**eCoaching Log System**

**Production Support Document**

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Approved by: Date:

Change History Log

| Date | Version Number | Change Description | Author |
| --- | --- | --- | --- |
| 10/14/2016 | 1.0 | Initial Revision. TFS 3429. | Susmitha Palacherla |
| 08/17/2017 | 2.0 | Updated for SQL Server 2012 environment. TFS 7109. | Susmitha Palacherla |
| 04/03/2018 | 3.0 | Updated to move files away from E:\ on DB servers | Susmitha Palacherla |
| 7/29/2020 | 4.0 | TFS 17716 - Removed company specific references | Susmitha Palacherla |
| 7/25/2022 | 5.0 | TFS – Updated for AWS environment and additional info. | Susmitha Palacherla |
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# SQL Agent Jobs

# Jobs Summary

Table below shows the feed(s) associated with and or the Schedule for each active SQL agent Job.

|  |  |
| --- | --- |
| **Job and Corresponding Files** | **Job Schedule**  **(Times in ET)** |
| **CoachingEmployeeHierarchyLoad**  PS\_Employee\_Information\_mmddyyyy.csv  Employee\_Information\_WithProgram.csv  HR\_Employee\_Information.csv  ELS\_Employee\_Information.csv | 7 PM Daily |
|  |  |
|  |  |
| **CoachingGenericLoad**  DTT – Discrepancy Time Tracking  SEAA – Seasonal Employee Attendance Unapproved Time – Opportunity  SEAR – Seasonal Employee Attendance Unapproved Time – Reinforcement)  AED – Attendance Earn Back Day  APS – Attendance Perfect Shifts (22)  APW – Attendance Perfect Week  OTH – Other Generic  SUR – CSR Survey Coaching Initiative | 6:35 AM Daily  On Demand on Tuesdays |
|  |  |
|  |  |
|  |  |
| **CoachingOutliersLoad**  ACW – After Call Work  PBH - Potential Hardship  WCP - Written Correspondence Project  AHT - AHT  CAN - Cancelled Calls  DFQ - Default Qualifiers  TRN2 - FFM T2 Transfers  INF - Inappropriate NGD Feedback  ISG - ISG Consults  NIT - NGD Inappropriate Transfer  OPN - Open Calls  RME - Returned MAC Escalation  SLG - Scripts Logged  ISQ - Short Calls – Inbound  OSC - Short Calls – Outbound  TRN - Transfers  LCS - Low CSAT  IAE - Inappropriate ARC Escalation  IAEF - Inappropriate ARC Escalation FFM  IAT - Inappropriate ARC Transfer  BRL - Exceed break length  BRN - Exceed number of breaks  IDD - Internal PRM-O (Incentives Team)  MSR - Performance Scorecard  MSRS - Performance Scorecard (Supervisor)  WCP - Written Correspondence Project | 8:30 PM Daily |
|  |  |
|  |  |
| **CoachingQualityLoad**  IQS Quality | 10:30 AM Daily |
|  |  |
|  |  |
| **CoachingQualityNowLoad**  IQS Quality Now | 11:30 AM Daily |
|  |  |
|  |  |
| **CoachingQualityOtherLoad**  CTC - Coach the Coach  KUD - Kudos  HFC - High Five CSAT  OTA - Overturned Appeals  BQN - Quality Now Bingo (CSR)  BQNS - Quality Now Bingo (Supervisor)  BQM - Quality Monitoring Bingo (CSR)  BQMS - Quality Monitoring Bingo (Supervisor) | 10:00 PM Daily |
|  |  |
|  |  |
| **CoachingReminders**  Coaching Reminders | 5:00AM Daily |
|  |  |
|  |  |
| **CoachingFollowUp**  Coaching Followup | 4:30 AM Daily |
|  |  |
|  |  |
| **CoachingSurveyGenerate**  Survey Generation | 5:30 AM on the 8th, 15th and 22nd of each Month |
|  |  |
| **CoachingSurveyReminders**  Survey Reminders | 6:00 AM on the 11th, 18th and 25th of each Month |
|  |  |
|  |  |
| **CoachingSharepointBingoUpload**  ***\**** *Triggered by BQN% File Load in CoachingQualityOtherLoad job* | NA |

# Job Details

### CoachingEmployeeHierarchyLoad

|  |  |
| --- | --- |
| Step 1: Employee Load | Type: SQL Server Integration Services Package  Run As: ECLProxy  Source: File System  Package: [\\Uvaapadsql50cco\ssis\Coaching\Packages\Employee\_Hierarchy.dtsx](file:///\\Uvaapadsql50cco\ssis\Coaching\Packages\Employee_Hierarchy.dtsx)  ConfigFile: H:\ssis\Coaching\ConfigFiles\Prod\_Employee\_Hierarchy.dtsConfig |
|  |  |
| Feed Files  \*Files Originally Encrypted and held in Encrypt\_Out Dir | [\\Uvaapadsql50cco\Data\Coaching\HrInfo\Decrypt\_Out\](file:///\\f3420-ecldbp01\Data\Coaching\ETS\Decrypt_Out\)  PS\_Employee\_Information\_mmddyyyy.csv  Employee\_Information\_WithProgram.csv  HR\_Employee\_Information.csv  ELS\_Employee\_Information.csv |
|  |  |
| Schedule | 7 PM EST daily |
|  |  |
| Missing Files | Verify that feed files listed above are staged accordingly.  If missing contact  PS\_Employee\_Information\_mmddyyyy.csv – DavidLHinman@maximus.com  Employee\_Information\_WithProgram.csv - aspectwfmsupport@maximus.com  \*HR\_Employee\_Information.csv is not a daily file. It is a static file that gets updated as needed.  \*ELS\_Employee\_Information.csv is not a daily file. It is a static file that gets updated as needed.  If you are updating the HR or ELS file, please save a copy of the current file with date in filename in Backups folder before modifying file.  For HR File entries, I try to look for the Site and Job Description In Outlook profile and use the closest one for Job desc.  Start date can be the current date.  I have started using Employee Ids for lanid for them  Third party ID can be M+Employee ID. Not used anywhere so doesn’t matter |
|  |  |

### CoachingGenericLoad

|  |  |
| --- | --- |
| Step 1: Generic File Load | Type: SQL Server Integration Services Package  Run As: ECLProxy  Source: File System  Package: \\Uvaapadsql50cco\ssis\Coaching\Packages\Generic\_Coaching.dtsx  ConfigFile: H:\ssis\Coaching\ConfigFiles\Prod\_Generic\_Coaching.dtsConfig |
| Step 2: Notifications | Type: Operating System (CmdExec)  Run As: ECLProxy  Command:  start /w wscript.exe "\\UVAAPADSQL50CCO\SSIS\Coaching\Notifications\Notifications\_PROD.vbs" |
|  |  |
| Feed Files  \*Files Originally Encrypted and held in Encrypt\_Out Dir | [\\Uvaapadsql50cco\Data\Coaching\Generic\Decrypt\_Out\](file:///\\f3420-cldbp01\Data\Coaching\Generic\Decrypt_Out\)  eCL\_Generic\_Feed\_OTH\_SEAyyyymmdd.csv  eCL\_Generic\_Feed\_OTH\_DTTyyyymmdd.csv  eCL\_Generic\_Feed\_OTH\_APWyyymmdd.csv  eCL\_Generic\_Feed\_OTH\_APSyyyymmdd.csv  eCL\_Generic\_Feed\_OTH\_AEDyyyymmdd.csv |
|  |  |
| Schedule | 6:35 AM Daily  On Demand for SEAA and SEAR Files (Generally Tuesday afternoon. Will get Notification from Shelly that files have been staged.  \*\*Before running the job to load the SEAA and SEAR files on Tuesday afternoon  Check the name of the files to make sure they have the eCL\_Generic\_Feed\_OTH\_ file prefix.  Follow these steps if the OTH\_ is missing in the file name   1. Place a copy of the 2 files in backup folder with original names 2. Once you the original copies backed up, Cut the files from Encrypt\_Out folder and Decrypt them 3. Rename the Decrypted files to add the OTH\_ to the name 4. Cut renamed files from Decrypt\_Out folder and copy to Encrypt\_In 5. You should now have the correctly named files in Encrypt\_out folder and ready to start the job. |
|  |  |

### CoachingOutlierLoad

|  |  |
| --- | --- |
|  |  |
| Step 1: Outliers File Load | Type: SQL Server Integration Services Package  Run As: ECLProxy  Source: File System  Package: [\\Uvaapadsql50cco\ssis\Coaching\Packages\Outliers\_Coaching.dtsx](file:///\\Vdenssdbp07\scorecard-SSIS\Coaching\Outliers_Coaching.dtsx)  ConfigFile: H:\ssis\Coaching\ConfigFiles\Prod\_Outliers\_Coaching.dtsConfig |
| Step 2: Notifications | Type: Operating System (CmdExec)  Run As: ECLProxy  Command:  start /w wscript.exe "\\UVAAPADSQL50CCO\SSIS\Coaching\Notifications\Notifications\_PROD.vbs" |
|  |  |
| Feed File(s)  \*Files Originally Encrypted and held in Encrypt\_Out Dir | [\\Uvaapadsql50cco\Data\Coaching\Outliers\Decrypt\_Out\](file:///\\f3420-ecldbp01\Data\Coaching\Outliers\Decrypt_Out\)  eCL\_Outlier\_Feed\_XXXyyyymmdd.csv  where XXX is the Report Code. Refer to the OMR Feeds in the Summary section. |
|  |  |
| Schedule | 8:30 PM EST daily |
|  |  |

### CoachingQualityLoad

|  |  |
| --- | --- |
| Step 1: IQS File Load | Type: SQL Server Integration Services Package  Run As: ECLProxy  Source: File System  Package: [\\Uvaapadsql50cco\ssis\Coaching\Packages\Quality\_Coaching.dtsx](file:///\\Vdenssdbp07\scorecard-SSIS\Coaching\Quality_Coaching.dtsx)  ConfigFile: H:\ssis\Coaching\ConfigFiles\Prod\_Quality\_Coaching.dtsConfig |
| Step 2: Notifications | Type: Operating System (CmdExec)  Run As: ECLProxy  Command:  start /w wscript.exe "\\UVAAPADSQL50CCO\SSIS\Coaching\Notifications\Notifications\_PROD.vbs" |
|  |  |
| Feed File  \*Files Originally Encrypted and held in Encrypt\_Out Dir | [\\Uvaapadsql50cco\Data\Coaching\IQS\Decrypt\_Out\](file:///\\f3420-ecldbp01\Data\Coaching\IQS\Decrypt_Out\)  eCL\_IQS\_Scorecard\_yyyymmdd.csv.zip.encrypt  \*Currently receiving a 0 byte file. |
|  |  |
| Schedule | 10:30 AM EST daily |
|  |  |
| Missing File | Contact Dave. |

### CoachingQualityNowLoad

|  |  |
| --- | --- |
| Step 1: IQS File Load | Type: SQL Server Integration Services Package  Run As: ECLProxy  Source: File System  Package: [\\Uvaapadsql50cco\ssis\Coaching\Packages\Quality\_Coaching.dtsx](file:///\\Vdenssdbp07\scorecard-SSIS\Coaching\Quality_Coaching.dtsx)  ConfigFile: H:\ssis\Coaching\ConfigFiles\Prod\_Quality\_Coaching.dtsConfig |
| Step 2: Notifications | Type: Operating System (CmdExec)  Run As: ECLProxy  Command:  start /w wscript.exe "\\UVAAPADSQL50CCO\SSIS\Coaching\Notifications\Notifications\_PROD.vbs" |
|  |  |
| Feed File  \*Files Originally Encrypted and held in Encrypt\_Out Dir | [\\Uvaapadsql50cco\Data\Coaching\IQS\Decrypt\_Out\](file:///\\f3420-ecldbp01\Data\Coaching\IQS\Decrypt_Out\)  eCL\_IQS\_Scorecard\_yyyymmdd.csv.zip.encrypt |
|  |  |
| Schedule | 11:30 AM EST daily |
|  |  |
| Missing File | Contact Dave. |

### CoachingQualityOtherLoad

|  |  |
| --- | --- |
| Step 1: Quality Other File Load | Type: SQL Server Integration Services Package  Run As: ECLProxy  Source: File System  Package: [\\Uvaapadsql50cco\ssis\Coaching\Packages\Quality\_Other\_Coaching.dtsx](file:///\\Vdenssdbp07\scorecard-SSIS\Coaching\Quality_Other_Coaching.dtsx)  ConfigFile: H:\ssis\Coaching\ConfigFiles\Prod\_Quality\_Other\_Coaching.dtsConfig |
| Step 2: Notifications | Type: Operating System (CmdExec)  Run As: ECLProxy  Command:  start /w wscript.exe "\\UVAAPADSQL50CCO\SSIS\Coaching\Notifications\Notifications\_PROD.vbs" |
|  |  |
| Feed Files  \*Files Originally Encrypted and held in Encrypt\_Out Dir | [\\Uvaapadsql50cco\Data\Coaching\Quality\Decrypt\_Out\](file:///\\f3420-ecldbp01\Data\Coaching\Quality\Decrypt_Out\)  [eCL\_Quality\_Feed\_XXXyyyymmdd.csv](file:///\\vrivscors01\BCC%20Scorecards\Coaching\Quality\%20eCL_Quality_Feed_KUDyyyymmdd.csv) |
|  |  |
| Schedule | 10 PM EST daily |
|  |  |

### CoachingReminders

|  |  |
| --- | --- |
|  |  |
| Step 1: Reminders | Type: Operating System (CmdExec)  Run As: ECLProxy  Command:  start /w wscript.exe [\\Uvaapadsql50cco\ssis\Coaching\Notifications\Reminders\_Prod.vbs](file:///\\f3420-ecldbp01\ssis\Coaching\Notifications\Reminders_Prod.vbs) |
|  |  |
| Feed Files | N/A |
|  |  |
| Schedule | 5 AM EST daily |
|  |  |
| Stored Procedure called by Job | EXEC [EC].[sp\_SelectCoaching4Reminder] |
|  |  |

### CoachingFollowup

|  |  |
| --- | --- |
|  |  |
| Step 1: Reminders | Type: Operating System (CmdExec)  Run As: ECLProxy  Command:  start /w wscript.exe [\\Uvaapadsql50cco\ssis\Coaching\Notifications\Folloup\_Prod.vbs](file:///\\Uvaapadsql50cco\ssis\Coaching\Notifications\Folloup_Prod.vbs) |
|  |  |
| Feed Files | N/A |
|  |  |
| Schedule | 4:30 AM EST daily |
|  |  |
| Stored Procedure called by Job | EXEC [EC].[sp\_SelectCoaching4FollowUp] |
|  |  |

### CoachingSurveyGenerate

|  |  |
| --- | --- |
| Step 1: Generate Surveys | Type: SQL Server Integration Services Package  Run As: ECLProxy  Source: File System  Package: [\\Uvaapadsql50cco\ssis\Coaching\Packages\eCL\_Surveys.dtsx](file:///\\Vdenssdbp07\scorecard-SSIS\Coaching\eCL_Surveys.dtsx)  ConfigFile: H:\ssis\Coaching\ConfigFiles\Prod\_eCL\_Surveys.dtsConfig |
| Step 2: Survey Notifications | Type: Operating System (CmdExec)  Run As: ECLProxy  Command:  start /w wscript.exe [\\Uvaapadsql50cco\ssis\Coaching\Packages\Notifications\Notifications\_Survey\_Prod.vbs](file:///\\vdenssdbp07\scorecard-ssis\Coaching\Notifications\Notifications_Survey_Prod.vbs) |
|  |  |
| Feed Files | N/A |
|  |  |
| Schedule | 5:30 AM EST 8th, 15th and 22nd of every month |
|  |  |
| Stored Procedure called by Job | Step1 - sp\_InsertInto\_Survey\_Response\_HeaderStep2 - sp\_SelectSurvey4Contact |
|  |  |

### CoachingSurveyReminders

|  |  |
| --- | --- |
|  |  |
| Step 1: Reminders | Type: Operating System (CmdExec)  Run As: ECLProxy  Command:  start /w wscript.exe [\\Uvaapadsql50cco\ssis\Coaching\Notifications\Reminders\_Survey\_Prod.vbs](file:///\\f3420-ecldbp01\ssis\Coaching\Notifications\Reminders_Survey_Prod.vbs) |
|  |  |
| Feed Files | N/A |
|  |  |
| Schedule | 6:00 AM EST 11th, 18th and 25th of every month |
|  |  |
| Stored Procedure called by Job | EXEC [EC].[sp\_SelectSurvey4Reminder] |
|  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Special Handling for late arriving Bingo Logs  **Background**  The Bingo upload process is setup to look for and upload the previous month data.  So we should technically receive the files for June data sometime in July.  But lately that has not been the case.  They have been posting the Bingo files in the Month after the immediate following month.  So, it is likely that we will receive the Bingo files for June in August.  **Identifying that Bingo files have been loaded into eCL but data not uploaded to SharePoint**    Couple of ways to check if Bingo files have been posted  Bingo files will be posted to the [\\UVAAPADSQL50CCO.ad.local\Quality\](file:///\\UVAAPADSQL50CCO.ad.local\Quality\) file share  You can check the backup folder at the end of the first week of august.  You might be asked about expected Bingo data on being uploaded to SharePoint  Or You can check in this table  SELECT \*  FROM [EC].[Quality\_Other\_FileList]  where DATEADD(day, DATEDIFF(day, 0, [File\_LoadDate]), 0) >= DATEADD(day, DATEDIFF(day, 0, GETDATE()), -7)  and [file\_name] like '%BQ%'  order by [File\_LoadDate]  GO  **Steps to Upload Data Successfully**   |  |  | | --- | --- | |  | Run this query  SELECT [BeginDate],[EndDate] FROM [EC].[View\_Coaching\_Log\_Bingo\_Upload\_Dates] | |  |  | |  | If query in step1 returns dates for June, Go to Step 4  BeginDate EndDate  2022-06-01 00:00:00.000 2022-06-30 00:00:00.000  Else Go to Step 3 | |  |  | |  |  | | 3. | Run This Query  INSERT INTO [EC].[Bingo\_Upload\_Dates]  ([BeginDate]  ,[EndDate])  VALUES  ( '2022-06-01 00:00:00.000', '2022-06-30 00:00:00.000')    GO  Run query in step 1 again and confirm that dates for June are returned. | |  |  | | 4. | Execute this Stored procedure  EXEC [EC].[sp\_Sharepoint\_Upload\_Bingo\_Init] | |  |  | | 5. | Verify that logs have been staged for Upload  SELECT [Employee\_ID]  ,[Employee\_Site]  ,[Month\_Year]  ,[EventDate]  ,[Upload\_Status]  ,[Initial\_UploadDate]  ,[Last\_UploadDate]  FROM [EC].[Coaching\_Log\_Bingo\_SharePoint\_Uploads]  WHERE [Upload\_Status] IS NULL  AND [Employee\_Site] <> N'Tampa Netpark'  ORDER BY [Employee\_Site]  GO  Once verified that there are records in this uploads table continue to next steps | |  |  | | 6a. | Execute this Stored Procedure  EXEC [EC].[sp\_Sharepoint\_Upload\_Bingo\_Bogalusa] | | 6b. | Run sql agent Job  CoachingSharepointUploadBingo--STEP\_02 (Bogalusa Bingo Upload) | |  |  | | 7a. | Execute this Stored Procedure  EXEC [EC].[sp\_Sharepoint\_Upload\_Bingo\_Brownsville] | | 7b. | Run sql agent Job  CoachingSharepointUploadBingo--STEP\_03 (Brownsville Bingo Upload) | |  |  | | 8a. | Execute this Stored Procedure  EXEC [EC].[sp\_Sharepoint\_Upload\_Bingo\_Chester] | | 8b. | Run sql agent Job  CoachingSharepointUploadBingo--STEP\_04 (Chester Bingo Upload) | |  |  | | 9a. | Execute this Stored Procedure  EXEC [EC].[sp\_Sharepoint\_Upload\_Bingo\_Hattiesburg] | | 9b. | Run sql agent Job  CoachingSharepointUploadBingo--STEP\_05 (Hattiesburg Bingo Upload) | |  |  | | 10a. | Execute this Stored Procedure  EXEC [EC].[sp\_Sharepoint\_Upload\_Bingo\_Lawrence] | | 10b. | Run sql agent Job  CoachingSharepointUploadBingo--STEP\_06 (Lawrencea Bingo Upload) | |  |  | | 11a. | Execute this Stored Procedure  EXEC [EC].[sp\_Sharepoint\_Upload\_Bingo\_London] | | 11b. | Run sql agent Job  CoachingSharepointUploadBingo--STEP\_07 (London Bingo Upload) | |  |  | | 12a. | Execute this Stored Procedure  EXEC [EC].[sp\_Sharepoint\_Upload\_Bingo\_LynnHaven] | | 12b. | Run sql agent Job  CoachingSharepointUploadBingo--STEP\_08 (LynnHaven Bingo Upload) | |  |  | | 13a. | Execute this Stored Procedure  EXEC [EC].[sp\_Sharepoint\_Upload\_Bingo\_Phoenix] | | 13b. | Run sql agent Job  CoachingSharepointUploadBingo--STEP\_09 (Phoenix Bingo Upload) | |  |  | | 14a. | Execute this Stored Procedure  EXEC [EC].[sp\_Sharepoint\_Upload\_Bingo\_Tampa] | | 14b. | Run sql agent Job  CoachingSharepointUploadBingo--STEP\_10 (Tampa Bingo Upload) | |  |  | | 15a. | Execute this Stored Procedure  EXEC [EC].[sp\_Sharepoint\_Upload\_Bingo\_Winchester] | | 15b. | Run sql agent Job  CoachingSharepointUploadBingo--STEP\_11 (Winchester Bingo Upload) | |  |  | | 16. | Run query from step 5  Should not show any rows as pending to be uploaded. | |  |  |  * Tampa Net Park rows can be disregarded. Program said not to bother setting up the upload for them since Bingo will be discontinued after June. |

# Backend Updates

## Admin Activity

|  |  |
| --- | --- |
| **Inactivation** | Gather Information   * Requestor (Lan ID) * Action (Inactivate) * CoachingID(s) of Logs to be Inactivated (will be supplied to @tableIds) * Reason ID (From Action AT\_Action\_Reasons Table) * If Reason ID 4 (Other) – Text for Reason Other * Comments |
|  |  |
| Sample Inactivation 1 | Given specific CoachingIds of logs to be Inactivated are provided.  Assuming 000001 and 000002 for this example |
|  |  |
| DECLARE @return\_value int,  @returnCode int,  @returnMessage varchar(100)  DECLARE @tableIds1 AS EC.IdsTableType  INSERT @tableIds1  VALUES (0000001),  (0000002)    EXEC @return\_value = [EC].[sp\_AT\_Coaching\_Inactivation\_Reactivation]  @strRequesterLanId = N'susmitha.palacherla',  @strAction = N'Inactivate',  @tableIds = @tableIds1,  @intReasonId = 4,  @strReasonOther = N'Cherwell ticket #nnnnnn',  @strComments = 'Inactivated through backend.',  @returnCode = @returnCode OUTPUT,  @returnMessage = @returnMessage OUTPUT  SELECT @returnCode as N'@returnCode',  @returnMessage as N'@returnMessage'  SELECT 'Return Value' = @return\_value  GO | |
|  |  |
| Sample Inactivation 2 | Requested Inactivate a large number of logs based on some condition or a specific file records from specific file.  Replace query in highlighted section with query for request.  Adjust other params accordingly  DECLARE @return\_value int,  @returnCode int,  @returnMessage varchar(100)  DECLARE @tableIds1 AS EC.IdsTableType  INSERT @tableIds1  select CoachingID from ec.coaching\_log where strReportcode = 'xxxyyyymmdd'  EXEC @return\_value = [EC].[sp\_AT\_Coaching\_Inactivation\_Reactivation]  @strRequesterLanId = N'susmitha.palacherla',  @strAction = N'Inactivate',  @tableIds = @tableIds1,  @intReasonId = 4,  @strReasonOther = N'Cherwell ticket #nnnnnn',  @strComments = 'Inactivated through backend- test.',  @returnCode = @returnCode OUTPUT,  @returnMessage = @returnMessage OUTPUT  SELECT @returnCode as N'@returnCode',  @returnMessage as N'@returnMessage'  SELECT 'Return Value' = @return\_value  GO |
|  |  |

|  |  |
| --- | --- |
| **Reassign** | Gather Information   * Requestor (Lan ID) * CoachingID(s) of Logs to be Inactivated (will be supplied to @tableIds) * ID of person to Reassign to * Reason ID (From Action AT\_Action\_Reasons Table) * If Reason ID 4 (Other) – Text for Reason Other * Comments |
|  |  |
| Sample Reassignment | Assuming CoachingIds 000001 and 000002 are to be reassigned |
|  |  |
| DECLARE @return\_value int,  @returnCode int,  @returnMessage varchar(100)  DECLARE @tableIds1 AS EC.IdsTableType  INSERT @tableIds1  VALUES (0000001),  (0000002)    EXEC @return\_value = [EC].[ sp\_AT\_Coaching\_Reassignment]  @strRequesterLanId = N'susmitha.palacherla',  @tableIds = @tableIds1,  @strAssignedId = N'xxxxxx',  @intReasonId = 4,  @strReasonOther = N'Cherwell ticket #nnnnnn',  @strComments = 'Reassigned through backend.',  @returnCode = @returnCode OUTPUT,  @returnMessage = @returnMessage OUTPUT  SELECT @returnCode as N'@returnCode',  @returnMessage as N'@returnMessage'  SELECT 'Return Value' = @return\_value  GO | |
|  |  |