | | |
| Text | ABC-8 | 1. Check the box below to acknowledge the coaching opportunity: \* | N/A | N/A |
| Checkbox | ABC-8 | [CheckBox2] | N/A | N/A |
| Text | ABC-8 | I have read and understand all the information provided on this eCoaching Log. | N/A | N/A |
| Text | ABC-8 | 2. Provide any comments or feedback below: | N/A | N/A |
| Text Box | ABC-8 | [TextBox4] | OnKeyUp use javascript to limit number of characters | N/A |
| Text | ABC-8 | [max length: 3,000 chars] | N/A | N/A |
| Text | ABC-8 | [Provide as much detail as possible] | N/A | N/A |
| Button | ABC-8 | [Button4] | OnClick validates updates and submits data to EC. sp\_Update4Review\_Coaching\_Log | N/A |
|  | | | | |
|  | | | | |
| If record status contains “Completed” then display the following: | | | | |
| If no Coaching Reasons exists then display the following: | | | | |
| Text | ABC-2 | No data was returned. | N/A | N/A |
|  | | | | |
| Text | ABC-4 | Customer Service Escalation: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-3 | AHT(Average Handling Time): #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-3 | ARC: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-3 | Attendance: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-3 | CCO Process Procedure Issues: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-4 | Current Coaching Initiatives: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-5 | Feedback (CSR And Customer): #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-5 | HR Guideline Issues: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-5 | OMR / Exceptions: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-5 | Quality: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-6 | Recognition: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-6 | Schedule Adherence: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-6 | Secure Floor Violations: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-8 | Details of the behavior being coached: | N/A | N/A |
| Text | ABC-8 | [txtDescription] | N/A | N/A |
| If strCoachReason\_CSE = “Opportunity” then display the following | | | | |
| If isCSE = “True” then display the following | | | | |
| Text | ABC-9 | Coaching Opportunity was a confirmed Customer Service Escalation | N/A | N/A |
|  | | | | |
| If isCSE <> “True” then display the following: | | | | |
| Text | ABC-9 | Management Notes: | N/A | N/A |
| Text | ABC-9 | [txtMgrNotes] | N/A | N/A |
| Text | ABC-9 | Coaching Opportunity was not a confirmed Customer Service Escalation | N/A | N/A |
|  | | | | |
| if itxtMgrNotes is not blank then display the following: | | | | |
| Text | ABC-9 | Management Notes: | N/A | N/A |
| Text | ABC-9 | [txtMgrNotes] | N/A | N/A |
|  | | | | |
| Text | ABC-10 | Coaching Notes: | N/A | N/A |
| Text | ABC-10 | [txtCoachingNotes] | N/A | N/A |
| If record source <> “IQS” then display the following | | | | |
| Text | ABC-10 | CSR Review Information: | N/A | N/A |
| Text | ABC-11 | [strCSRName] | N/A | N/A |
| Text | ABC-11 | Reviewed and acknowledged coaching opportunity on | N/A | N/A |
| Text | ABC-11 | [CSRReviewAutoDate] | N/A | N/A |
| Text | ABC-12 | CSR Comments/Feedback: | N/A | N/A |
| Text | ABC-12 | [txtCSRComments] | N/A | N/A |
|  | | | | |
| If record source = “IQS” then display the following | | | | |
| Text | ABC-10 | CSR Review Information: | N/A | N/A |
| Text | ABC-11 | [strCSRName] | N/A | N/A |
| Text | ABC-11 | Reviewed and acknowledged Quality Monitor on | N/A | N/A |
| Text | ABC-11 | [CSRReviewAutoDate] | N/A | N/A |
| Text | ABC-10 | Supervisor Review Information: | N/A | N/A |
| Text | ABC-11 | [strCSRSupName] | N/A | N/A |
| Text | ABC-11 | Reviewed and acknowledged Quality Monitor on | N/A | N/A |
| Text | ABC-11 | [SupReviewedAutoDate] | N/A | N/A |
|  | | | | |
| Text | D-1 | Page: | N/A | N/A |
| Text | D-1 | [strFormStatus] | If strFormStatus = “Completed” then display “Final”  If strFormStatus contains “Pending” then display “Review” | N/A |
| Text | D-1 | FormID: | N/A | N/A |
| Text | D-1 | [strFormID] | N/A | N/A |
| Text | D-1 | Status: | N/A | N/A |
| Text | D-1 | [strFormStatus] | N/A | N/A |
| Text | D-1 | Date Submitted: | N/A | N/A |
| Text | D-1 | [SubmittedDate] | N/A | N/A |
| Text | D-1 | Type: | N/A | N/A |
| Text | D-1 | [strFormType] | N/A | N/A |
| If strFormType <> “Direct” then display the following: | | | | |
| Text | D-1 | Date of Event: | N/A | N/A |
| Text | D-1 | [EventDate] | N/A | N/A |
|  | | | | |
| If strFormType = “Direct” then display the following: | | | | |
| Text | D-1 | Date of Coaching: | N/A | N/A |
| Text | D-1 | [CoachingDate] | N/A | N/A |
|  | | | | |
| Text | D-1 | Source: | N/A | N/A |
| Text | D-1 | [strSource] | N/A | N/A |
| Text | D-1 | Site: | N/A | N/A |
| Text | D-1 | [strCSRSite] | N/A | N/A |
| If isVerintMonitor <> “False” then display the following: | | | | |
| Text | D-1 | Verint ID: | N/A | N/A |
| Text | D-1 | [strVerintID] | N/A | N/A |
| Text | D-1 | Scorecard Name: | N/A | N/A |
| Text | D-1 | [VerintFormName] | N/A | N/A |
|  | | | | |
| If isBehaviorAnalyticsMonitor <> “False” then display the following: | | | | |
| Text | D-1 | Avoke: | N/A | N/A |
| Text | D-1 | [strBehaviorAnalyticsID] | N/A | N/A |
|  | | | | |
|  | | | | |
| If isNGDActivityID <> “False” then display the following: | | | | |
| Text | D-1 | NGD Activity ID: | N/A | N/A |
| Text | D-1 | [strNGDActivityID] | N/A | N/A |
|  | | | | |
| If isUCID <> “False” then display the following: | | | | |
| Text | D-1 | Universal Call ID: | N/A | N/A |
| Text | D-1 | [strUCID] | N/A | N/A |
|  | | | | |
| Text | D-1 | CSR: | N/A | N/A |
| Text | D-1 | [strCSRName] | N/A | N/A |
| Text | D-1 | Supervisor: | N/A | N/A |
| Text | D-1 | [strCSRSupName] | N/A | N/A |
| Text | D-1 | Manager: | N/A | N/A |
| Text | D-1 | [strCSRMgrName] | N/A | N/A |
| Text | D-1 | Submitter: | N/A | N/A |
| Text | D-1 | [strSubmitterName] | N/A | N/A |

### eCoaching Historical Dashboard page (view4.aspx – secure)

This page shall be displayed if a user has been authenticated to access the vangent.local network (this includes ad.local users accessing servers on the vangent.local network) and are an authorized user per assumptions in section 2.2. Users who are not authenticated and authorized will be redirected to the page – error3.aspx

| **Control Type** | | **Format** | **Text or Description** | **Field Content/Action** | **Field Length** |
| --- | --- | --- | --- | --- | --- |
| Image | | BC-1 | ajax-loader5.gif | Display the progress image when a database search is being processed to populate the dropdowns. | N/A |
| Header | | A-1 | “Welcome to the Historical Reporting Dashboard” | N/A | N/A |
| Header | | A-1 | “eCoaching Logs” | N/A | N/A |
| If users with job codes in the following (\*40, \*50, \*60, \*70, WISO\*, WSTE\*, WPPM\*, WPSM\*, WSQE\*, WACQ\*, WEEX\*, WISY\*) then display the following: | | | | | |
| Text | | A-2 | Filter | N/A | N/A |
| Dropdown | | A-2 | [ddSite1] | Dropdown contains the following list of sites for eCoaching Records:  Arlington  Bogalusa  Chester  Coralville  Corbin  Hattiesburg  Houston  Lawrence  London  Lynn Haven  Phoenix  Riverview  Sandy  Waco  Winchester  OnChange refresh report data based on selected filter option | N/A |
| Dropdown | | A-2 | [ddCSR5] | Dropdown contains the list of CSRs for the user’s eCoaching records. | N/A |
| Dropdown | | A-2 | [ddSup] | Dropdown contains the list of Supervisors for the user’s eCoaching records. | N/A |
| Dropdown | | A-2 | [ddMgr] | Dropdown contains the list of MGRs for the user’s eCoaching records. | N/A |
| Dropdown | | A-2 | [ddStatus2] | Dropdown contains the following list of possible record statuses:  All Statuses  Completed  Pending CSR Review  Pending Manager Review  Pending Supervisor Review | N/A |
| Dropdown | | A-2 | [ddOpp1] | Dropdown contains the following list of possible record statuses:  All Opportunities  No Opportunities  Opportunity | N/A |
| Dropdown | | A-2 | [ddForce1] | Dropdown contains the following list of possible record statuses:  All Reinforcements  No Reinforcements  Reinforcement | N/A |
| Dropdown | | A-2 | [ddSource] | Dropdown contains the following list of possible record statuses:  All Sources  ARC  BCC Security and Privacy Incident Coaching  CMS Reported Item  CSAT  CSET  CSR Reported Issue  Internal CCO Reporting  IQS  Leadership Listening  Manager Coaching  OMR  Other  Quality Call Listening  Quality Specialist Coaching  Supervisor Coaching  Training and Development  Unknown  Verint Quality Monitoring  Walk-By | N/A |
|  | |  |  | OMR  Other  Quality Call Listening  Quality Specialist Coaching  Supervisor Coaching  Training and Development  Unknown  Verint Quality Monitoring  Walk-By |  |
| Text | | ABCD-2 | Submitted: | N/A | N/A |
| Text Box | | ABCD-2 | [Date1] | N/A | N/A |
| Image | | ABCD-2 | Calendar\_scheduleHS.png | OnClick opens calendar menu to open Date1 | N/A |
| Text Box | | ABCD-2 | [Date2] | N/A | N/A |
| Image | | ABCD-2 | Calendar\_scheduleHS.png | OnClick opens calendar menu to open Date2 | N/A |
| Button | | ABCD-2 | [Button1] | OnClick reloads report based on selected menu options | N/A |
|  | |  |  |  |  |
|  | |  |  |  |  |
| Table | | ABCD-3 | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | # | FormID | CSR Name | Supervisor Name | Manager Name | Source | Status | Created Date | # of Opportunities | # of Reinforcements | | #Index# | #FormId# | #CSRName# | #SuperivsorName# | #ManagerName# | #strSource# | #FormStatus# | #CreatedDate# PDT | #numOpportunity# | #numReinforcement# | | Values will be populated based on form options selected. FormId will be a link opening review2.aspx to view record.  Display image - 1324418219\_new.png next to strFormID if submitdate is current date  Display text “New!” next to strFormID if submitdate is current date | N/A |
| If no records to display then display: | | | | | |
| Text | | ABC-4 | There are no pending items to display. | N/A | N/A |
|  | |  |  |  |  |

### eCoaching Historical Dashboard Review page (review2.aspx – secure)

This page shall be displayed if a user who has been authenticated to access the vangent.local network (this includes ad.local users accessing servers on the vangent.local network) and are an authorized user per assumptions in section 2.2 selects a Form Id from the Historical Dashboard (view4.aspx) to be displayed. Users who are not authenticated and authorized will be redirected to the page – error3.aspx.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Control Type** | **Format** | **Text or Description** | **Field Content/Action** | **Field Length** |
| Text | ABC-1 | Please note that all fields are required. Double-check your work to ensure accuracy. | N/A | N/A |
| Text | ABC-1 | Coaching Reason(s): | N/A | N/A |
| If no Coaching Reasons exists then display the following: | | | | |
| Text | ABC-2 | No data was returned. | N/A | N/A |
|  | | | | |
| Text | ABC-3 | AHT: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-3 | Attendance: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-3 | BCC Process Procedure Issues: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-4 | Behavioral Analytics: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-4 | Current Coaching Initiatives: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-4 | Customer Service Issue: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-5 | Feedback (CSR And Customer): #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-5 | HR Guideline Issues: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-5 | Quality: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-6 | Recognition: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-6 | Secure Floor Violations: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-6 | Schedule Adherence: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-7 | Short Calls: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-7 | Training And Development: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-8 | Details of the behavior being coached: | N/A | N/A |
| Text | ABC-8 | [txtDescription] | N/A | N/A |
| If strCoachReason\_CSE = “Opportunity” then display the following | | | | |
| If isCSE = “True” then display the following | | | | |
| Text | ABC-8 | Coaching Opportunity was a confirmed Customer Service Escalation | N/A | N/A |
|  | | | | |
| If isCSE <> “True” then display the following: | | | | |
| Text | ABC-8 | Management Notes: | N/A | N/A |
| Text | ABC-9 | [txtMgrNotes] | N/A | N/A |
| Text | ABC-9 | Coaching Opportunity was not a confirmed Customer Service Escalation | N/A | N/A |
|  | | | | |
| if txtMgrNotes is not blank then display the following: | | | | |
| Text | ABC-10 | Management Notes: | N/A | N/A |
| Text | ABC-10 | [txtMgrNotes] | N/A | N/A |
|  | | | | |
| Text | ABC-10 | Coaching Notes: | N/A | N/A |
| Text | ABC-11 | [txtCoachingNotes] | N/A | N/A |
| If record source <> “IQS” then display the following | | | | |
| Text | ABC-11 | CSR Review Information: | N/A | N/A |
| Text | ABC-11 | [strCSRName] | N/A | N/A |
| Text | ABC-12 | Reviewed and acknowledged coaching opportunity on | N/A | N/A |
| Text | ABC-12 | [CSRReviewAutoDate] | N/A | N/A |
| Text | ABC-12 | CSR Comments/Feedback: | N/A | N/A |
| Text | ABC-13 | [txtCSRComments] | N/A | N/A |
|  | | | | |
| If record source = “IQS” then display the following | | | | |
| Text | ABC-11 | CSR Review Information: | N/A | N/A |
| Text | ABC-11 | [strCSRName] | N/A | N/A |
| Text | ABC-12 | Reviewed and acknowledged Quality Monitor on | N/A | N/A |
| Text | ABC-12 | [CSRReviewAutoDate] | N/A | N/A |
| Text | ABC-12 | Supervisor Review Information: | N/A | N/A |
| Text | ABC-12 | [strCSRSupName] | N/A | N/A |
| Text | ABC-13 | Reviewed and acknowledged Quality Monitor on | N/A | N/A |
| Text | ABC-13 | [SupReviewedAutoDate] | N/A | N/A |
|  | | | | |
|  | | | | |
| Text | D-1 | Page: | N/A | N/A |
| Text | D-1 | [strFormStatus] | If strFormStatus = “Completed” then display “Final”  If strFormStatus contains “Pending” then display “Review” | N/A |
| Text | D-1 | FormID: | N/A | N/A |
| Text | D-1 | [strFormID] | N/A | N/A |
| Text | D-1 | Status: | N/A | N/A |
| Text | D-1 | [strFormStatus] | N/A | N/A |
| Text | D-1 | Date Submitted: | N/A | N/A |
| Text | D-1 | [SubmittedDate] | N/A | N/A |
| Text | D-1 | Type: | N/A | N/A |
| Text | D-1 | [strFormType] | N/A | N/A |
| If strFormType <> “Direct” then display the following: | | | | |
| Text | D-1 | Date of Event: | N/A | N/A |
| Text | D-1 | [EventDate] | N/A | N/A |
|  | | | | |
| If strFormType = “Direct” then display the following: | | | | |
| Text | D-1 | Date of Coaching: | N/A | N/A |
| Text | D-1 | [CoachingDate] | N/A | N/A |
|  | | | | |
| Text | D-1 | Source: | N/A | N/A |
| Text | D-1 | [strSource] | N/A | N/A |
| Text | D-1 | Site: | N/A | N/A |
| Text | D-1 | [strCSRSite] | N/A | N/A |
| If isVerintMonitor <> “False” then display the following: | | | | |
| Text | D-1 | Verint ID: | N/A | N/A |
| Text | D-1 | [strVerintID] | N/A | N/A |
| Text | D-1 | Scorecard Name: | N/A | N/A |
| Text | D-1 | [VerintFormName] | N/A | N/A |
|  | | | | |
| If isBehaviorAnalyticsMonitor <> “False” then display the following: | | | | |
| Text | D-1 | Avoke ID: | N/A | N/A |
| Text | D-1 | [strBehaviorAnalyticsID] | N/A | N/A |
|  | | | | |
|  | | | | |
| If isNGDActivityID <> “False” then display the following: | | | | |
| Text | D-1 | NGD Activity ID: | N/A | N/A |
| Text | D-1 | [strNGDActivityID] | N/A | N/A |
|  | | | | |
| If isUCID <> “False” then display the following: | | | | |
| Text | D-1 | Universal Call ID: | N/A | N/A |
| Text | D-1 | [strUCID] | N/A | N/A |
|  | | | | |
| Text | D-1 | CSR: | N/A | N/A |
| Text | D-1 | [strCSRName] | N/A | N/A |
| Text | D-1 | Supervisor: | N/A | N/A |
| Text | D-1 | [strCSRSupName] | N/A | N/A |
| Text | D-1 | Manager: | N/A | N/A |
| Text | D-1 | [strCSRMgrName] | N/A | N/A |
| Text | D-1 | Submitter: | N/A | N/A |
| Text | D-1 | [strSubmitterName] | N/A | N/A |
|  | | | | |
| If no Coaching Reasons exists then display the following: | | | | |
| Text | ABC-3 | No data was returned. | N/A | N/A |
|  | | | | |
| Text | ABC-3 | AHT: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-3 | Attendance: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-4 | BCC Process Procedure Issues: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-4 | Behavioral Analytics: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-4 | Current Coaching Initiatives: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-5 | Customer Service Issue: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-5 | Feedback (CSR And Customer): #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-5 | HR Guideline Issues: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-6 | Quality: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-6 | Recognition: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-6 | Secure Floor Violations: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-7 | Schedule Adherence: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-7 | Short Calls: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-7 | Training And Development: #DBValue# | If available display the coaching reason from the database in the #DBValue#.  The information is to be displayed encased in a box. | N/A |
| Text | ABC-8 | Details of the behavior being coached: | N/A | N/A |
| Text | ABC-8 | [txtDescription] | N/A | N/A |
| If strCoachReason\_CSE = “Opportunity” then display the following | | | | |
| If isCSE = “True” then display the following | | | | |
| Text | ABC-8 | Coaching Opportunity was a confirmed Customer Service Escalation | N/A | N/A |
|  | | | | |
| If isCSE <> “True” then display the following: | | | | |
| Text | ABC-8 | Management Notes: | N/A | N/A |
| Text | ABC-9 | [txtMgrNotes] | N/A | N/A |
| Text | ABC-9 | Coaching Opportunity was not a confirmed Customer Service Escalation | N/A | N/A |
|  | | | | |
| if itxtMgrNotes is not blank then display the following: | | | | |
| Text | ABC-9 | Management Notes: | N/A | N/A |
| Text | ABC-10 | [txtMgrNotes] | N/A | N/A |
|  | | | | |
| Text | ABC-10 | Coaching Notes: | N/A | N/A |
| Text | ABC-10 | [txtCoachingNotes] | N/A | N/A |
| If record source <> “IQS” then display the following | | | | |
| Text | ABC-11 | CSR Review Information: | N/A | N/A |
| Text | ABC-11 | [strCSRName] | N/A | N/A |
| Text | ABC-11 | Reviewed and acknowledged coaching opportunity on | N/A | N/A |
| Text | ABC-12 | [CSRReviewAutoDate] | N/A | N/A |
| Text | ABC-12 | CSR Comments/Feedback: | N/A | N/A |
| Text | ABC-12 | [txtCSRComments] | N/A | N/A |
|  | | | | |
| If record source = “IQS” then display the following | | | | |
| Text | ABC-11 | CSR Review Information: | N/A | N/A |
| Text | ABC-11 | [strCSRName] | N/A | N/A |
| Text | ABC-12 | Reviewed and acknowledged Quality Monitor on | N/A | N/A |
| Text | ABC-12 | [CSRReviewAutoDate] | N/A | N/A |
| Text | ABC-12 | Supervisor Review Information: | N/A | N/A |
| Text | ABC-12 | [strCSRSupName] | N/A | N/A |
| Text | ABC-13 | Reviewed and acknowledged Quality Monitor on | N/A | N/A |
| Text | ABC-13 | [SupReviewedAutoDate] | N/A | N/A |
|  | | | | |