GDIT

**eCoaching Development Test Plan**

September 2, 2014

**Change History Log**

| **Date** | **Change Description** | **Author** |
| --- | --- | --- |
| 07/11/2014 | SCCB-12098 - ECUIDASH01 – Added new test cases for Source menus on main dashboard and historical dashboard | Jourdain Augustin |
| 07/21/2014 | SCCB-12930: 1. ECUIDASH02 – New test cases to verify Call ID labels and values on review pages  2. ECUIDASH03 – New test cases to verify display of Scorecard Name label and value | Jourdain Augustin |
| 07/23/2014 | SCCB-13218: 1. ECUIDASH04 – New test case to verify time stamps of “Created Date” column in dashboard pages have time zone added of “PDT” 2. ECUIDASH05 – New test case to verify time stamps in review pages have time zone added of “PDT” | Jourdain Augustin |
| 07/23/2014 | SCCB-13213: 1. ECUIDASH06 – New test case to verify records with “OMR / Exceptions” = “Research Required” opens the “Outlier” section of Review page | Jourdain Augustin |
| 08/07/2014 | SCCB-P13263- ECUIDASH07 – Added new test case for my submission page to check for access allowance to CSRs with job WACS01 and WACS03 and “ARC” in table EC.Historical\_Dashboard\_ACL |  |
| 09/02/2014 | SCCB-P13386 - ECUIDASH07 – Updated existing test case for submission page to check for access allowance to CSRs with job WACS02 and “ARC” in table EC.Historical\_Dashboard\_ACLeCL |  |
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| **Scope** | This document focuses on development test plan for the eCoaching changes. |

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| **Purpose** | The purpose of the eCoaching Test Plan is to document the specific steps test that the application change has been successfully installed. |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH01 |
| Source Description | SCCB-P13098: eCoaching - Update Source Dropdown Menu from Historical and Main Dashboard |
| Test Location | https://vacmsmpmd01.vangent.local/coach2/default.aspx |
| Updated File(s) | View2.aspx view4.aspx  eCoachingFixed.dll |
| Supporting Documentation | eCoaching\_Dashboard\_Website\_DD\_v02.docx |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an application account :  <https://vacmsmpmd01.vangent.local/coach2/default.aspx> | Main page successfully loads with credentials passed reflecting data in eCoachingTest db | *P* |  |
|  | Select My Dashboard tab | Verify that all Source dropdown menus contain the following values:   1. ARC 2. BCC Security and Privacy Incident Coaching 3. CMS Reported Item 4. CSAT 5. CSET 6. CSR Reported Issue 7. Internal CCO Reporting 8. IQS 9. Leadership Listening 10. Manager Coaching 11. OMR 12. Other 13. Quality Call Listening 14. Quality Specialist Coaching 15. Supervisor Coaching 16. Training and Development 17. Unknown 18. Verint Quality Monitoring 19. Walk-By | *P* | *Perform same test for the below job codes :*  *WACS01 - CSR*  *WACS40 - SUP*  *WACS50 - MGR*  *WAQS - Quality* |
|  | Select Historical Dashboard tab | Verify that all Source dropdown menus contain the following values:   1. ARC 2. BCC Security and Privacy Incident Coaching 3. CMS Reported Item 4. CSAT 5. CSET 6. CSR Reported Issue 7. Internal CCO Reporting 8. IQS 9. Leadership Listening 10. Manager Coaching 11. OMR 12. Other 13. Quality Call Listening 14. Quality Specialist Coaching 15. Supervisor Coaching 16. Training and Development 17. Unknown 18. Verint Quality Monitoring 19. Walk-By | *P* | *Perform same test for the below job codes :*  *WACS01 - CSR*  *WACS40 - SUP*  *WACS50 - MGR*  *WAQS - Quality* |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH02 |
| Source Description | SCCB-P12930: eCoaching - eCoaching Log - Display Verint scorecard name on eCL forms |
| Test Location | https://vacmsmpmd01.vangent.local/coach2/default.aspx |
| Updated File(s) | review.aspx review2.aspx  eCoachingFixed.dll |
| Supporting Documentation | eCoaching\_Dashboard\_Website\_DD\_v02.docx |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an application account :  <https://vacmsmpmd01.vangent.local/coach2/default.aspx> | Main page successfully loads with credentials passed reflecting data in eCoachingTest db | *P*  *07/21/2014* |  |
|  | Select My Dashboard tab and choose a record to open in review page that has an existing Call ID | Verify that the correct Call ID label and value appear in the right-top side of the screen | *P*  *07/21/2014* | *Perform same test for the below Call ID types :*  *Verint*  *AVOKE*  *NGD Activity*  *Universal Call* |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH03 |
| Source Description | SCCB-P12930: eCoaching - eCoaching Log - Display Verint scorecard name on eCL forms |
| Test Location | https://vacmsmpmd01.vangent.local/coach2/default.aspx |
| Updated File(s) | review.aspx review2.aspx  eCoachingFixed.dll |
| Supporting Documentation | eCoaching\_Dashboard\_Website\_DD\_v02.docx |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an application account :  <https://vacmsmpmd01.vangent.local/coach2/default.aspx> | Main page successfully loads with credentials passed reflecting data in eCoachingTest db | *P*  *07/21/2014* |  |
|  | Select My Dashboard tab and choose a record to open in review page that has an existing Verint Call ID | Verify that the “Scorecard Name” label and value appear in the right-top side of the screen below the “Verint ID” value | *P*  *07/21/2014* |  |
|  | Select My Dashboard tab and choose a record to open in review page that does not have an existing Verint Call ID | Verify that the “Scorecard Name” label and value are not displayed in the right-top side of the screen | *P*  *07/21/2014* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH04 |
| Source Description | SCCB-P13218: eCoaching - eCoaching Log - Update time stamps displayed to include Web Server Time Zone |
| Test Location | https://vacmsmpmd01.vangent.local/coach2/default.aspx |
| Updated File(s) | view2.aspx view3.aspx view4.aspx eCoachingFixed.dll |
| Supporting Documentation | eCoaching\_Dashboard\_Website\_DD\_v02.docx |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an application account :  <https://vacmsmpmd01.vangent.local/coach2/default.aspx> | Main page successfully loads with credentials passed reflecting data in eCoachingTest db | *P*  *07/23/2014* |  |
|  | Select My Dashboard tab | Verify that the “Created Date” columns of each table display the text “PDT” after each time stamp value | *P*  *07/23/2014* |  |
|  | Select My Submissions tab | Verify that the “Created Date” columns of each table display the text “PDT” after each time stamp value | *P*  *07/23/2014* |  |
|  | Select Historical Dashboard tab and select options to query for database data | Verify that the “Created Date” columns of each table display the text “PDT” after each time stamp value | *P*  *07/23/2014* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH05 |
| Source Description | SCCB-P13218: eCoaching - eCoaching Log - Update time stamps displayed to include Web Server Time Zone |
| Test Location | https://vacmsmpmd01.vangent.local/coach2/default.aspx |
| Updated File(s) | eCoachingFixed.dll |
| Supporting Documentation | eCoaching\_Dashboard\_Website\_DD\_v02.docx |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an application account :  <https://vacmsmpmd01.vangent.local/coach2/default.aspx> | Main page successfully loads with credentials passed reflecting data in eCoachingTest db | *P*  *07/23/2014* |  |
|  | Select My Dashboard tab and select a record to open in the review page | Verify that the “Date Submitted:” value in the right-side screen includes “PDT” next to the displayed time | *P*  *07/23/2014* |  |
|  | Select My Dashboard tab and select a completed IQS record to open in the review page | Verify that the CSR Review date and the Supervisor Review date include “PDT” next to the displayed times | *P*  *07/23/2014* |  |
|  | Select Historical Dashboard tab and select options to query and select a record to open in the review page | Verify that the Review date time stamps include the text “PDT” after each time stamp value | *P*  *07/23/2014* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH06 |
| Source Description | SCCB-P13213: eCoaching - Change coaching reason ID for OMR feed |
| Test Location | https://vacmsmpmd01.vangent.local/coach2/default.aspx |
| Updated File(s) | Review.aspx  eCoachingFixed.dll |
| Supporting Documentation | eCoaching\_Dashboard\_Website\_DD\_v02.docx |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an application account :  <https://vacmsmpmd01.vangent.local/coach2/default.aspx> | Main page successfully loads with credentials passed reflecting data in eCoachingTest db | *P*  *07/23/2014* |  |
|  | Select My Dashboard tab and select an Outlier record to open in the review page that has “Research Required” in the “OMR / Exceptions” coaching reasons field | Verify that the Outlier question group displays on the review page | *P*  *07/23/2014* | *Perform the same test for records that have “Research Required” in the “Current Coaching Initiative” field* |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH07 |
| Source Description | SCCB-P13263: eCoaching - Update Coaching to allow other CSR job code users to submit coaching  SCCB-P13386: eCL - FFM ARC eCoaching Process |
| Test Location | https://vacmsmpmd01.vangent.local/coach2/default.aspx |
| Updated File(s) | eCoachingFixed.dll |
| Supporting Documentation | eCoaching\_Dashboard\_Website\_DD\_v02.docx |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an CSR account :  <https://vacmsmpmd01.vangent.local/coach2/default.aspx> | Main page successfully loads with credentials passed reflecting data in eCoachingTest db | *P* | *Perform same test for CSR Job Codes:  WACS01*  *WACS02*  *WACS03* |
|  | Select “My Submissions” tab. | [IOPTION1] – if user is job code WACS02 and is in - EC.Historical\_Dashboard\_ACL as “ARC”, then verify that user can see and access content on the “My Submissions” tab  [IOPTION2] – if user is job code WACS01, WACS03 or WACS02 and **is not** in - EC.Historical\_Dashboard\_ACL as “ARC”, then verify that user **cannot** see and access content on the “My Submissions” | *P* |  |