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eCoaching Dashboard Website

Detailed Design

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

Prepared by: Lili Huang Date: 06/05/2015

Department, Location: Engineering, Arlington

**Approved by: Date:**

Change History Log

| Date | Change Description | Author |
| --- | --- | --- |
| 06/05/2015 | Initial Revision | Lili Huang |

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# Description

It is the access point to delete a specific coaching or warning log. Currently John Tiongson will be the only user who has access to this site.

# Page Details

## Search page (search.aspx)

This page will 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). The user will be directed to error page upon authentication fails.

Stored procedure sp\_SelectReviewFrom\_Coaching\_Log\_For\_Delete is called to return the log information, which includes form name, employee lan ID, and employee ID.

| **Control Type** | **Image or Text or Control ID** | **Field Content/Action** | **Field Length** |
| --- | --- | --- | --- |
| Header | /images/eCL.jpg | N/A | N/A |
| Label | Enter Log Form Name to Delete: | N/A | N/A |
| TextBox | [FormNameTextBox] | Form name entered by the user | 88 |
| Button | Search | Post request back to server  Search Result will be sent back to the user | N/A |
| GridView | |  |  |  |  |  | | --- | --- | --- | --- | --- | |  |  | Form Name | Employee Lan ID | Employee ID | | View Detail | Delete | [Form Name] | [Employee Lan ID] | [Employee ID] | | FormName  EmpLanID  EmpID | N/A |
| LinkButton | View Detail | Onclick, detail page displays in a Popup window | N/A |
| LinkButton | Delete | Onclick, confirmation dialog displays;  If user clicks OK, the log will be delete; | N/A |

## View Detail page (View.aspx)

This page will be displayed when user clicks “View Detail” from the search result grid view and the log is not a warning log. Stored procedure sp\_SelectReviewFrom\_Coaching\_Log is called to return the details for the log. Stored procedure sp\_SelectReviewFrom\_Coaching\_Log\_Reasons is called to return the coaching reasons for the log.

| **Control Type** | **Image or Text or Control ID** | **Field Content/Action** | **Field Length** |
| --- | --- | --- | --- |
| Header | Detail | N/A | N/A |
| ***Start of Content (left)*** | | | |
| Label | Page: | N/A | N/A |
| Label | FormID: | N/A | N/A |
| Label | [FormIDValueLable] | strFormID | N/A |
| Label | Status: | N/A | N/A |
| Label | [StatusValueLabel] | strFormStatus | N/A |
| Label | Date Submitted: | N/A | N/A |
| Label | [DateSubmittedValueLabel] | SubmittedDate | N/A |
| Label | Type: | N/A | N/A |
| Label | [TypeValueLabel] | strFormType | N/A |
| Label | Date of Coaching: | N/A | N/A |
| Label | [CoachingDateValueLabel] | CoachingDate | N/A |
| Label | Source: | N/A | N/A |
| Label | [SourceValueLabel] | strSource | N/A |
| Label | Site: | N/A | N/A |
| Label | [SiteValueLabel] | strCSRSite | N/A |
| ***Start of Event Date Panel*** | | | |
| Panel | [EventDatePanel] | | |
| Label | Date of Event: | N/A | N/A |
| Label | [EventDateValueLabel] | EventDate | N/A |
| ***End of Event Date Panel*** | | | |
| ***Start of Verint Panel*** | | | |
| Panel | [VerintPanel] | | |
| Label | Verint ID: | N/A | N/A |
| Label | [VerintIDValueLable] | strVerintID | N/A |
| Label | ScoreCard Name: | N/A | N/A |
| Label | [ScoreCardNameValueLabel] | VerintFormName | N/A |
| ***End of Verint Panel*** | | | |
| ***Start of Avoke ID Panel*** | | | |
| Panel | [AvokeIDPanel] | | |
| Label | Avoke ID: | N/A | N/A |
| Label | [AvokeIDValueLabel] | strBehaviorAnalyticsID | N/A |
| ***End of Avoke ID Panel*** | | | |
| ***Start of NGD Activity ID Panel*** | | | |
| Panel | [NgdActivityIDPanel] | | |
| Label | NGD Activity ID: | N/A | N/A |
| Label | [NgdActivityIDValueLabel] | strNGDActivityID | N/A |
| ***End of NGD Activity ID Panel*** | | | |
| ***Start of Universal Call ID Panel*** | | | |
| Panel | [UniversalCallIDPanel] | | |
| Label | Universal Call ID: | N/A | N/A |
| Label | [UniversalCallIDValueLabel] | strUCID | N/A |
| ***End of Universal Call ID Panel*** | | | |
| Label | Employee: | N/A | N/A |
| Label | [EmployeeValueLabel] | strCSRName | N/A |
| Label | Supervisor: | N/A | N/A |
| Label | [SupervisorValueLabel] | strCSRSupName | N/A |
| Label | Manager: | N/A | N/A |
| Label | [ManagerValueLabel] | strCSRMgr | N/A |
| Label | Submitter: | N/A | N/A |
| Label | [SubmitterValueLabel] | strSubmitterName | N/A |
| ***End of Content (left)*** | | | |
| ***Start of Content (Right)*** | | | |
| Label | Please note that all fields are required. Double-check your work to ensure accuracy. | N/A | N/A |
| Label | Coaching Reason(s): | N/A | N/A |
| GridView | [CoachingReasonGridView] | sp\_SelectReviewFrom\_Coaching\_Log\_Reasons | N/A |
| ***Start of Behavior Details Panel*** | | | |
| Panel | [BehaviorDetailsPanel] |  | N/A |
| Label | Details of the behavior being coached: | N/A | N/A |
| Table | [BehaviorDetailsTable] | N/A | N/A |
| TableRow |  | N/A | N/A |
| TableCell |  | N/A | N/A |
| Label | [BehaviorDetailsValueLabel] | txtDescription | N/A |
| ***End of Behavior Details Panel*** | | | |
| Label | Coaching Opportunity was a confirmed Customer Service Escalation | N/A | N/A |
| ***Start of Non Customer Service Escalation Panel*** | | | |
| Panel | [NonCustomerServiceEscalationPanel] |  | N/A |
| Label | Management Notes: | N/A | N/A |
| ***Start of Management Notes Panel*** | | | |
| Table | [ManagementNotesTable] | N/A | N/A |
| TableRow |  | N/A | N/A |
| TableCell |  | N/A | N/A |
| Label | [ManagementNotesValueLabel} | txtMgrNotes | N/A |
| ***End of Management Notes Panel*** | | | |
| Label | Coaching Opportunity was not a confirmed Customer Service Escalation | N/A | N/A |
| ***End of Non Customer Service Escalation Panel*** | | | |
| ***Start of Coaching Notes Panel*** | | | |
| Label | Coaching Notes: | N/A | N/A |
| Table | [CoachingNotesTable] | N/A | N/A |
| TableRow |  | N/A | N/A |
| TableCell |  | N/A | N/A |
| Label | [CoachingNotesValueLabel] | txtCoachingNotes | N/A |
| ***End of Coaching Notes Panel*** | | | |
| Label | Employee Review Information: | N/A | N/A |
| Label | [EmployeeReviewedDateValueLabel] | CSRReviewAutoDate | N/A |
| ***Start of Supervisor Review Information Panel*** | | | |
| Label | Supervisor Review Information: | N/A | N/A |
| Label | [SupervisorNameValueLabel] | strReviewer | N/A |
| Label | Reviewed and acknowledged Quality Monitor on | N/A | N/A |
| Label | [SupervisorReviewedDateValueLabel] | SupReviewedAutoDate | N/A |
| ***End of Supervisor Review Information Panel*** | | | |
| ***Start of Employee Comments Feedback Panel*** | | | |
| Label | Employee Comments/Feedback: | N/A | N/A |
| Table | [EmployeeCommentsFeedbackTable] | N/A | N/A |
| TableRow |  | N/A | N/A |
| TableCell |  | N/A | N/A |
| Label | [EmployeeCommentsFeedbackValueLabel] | txtCSRComments | N/A |
| ***End of Employee Comments Feedback Panel*** | | | |
| ***End of Content (Right)*** | | | |

## View Warning Detail page (ViewWarning.aspx)

This page will be displayed when user clicks “View Detail” from the search result grid view and the log is a warning log. Stored procedure sp\_SelectReviewFrom\_Warning\_Log is called to return the details for the log. Stored procedure sp\_SelectReviewFrom\_Warning\_Log\_Reasons is called to return the coaching reasons for the log.

| **Control Type** | **Image or Text or Control ID** | **Field Content/Action** | **Field Length** |
| --- | --- | --- | --- |
| Header | Detail | N/A | N/A |
| ***Start of Content (left)*** | | | |
| Label | Page: | N/A | N/A |
| Label | FormID: | N/A | N/A |
| Label | [FormIDValueLable] | strFormID | N/A |
| Label | Status: | N/A | N/A |
| Label | [StatusValueLabel] | strFormStatus | N/A |
| Label | Date Submitted: | N/A | N/A |
| Label | [DateSubmittedValueLabel] | SubmittedDate | N/A |
| Label | Type: | N/A | N/A |
| Label | [TypeValueLabel] | strFormType | N/A |
| Label | Date the warning was issued: | N/A | N/A |
| Label | [WarningDateValueLabel] | EventDate | N/A |
| Label | Source: | N/A | N/A |
| Label | [SourceValueLabel] | strSource | N/A |
| Label | Site: | N/A | N/A |
| Label | [SiteValueLabel] | strCSRSite | N/A |
| Label | Employee: | N/A | N/A |
| Label | [EmployeeValueLabel] | strCSRName | N/A |
| Label | Supervisor: | N/A | N/A |
| Label | [SupervisorValueLabel] | strCSRSupName | N/A |
| Label | Manager: | N/A | N/A |
| Label | [ManagerValueLabel] | strCSRMgrName | N/A |
| Label | Submitter: | N/A | N/A |
| Label | [SubmitterValueLabel] | strSubmitter | N/A |
| ***End of Content (left)*** | | | |
| ***Start of Content (Right)*** | | | |
| Label | Please note that all fields are required. Double-check your work to ensure accuracy. |  |  |
| Label | Coaching Reason(s): | N/A | N/A |
| GridView | [CoachingReasonGridView] | sp\_SelectReviewFrom\_Warning\_Log\_Reasons | N/A |
| ***Start of Invalid Form ID Panel*** | | | |
| Label | This is an invalid Form ID. Please return to the previous page and select a valid Form ID to view. | N/A | N/A |
| ***End of Invalid Form ID Panel*** | | | |
| ***End of Content (Right)*** | | | |