

**Title: eCoaching Log**

**Technical Requirements**

**Version 1.17**

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| --- | --- | --- |
| Last Revision | Last Review | Description |
| 10/20/2014 |  | P13622 – eCL OMR SOP Link |

Prepared by: Brian Coughlin Date: 01/23/2014

Department, Location: BCC R&T – Oakdale

Approved by: Date:

| **Date** | **Change History Log**  **Change Description** | **Author** |
| --- | --- | --- |
| 01/23/2014 | Initial Draft | Brian Coughlin |
| 2/28/2014 | Removed GetDate(+7) in inactivations SCR 12330 Section VI | Brian Coughlin |
| 3/12/2014 | Updated Active and End\_Date for rehired employees per SCR 12265 Section II | Brian Coughlin |
| 3/26/2014 | Added suggestions from Dev review and WTTI\* Job Code from SCR12467 Section IV | Brian Coughlin |
| 4/11/2014 | Added Emp\_Program and Start Date to the hierarchy table SCR 12407 | Brian Coughlin |
| 4/24/2014 | Updated the Requirements for SCRs 12483 (II #53, #58, VI, VII #13,#21)& 12495 (III E.) update eCL record to reflect appended score and note field & move the eCoaching Log application from sharepoint to the desktop | Brian  Coughlin |
| 05/27/2014 | P11841 – eCL Database Redesign  Added Program to the Outlier data feed | Doug Stearns |
| 06/03/2014 | P12483 – Update eCL record to reflect appended score and note field  Changes based on feedback  II #55 – added missing values  II #58 – removed previous note for Quality Coaching Reason | Doug Stearns |
| 06/20/2014 | P12897 – eCL Coaching Source changes  II # 57 and IV Layouts – Changed CMS Customer Call Listening to CMS Reported Item  II # 57 and IV Layouts – Added Internal CCO Reporting | Doug Stearns |
| 06/26/2014 | P12930 – Display Verint scorecard name  Added new section IV.VII Review Page Informational Display page 42  And corrections from review | Doug Stearns |
| 07/10/2014 | P13054 – IQS/eCL Add Evaluation Form name to data feed  Added new field 23 | Doug Stearns |
| 07/14/2014 | P13098 – eCL Source drop down menu  II # 57 and IV Layouts – Updated source values based on SCR | Doug Stearns |
| 07/15/2014 | P13054 – IQS/eCL Add Evaluation Form name to data feed  VII – Modified field 23 for eMail and Written Corr | Doug Stearns |
| 07/16/2014 | P13129 – eCL Add ETS to attendance  II Customer Requirements – Modified #58 – added policy; Modifed #27 Attendance – added ETS for opportunity/reinforcement;  IV Layouts – Modifed Direct non-CSE – added ETS for Attendance | Doug Stearns |
| 07/23/2014 | P13213 – eCL Change coaching reason ID for OMR feed  Updated Outlier Reporting Matrix Coaching Reason column from Current Coaching Initiative to OMR / Exceptions rows 1 through 19 | Doug Stearns |
| 07/24/2014 | P13138 – eCL restrict notifications of failed scorecards  Updated the following  V System Generated Emails  VII IQS (Data Feed\Form Entry  Included note that failed scorecards that match an existing record won’t send email notifications | Doug Stearns |
| 07/28/2014 | P13218 – Display web server time zone  Updated the following  I CSR Dashboard  II Supervisor Dashboard  III Manager Dashboard  IV Quality\Training Supervisor Dashboard  V Support Staff Dashboard  VI Historical Reporting Dashboard | Doug Stearns |
| 08/04/2014 | P13265 – Group coaching reasons on Historical Dashboard  VI Historical Reporting Dashboard – Display Fields column to show sum of opportunities and reinforcements | Doug Stearns |
| 08/07/2014 | P13263 – eCL FFM ARC job codes to submit  IV Layouts, Dashboard Permissions Criteria - Added new Submission Page section for those with permissions to submit eCoaching Logs and Modified Main Dashboard Review section to include WACS01 | Doug Stearns |
| 08/08/2014 | P13263 – eCL FFM ARC job codes to submit  IV Layouts, Dashboard Permissions Criteria Modified Main Dashboard Review section to move WACS01 to My Submitted Support Staff pre feedback from review. | Doug Stearns |
| 08/11/2014 | eCL Phase 2 – Supervisor and Quality  X eCoaching Modules– added new section  Changed references of Pending CSR Review to Pending Employee Review  Changed references of Other: Specify reason under Question 4 below to Other: Specify reason under coaching details. | Doug Stearns |
| 09/04/2014 | P13386 – eCL FFM ARC Submit  IV Layouts, Dashboard Permissions Criteria – modified section for those with permissions to submit eCoaching Logs to allow only WACS02 with ARC in ACL | Doug Stearns |
| 09/11/2014 | Updates to the order of display of call source | Doug Stearns |
| 09/15/2014 | P13506 – eCL CSR ARC Submit  IV Layouts, Dashboard Permissions Criteria Modified Submission Page and My Submittetd to alow CSR WACS01, WACS02, WACS03 who are ARC to submit eCLs. | Doug Stearns |
| 09/16/2014 | P13512 – eCL Display label of Employee instead of CSR on review pages  Updated references of CSR to Employee as appropriate (note: most of the changes should have been made as part of phase 2, but weren’t)  I Product Description,  II Customer Requirements-Data Definition,  II Customer Requirements-User Interface Controls,  III Program Requirements, IV Layouts-Dashboard Permissions Criteria,  IV.I Employee Dashboard,  IV.II Supervisor Dashboard,  IV.III Manager Dashboard,  IV.IV Quality\Training Supervisor Dashboard,  IV.V Support Staff Dashboard,  IV.VI Historical Reporting Dashboard,  VII Review Page Informational Display,  VI Outliers (Data Feed\Form Entry),  VI Outliers (Data Feed\Form Entry)-Front End Form,  VII IQS (Data Feed\Form Entry) | Doug Stearns |
| 09/23/2014 | P13515 – eCL eMail Mappings  II Customer Requirements - Data Definitions  76 EmailSent - added Employee and removed Only for SubCoachingSource = Supervisor Coaching/Manager Coaching  II Customer Requirements - User Interface Controls  44 Submit - added Direct and not Quality Specialist Coaching for non-CSE, added paragraph for For Inirect non Customer Service Escalations, For Customer Service Escalations added an email is sent  59 Submit - changed Employee to be the next lower level, removed If status is Pending...email is automatically sent  V System Generated Emails  I Pending Supervisor Review - changed condition for Pending Supervisor Review  II Pending Manager Review - changed condition for Pending Manager Review  III Pending Employee Review - changed condition for Pending Employee Review  IV No Email - changed for no email sent  VI Outliers (Data Feed\Form Entry) - added heading and note for Pending Acknowledgement  VII IQS (Data Feed) - added email notifications section | Doug Stearns |
| 09/26/2014 | P13479 – eCL Warning Coaching Logs for CSRs  I Product Description (first paragraph)  II Customer Requirements (Data Definition #57 SubCoachingSource, #58 CoachingReason, #59 SubCoachingReason, User Interface Controls multiple changes which renumbered items)  III Program Requirements (D - second paragraph, F - labeled existing paragraph)  IV Layouts (Direct Coaching – Progressive Disciplinary Warning, Inirect Coaching – Progressive Disciplinary Warning, Dashboard Permissions Criteria - Main Dashboard Review, II Supervisor Dashboard, III Manager Dashboard, VI Historical Reporting Dashboard, VII Review Page Informational Display) | Doug Stearns |
| 09/29/2014 | P13479 – eCL Warning Coaching Logs for CSRs – additional requirements  I Product Description (first paragraph)  II Customer Requirements (Data Definition #57 SubCoachingSource #58 CoachingReason, #59 SubCoachingReason, User Interface Controls #22, #39, #40, #41)  III Program Requirements (item D - second paragraph)  IV Layouts (Direct Coaching – Progressive Disciplinary Warning only) | Doug Stearns |
| 10/07/2014 | P13479 – eCL Warning Coaching Logs for CSRs – even more additional requirements  I Product Description (first paragraph)  II Customer Requirements (Data Definition #57 SubCoachingSource, #59 SubCoachingReason, User Interface Controls #22, #39, #40, #41, #42, #43, #44)  IV Layouts (Direct Coaching – Progressive Disciplinary Warning)  V System Generated Emails - IV No Email | Doug Stearns |
| 10/09/2014 | P13479 – eCL Warning Coaching Logs for CSRs – still more additional requirements  II Customer Requirements (Data Definition #s1,2,3,4,7,8,9,10,20,30,32,53,54,55,56,57,81,82,83,84)  IV Layouts Direct Coaching – Progressive Disciplinary Warning, II Supervisor Dashboard #5, III Manager Dashboard #5, VII Review Page Information Display | Doug Stearns |
| 10/17/2014 | P13622 – eCL OMR SOP Link in review page  Added link to following requirement  VI. Outliers (Data Feed\Form Entry) eCL Outlier Research and Coaching Process Front-end Form Changes #1 Manager Review (page 56/57) | Doug Stearns |
| 10/20/2014 | P13622 – eCL OMR SOP Link in review page  It was pointed out the link already existed and just needed to be updates. | Doug Stearns |

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# Product Description

Project: eCoaching Log

Project Purpose: The eCoaching Log (eCL) is an internal Vangent process designed for the entry and storage of the coaching notes that supervisors, managers, Advanced Resolution Center (ARC) CSRs and quality leads make regarding Employee performance. They may also be related to Verbal and Written progressive disciplinary warnings the employee receives from their supervisor or manager. These notes are gathered through escalations, floor walking, training, quality monitors. It also provides a repository of coaching notes to generate reports for management. The coaching notes will be retained for 3 years. Notes associated with progressive disciplinary warnings will be stored encrypted.

The eCoaching Log contains a component for Employees to have the ability to comment on, or simply acknowledge the coaching comments entered by the supervisor or manager. The eCoaching Log VIP site establishes consistency and ease of use in our coaching notes process along with providing historical coaching data for all Employees.

The central effort here involves porting the existing InfoPath based eCoaching log to an .NET/SQL Server platform. This will allow for improved performance and increased data capacity. The interface will utilize heirarchy information defined in Peoplesoft and eWFM.

The text (comments) fields in the database will need to be periodically scanned for PHI/PII data, in accordance with CCO Security Policy and Procedures.

The Empoloyee/Supervisor hierarchical relationship comes from WFM, the HR/Peoplesoft group maintains Supervisor/Manager relationship. If Hierarchy information is missing in Coaching Logs received within the last 30 days, it will be updated with information from the WFM Employee Information table.

Many Employee names contain apostrophes which need to be removed in the database tables as well as the IQS feeds. They need to be retained in email addresses so those will be converted to double apostrophes. This has been completed for database functionality and security.

The comma delimiter in the IQS feed was replaced with a pipe delimiter (|) in order to maintain the punctuation integrity in the data.

From the dashboards, clicking on an eCoaching Log should open the log in a child window. With this functionality, the filter choices in the parent dashboard window are retained after the log window is closed.

Authentication to the eCL tab is done by validating the users LAN ID against a hierarchy table which is populated by Peoplesoft and eWFM based data. The LAN ID comes from the Peoplesoft feed. This replaces the previous Active Directory check, because there are now two disparate Actived Directory systems. Due to weekly AD migration of users the production database is updated to convert vngt\ LAN IDs to the new ad\ LAN IDs, so that these migrated users can access the eCoaching system.

ECLs are not maintained for subcontractors and records that are not able to be mapped to a user are rejected,.

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Document Purpose: To provide technical specifications the eCoaching Log.

Project Team: See table below.

| **Name** | **Role** |
| --- | --- |
| Brian Dye | Program Manager |
| John Tiongson | Analyst |
| Tim Queen | Project Manager – Engineering |
| Jourdain Augustin | Engineering |
| Susmitha Palacherla | Engineering |
| Doug Stearns | Requirements and Testing |

# Customer Requirements

Database Schema



Data Definition

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **#** | **REQUIREMENT** | **Type** | **RELATED REQUIREMENTS** | **COMMENTS** | |  |
|  | CoachingID | Whole Number (integer) |  | On submit.  Coaching Log Primary Key  FK to Coaching\_Log\_Reason and Warning\_Log\_Reason | |  |
|  | WarningID | Whole Number |  | On submit,  Warning Log Primary Key  FK to Warning\_Log\_Reason | |  |
|  | FormName | Text (string) |  | On submit, concatenates form name and ID eCL-[strCSR]-[numID].  Coaching\_Log and Warning\_Log | |  |
|  | StatusID | Whole Number (integer) | Unknown | Overall status of form. (AUTO)  Coaching\_Log and Warning\_Log (note: Warning will go to complete upon submission) | |  |
| Completed |  |
| Inactive |  |
| Pending Acknowledgement |  |
| Pending Employee Review |  |
| Pending Manager Review |  |
| Pending Supervisor Review |  |
| Pending Sr. Manager Review |  |
| Pending Quality Lead Review |  |
| Pending Deputy Program Manager Review |  |
|  | EventDate | Date (date) |  | Indirect form: Date of event  Warning form: Date Warning issued  Coaching\_Log and Warning\_Log | |  |
|  | CoachingDate | Date (date) |  | Direct form: Date of coaching  Coaching\_Log | |  |
|  | SubmitterID | Text (string) |  | Submitter LAN ID  Coaching\_Log and Warning\_Log | |  |
|  | EmpID | Whole Number (integer) |  | Employee ID  Coaching\_Log and Warning\_Log  FK to Employee\_Hierarchy  FK to CSR\_Hierarchy | |  |
|  | SiteID | Whole Number (integer) |  | Employee Site  The site where the scorecard is created. Valid site IDs are:  SiteID City  1 Bogalusa  2 Boise  3 Brownsville  4 Chester  5 Coralville  6 Corbin  7 Hattiesburg  8 Houston  9 London  10 Lawrence  11 Layton  12 Lynn Haven  13 Pearl  14 Phoenix  15 Riverview  16 Sandy  17 Waco  18 Winchester  20 Arlington  Coaching\_Log and Warning\_Log  FK to Dim\_Site  Note: not all sites are active. Only allow active sites to be selected. | |  |
|  | isUCID | True/False (boolean) | True/False | Universal Call ID decision field.  Coaching\_Log | |  |
|  | UCID | Text (string) |  | Universal Call ID  Coaching\_Log | |  |
|  | isVerintID | True/False (boolean) | True/False | VERINT Monitor decision field.  Coaching\_Log | |  |
|  | VerintID | Text (string) |  | VERINT Contact/Journal Number  Coaching\_Log | |  |
|  | isAvokeID | True/False (boolean) | True/False | Avoke decision field.  Asscociated with Behavioral Analytics Monitor  Coaching\_Log | |  |
|  | AvokeID | Text (string) |  | Associated with Behavioral Analytics ID  Coaching\_Log | |  |
|  | isNGDActivityID | True/False (boolean) | True/False | NGD Activity ID decision field.  Coaching\_Log | |  |
|  | NGDActivityID | Text (string) |  | NGD Activity ID  Coaching\_Log | |  |
|  | isVerified | True/False (boolean) | True/Default: False | Verification of information before submission of data.  Coaching Log | |  |
|  | SubmittedDate | Date and Time (datetime) |  | Date and Time Record is Loaded  Coaching Log and Warning\_Log | |  |
|  | StartDate | Date and Time (datetime) |  | Date and Time initial form load (Same as Submitted Date)  For IQS this is the same as the IQS Evaluation Date  This is the driver for identifying the Hierarchy  Coaching Log  FK to CSR\_Hierarchy | |  |
|  | SupReviewedAutoDate | Date and Time (datetime) |  | Indirect: Date and Time [strCSRSup] reviewed form.  From form submit.  Coaching Log | |  |
|  | isCSE | True/False (boolean) | True/False | Verification of Customer Service Escalation by [strCSRMgr]  Coaching Log | |  |
|  | MgrReviewManualDate | Date and Time (datetime) |  | Date and Time [strCSRMgr] opened and reviewed form when [isCSE] ≠ True.  From Submit.  Coaching Log | |  |
|  | MgrReviewAutoDate | Date and Time (datetime) |  | Date and Time [strCSRMan] reviewed form.  From form submit.  Coaching Log | |  |
|  | MgrNotes | Text (string) |  | [StrCSRMgr] Explanation for [strCSR] and [strCSRSup] with reasons why this is not a CSE.  Coaching Log | |  |
|  | isCSRAcknowledged | True/False (boolean) | True/False | [strCSR] acknowledgement they have read and understand all the information provided in the eCL.  Coaching Log | |  |
|  | CSRReviewAutoDate | Date and Time (datetime) |  | Date and Time [strCSR] reviewed form.  From form submit.  Coaching Log | |  |
|  | txtCSRComments | Text (string) |  | [strCSR] comments and feedback.  Coaching Log | |  |
|  | SourceID | Whole Number (integer) |  | ID representing Coaching Source and Sub Coaching Source  Coaching\_Log and Warning\_Log  FK to Dim\_Source | |  |
|  | Verint\_EvalID | Text (string) |  | IQS/Verint Details Table  Coaching\_Log | |  |
|  | ProgramName | Text (string) | Medicare, Marketplace, or N/A | Coaching\_Log and Warning\_Log  All historical data prior to 6/1/2013 is mapped to Medicare. The 1 Multicode is used to determine Medicare or Marketplace for historical data after 6/1/2013. N/A will be for non-program associated logs. | |  |
|  | Emp\_Name | Text (string) |  | Employee Full Name (Last, First MI)  Employee\_Hierarchy | |  |
|  | Emp\_Email | Text (string) |  | Employee Email Address  Employee\_Hierarchy | |  |
|  | Emp\_LanID | Text (string) |  | Employee LAN ID  Employee\_Hierarchy | |  |
|  | Emp\_Site | Text (string) |  | Name of site where employee is is located  Employee\_Hierarchy | |  |
|  | Emp\_Job\_Code | Text (string) |  | Peoplesoft Job Code for the employee  Employee\_Hierarchy | |  |
|  | Emp\_Job\_Description | Text (string) |  | Employee’s job description  Employee\_Hierarchy | |  |
|  | SupID | Whole Number (integer) |  | Sup Employee ID  Employee\_Hierarchy  FK to CSR\_Hierarchy | |  |
|  | Sup\_Email | Text (string) |  | Sup Email Address  Employee\_Hierarchy | |  |
|  | Sup\_LanID | Text (string) |  | Sup LAN ID  Employee\_Hierarchy | |  |
|  | Sup\_Job\_Code | Text (string) |  | Peoplesoft Job Code for the supervisor  Employee\_Hierarchy | |  |
|  | Sup\_Job\_Description | Text (string) |  | Supervisor’s job description  Employee\_Hierarchy | |  |
|  | MgrID | Whole Number (integer) |  | Manager’s Employee ID  Employee\_Hierarchy  FK to CSR\_Hierarchy | |  |
|  | Mgr\_Email | Text (string) |  | Manager’s Email Address  Employee\_Hierarchy | |  |
|  | Mgr\_LanID | Text (string) |  | Manager’s LAN ID  Employee\_Hierarchy | |  |
|  | Mgr\_Job\_Code | Text (string) |  | Peoplesoft Job Code for the manager  Employee\_Hierarchy | |  |
|  | Mgr\_Job\_Description | Text (string) |  | Manager’s job description  Employee\_Hierarchy | |  |
|  | Emp\_Program | Text (string) | Marketplace/Medicare/NA | Program as determined by WFM 1Multi code  Employee\_Hierarchy | |  |
|  | Start\_Date | Date and Time (datetime) |  | Employee’s Hire Date from Peoplesoft  Employee\_Hierarchy | |  |
|  | End\_Date | Date and Time (datetime) |  | Date the Employee left the company  When we receive a hierarchy file containing a rehired Employee, the End\_Date will be updated to 99991231 and the Active status will change to A.  Employee\_Hierarchy  FK to CSR\_Hierarchy | |  |
|  | Active | Text (string) |  | Active status for the employee  When we receive a hierarchy file containing a rehired Employee, the End\_Date will be updated to 99991231 and the Active status will change to A.  Employee\_Hierarchy | |  |
|  | CoachingReasonID | Whole Number (integer) |  | ID representing the type of Coaching Reason  PK for Coaching\_Log\_Reason and Warning\_Log\_Reason  FK to Dim\_Sub\_Coaching\_Reason | |  |
|  | SubCoachingReasonID | Whole Number (integer) |  | ID representing the type of SubCoaching Reason  PK for Coaching\_Log\_Reason and Warning\_Log\_Reason  FK to Dim\_Coaching\_Reason | |  |
|  | Description | Text (string) |  | Details for the reason for the coaching (Note: for IQS records this will also contain the QS Coaching Notes. The Summary of Call will be followed by a carriage return and the words COACHING NOTES)  Note: When IQS feeds are received, containing updated logs that are still Open in our system, this field will be updated to match the newest feed.  Note: Description for Warning Logs will be encrypted for privacy.  Coaching\_Log and Warning\_Log | |  |
|  | CoachingNotes | Text (string) |  | Details from the coaching session including action plans developed.  Note: CoachingNotes for Warning Logs will be encrypted for privacy.  Coaching\_Log and Warning\_Log | |  |
|  | Value | Text (string) | Valid values:  Opportunity  Reinforcement  Opportunity-PWC  Met goal  Did not meet goal | Coaching\_Log\_Reason and Warning\_Log\_Reason | |  |
|  | CoachingSource | Text (string) |  | Direct/Indirect/OMR/IQS  Direct: What type of coaching are you doing today?  Indirect: How was the coaching opportunity identified?  DIM\_Source | |  |
|  | SubCoachingSource | Text (string) |  | **Direct:**  ARC  CCO Security and Privacy Incident Coaching  CMS Reported Item  CSAT  CSET  CSR Reported Issue  Internal CCO Reporting  IQS (This is system generated not in UI)  Leadership Listening  Manager Coaching  OMR (This is system generated not in UI)  Other  Quality Call Listening  Quality Specialist Coaching  Supervisor Coaching  Training and Development  Unknown  Verint Quality Monitoring  Walk-By  Warning (This is only available and the only source when Progressive Disciplinary Warning)  **Indirect:**  ARC  CCO Security and Privacy Incident Coaching  CMS Reported Item  CSAT  CSET  CSR Reported Issue  Internal CCO Reporting  IQS (This is system generated not in UI)  Leadership Listening  Manager Coaching  OMR (This is system generated not in UI)  Other  Quality Call Listening  Quality Specialist Coaching  Supervisor Coaching  Training and Development  Unknown  Verint Quality Monitoring  Walk-By  DIM\_Source | |  |
|  | CoachingReason | Text (string) |  | AHT (The amount of time a Employee takes to complete a beneficiary call.)  ARC Issue (Advanced Resolution Center Escalation)  Attendance (Being at your work station and available for duty on your regular scheduled days except for management excused absences and as defined by BCC policy H301 and Per [FIN-POL-1 Time Recording](http://teamworks.gdit.com/uploadedFiles/Policies_Forms/Finance-Administration/Policies/FINPOL01.pdf))  CCO Process Procedure Issues (Any process procedure)  Current Coaching Initiative (These currently include RMAs, EE/MMs, DMEPOS, Short Calls(Mapped to Other: Other: Specify reason under coaching details SubCoachingReason for historical data, new data uses the OMR Short Calls Inbound\Outbound SubCoachingReasons), Transferred calls, Canceled calls, Disenrollment, etc.  These can change periodically.)  Customer Service Escalation (A series of activities designed to enhance the level of customer satisfaction – that is, the feeling that a product or service has met the customer expectation.  (An issue in this case would be a failure to meet the above definition.)  Feedback (Feedback from another Employee through their manager or supervisor or feedback from CMS.)  HR Guideline Issues (Any abuse to the HR Guidelines)  OMR / Exceptions  Quality (Quality Call Monitoring)  Recognition (Any positive reinforcement for Employees like KUDOS.)  Schedule Adherence (Scheduled work time minus unapproved exceptions divided by scheduled work time.)  Secure Floor Violations (Employee not following the Secure Floor security requirements.)  Verbal Warning  Written Warning  Final Written Warning  DIM\_Coaching\_Reason | |  |
|  | SubCoachingReason | Text (string) |  | Blank row at the top of the dropdown list  Argues  Yells, screams  Uses Profanity of any kind  Uses derogatory/disrespectful words  Threatens caller / employee  Intentionally disconnects caller instead of greeting caller and handling call.  Blind transfers caller  Encourages /commits fraud  Verbally abusive  Inappropriate NGD Feedback  CSAT  Casework Adhoc requests from CMS  Casework Bene Letter  Casework CTM  Casework Inappropriate ARC Escalation  Casework ISG Escalation  Complaints Research  Special Projects  OMR: Cancelled Calls  OMR: Default Qualifiers  OMR: Open Calls  OMR: Short Calls - Inbound  OMR: Short Calls - Outbound  OMR: ACW  OMR: AHT  OMR: CCO Security and Privacy Incident Coaching  OMR: Inappropriate ACO Escalation  OMR: Inappropriate ARC Escalation  OMR: Inappropriate DME Escalation  OMR: Inappropriate EE/MM Escalation  OMR: Inappropriate NGD Feedback  OMR: ISG Consults  OMR: Low CSAT  OMR: NGD Inappropriate Transfer  OMR: Returned MAC Escalation  OMR: Scripts Logged  OMR: Transfers  Other: Other: Specify reason under coaching details  Exception Reporting Disenrollment  Exception Reporting Inappropriate Transfers  Exception Reporting PDP Complaints  Enters authorization error compromising PHI  Security and Privacy Incident  Verbal Warning, Written Warning, and Final Written Warning reasons: Attendance, Call Avoidance, Conduct, Dress Code, GDIT Policy, Performance, Quality, Secure Floor Policy, Security Violation, Other: Specify reason under coaching details.  DIM\_Sub\_Coaching\_Reason | |  |
|  | DateKey | Whole Number (integer) |  | DIM\_Date | |  |
|  | FullDate | Date (datetime) |  | DIM\_Date | |  |
|  | DateName | Text (string) |  | DIM\_Date | |  |
|  | DayofWeek | Whole Number (integer) |  | DIM\_Date | |  |
|  | DayNameOfWeek | Text (string) |  | DIM\_Date | |  |
|  | DayOfMonth | Whole Number (integer) |  | DIM\_Date | |  |
|  | WeekOfYear | Whole Number (integer) |  | DIM\_Date | |  |
|  | MonthName | Text (string) |  | DIM\_Date | |  |
|  | MonthOfYear | Whole Number (integer) |  | DIM\_Date | |  |
|  | CalendarQuarter | Whole Number (integer) |  | DIM\_Date | |  |
|  | CalendarYear | Whole Number (integer) |  | DIM\_Date | |  |
|  | CalendarYearMonth | Text (string) |  | DIM\_Date | |  |
|  | CalendarYYYYQQ | Text (string) |  | DIM\_Date | |  |
|  | City | Text (string) |  | DIM\_Site | |  |
|  | State | Text (string) |  | DIM\_Site | |  |
|  | StateCity | Text (string) |  | DIM\_Site | |  |
|  | EmailSent | True/False (boolean) | Default: False | Email has been sent to Employee\Supervisor\ Manager  Coaching Log | |  |
|  | H\_Start\_Date | Date and Time (datetime) | Date started reporting to Supervisor/Manager | CSR\_Hierarchy | |  |
|  | H\_Stop\_Date | Date and Time (datetime) | Date last reported to Supervisor/Manager | CSR\_Hierarchy | |  |
|  | ModuleID | Whole Number (integer) | 1 = CSR  2 = Supervisor  3 = Quality | Coaching\_Log and Warning\_Log | |  |
|  | Active | True/False (Boolean) |  | Warning\_Log | |  |
|  | SupID | Whole Number (integer) |  | Warning\_Log | |  |
|  | MgrID | Whole Number (integer) |  | Warning\_Log | |  |
| **Notes:** Historical data that has strCoachReason\_ShortCalls will be mapped to SubCoachingReason Other: Specify reason under coaching details, because it has been replaced with the SubCoachingReasons OMR: Short Calls – Inbound and OMR: Short Calls – Outbound. Historical data that is missing SubCoachingReason will be mapped to Other: Specify reason under coaching details. Historical data that is missing hierarchical associations to supervisor or manager should use the current supervisor or manager. | | | | | | |
|  | User Interface Controls |  |  | |  |  |
|  | eCL Weekly Compliance Report | Email | Weekly view of completed forms and pending forms related to form timeframe completion requirements. | | Reports CCO, QA-OPS |  |
|  | eCL Monthly Compliance Report | Email | Monthly view of completed forms and pending forms related to form timeframe completion requirements. | | Reports BCC |  |
|  | eCL Monthly Coaching Reason Trend Analysis | Email | Monthly view of coaching reasons by form type, site, manager and source. | | Reports BCC |  |
|  | eCL Quarterly Coaching Reason Trend Analysis | Email | Quarterly view of coaching reasons by form type, site, manager and source of opportunity. | | Reports – BCC |  |
|  | Manager Dashboard | Web | Access to completed and pending eCL forms for Employees and Superiors on team. | | Reports – CCO Managers |  |
|  | Supervisor Dashboard | Web | Access to completed and pending eCL forms for Employess on team. | | Reports – CCO Supervisors |  |
|  | Employee Dashboard | Web | Access to completed and pending eCL forms. | | Reports – CCO Employees |  |
|  | eCL Reporting Dashboard | Web | Self-service tool with cross site and team access to completed eCL form data. | | Reports |  |
|  | For non-Customer Service Escalations, Employees will receive an e-mail notifying them that they have a pending eCoaching log to review. The e-mail contains a link to the eCoaching Log.  The Employee can use the e-mail link to access the eCoaching Log to review the coaching notes with his or her supervisor .  If it is a CSE the manager will write the Action Plan and assist in Coaching the Employee. |  | For IQS Monitors, Employees and Supervisors do need to acknowledge the log. New monitors in the feed will generate new eCoaching logs and appealed monitors will update existing eCoaching logs. | |  |  |
|  | My Pending eCoaching Logs | Coaching Logs List\Dashboard | See My Recent Submissions List for field definitions | | Employee Interface |  |
|  | My Completed eCoaching Logs | Coaching Logs List\Dashboard | See My Recent Submissions List for field definitions | | Employee Interface |  |
|  | Coaching Notes | Coaching Acknowledgment Form (Static Text) | Specific coaching notes for this eCoaching Log record | | Employee Interface |  |
|  | “I have read and understand all the information provided on this eCoaching Log” | Coaching Acknowledgment Form (CheckBox) | Note: display the following text on the Pending Employee Review page after number  1 Check the box below to acknowledge the coaching opportunity:  Your signature below signifies that you are acknowledging this discussion. It does not indicate that you agree or disagree with the coaching discussion. | | Employee Interface |  |
|  | Comments | Coaching Acknowledgment Form (Text Box) | Employee’s comments regarding this coaching record | | Employee Interface |  |
|  | Submit | Coaching Acknowledgment Form (Button) | Submits the Form | | Employee Interface |  |
|  | “Select Coaching Module” | Submit Record Form (Drop Down List Box) | List is populated based on job code.   * CSR * Quality * Supervisor | | Supervisor/Support Staff Interface |  |
|  | “Select the Employee Site” | Submit Record Form (Drop Down List Box) |  | | Supervisor/Support Staff Interface |  |
|  | “Select the Employee’s Name” | Submit Record Form (Drop Down List Box) | List is populated from Peoplesoft based on employees having “Service Rep” in their job title. | | Employee Interface |  |
|  | “Employee’s Supervisor Name” | Submit Record Form (List Box) | Auto Populated from PeopleSoft Heirarchy | | Supervisor/Support Staff Interface |  |
|  | “Employee’s Manager Name” | Submit Record Form (List Box) | Auto Populated from Peoplesoft and eWFM Heirarchy | | Supervisor/Support Staff Interface |  |
|  | “Will you be delivering the coaching session? | Submit Record Form (Radio Buttons) | Yes, I will be delivering the coaching session.  No, I will not be delivering the coaching session. | | Supervisor/Support Staff Interface |  |
|  | “Do you need to submit a progressive disciplinary action (WARNING)?  Not available if the submitter is not the Employee’s immediate Supervisor or Manager as defined in the Employee Hierarchy or if coaching is Indirect (No, I will not be delivering the coaching session.) | Submit Record Detail Form (Radio Buttons) | Yes/No | | Supervisor/Support Staff Interface |  |  |
|  | “Enter / Select the date of coaching” | Submit Record Detail Form (Calendar\Text) | Note: Can’t enter future dates | | Supervisor/Support Staff Interface |  |
|  | “Is this a Customer Service Escalation?”  Not available if Warning | Submit Record Detail Form (Radio Buttons) | Yes/No | | Supervisor/Support Staff Interface |  |
|  | “Select the type of coaching from the categories below” | Submit Record Detail Form | Opportunities are defined as an interaction where the Employee has an opportunity to improve their performance.  Reinforcement is an interaction where the Employee is meeting expectations and we want to reinforce positive behaviors. | | Supervisor/Support Staff Interface |  |
|  | AHT | Submit Record Detail Form (Checkbox/Radio Buttons / Dropdown List Box) | Opportunity or Reinforcement   * Other: Specify reason under coaching details. | | Supervisor/Support Staff Interface |  |
|  | ARC Issue | Submit Record Detail Form (Checkbox/Radio Buttons / Dropdown List Box) | Opportunity or Reinforcement   * Casework Adhoc requests from CMS * Casework Bene Letter * Casework CTM * Casework Inappropriate ARC Escalation * Casework ISG Escalation * Complaints Research * Special Projects * Other: Specify reason under coaching details. | | Supervisor/Support Staff Interface |  |
|  | Attendance | Submit Record Detail Form (Checkbox/Radio Buttons / Dropdown List Box) | Opportunity or Reinforcement   * ETS * Other: Specify reason under coaching details. | | Supervisor/Support Staff Interface  (Note: ETS will be available for Supervisors and Managers only) |  |
|  | CCO Process Procedure Issues | Submit Record Detail Form (Checkbox/Radio Buttons / Dropdown List Box) | Opportunity or Reinforcement   * Security and Privacy Incident * Other: Specify reason under coaching details. | | Supervisor/Support Staff Interface |  |
|  | Current Coaching Initiatives | Submit Record Detail Form (Checkbox/Radio Buttons / Dropdown List Box) | Opportunity or Reinforcement   * Other: Specify reason under coaching details. | | Supervisor/Support Staff Interface |  |
|  | Customer Service Issue | Submit Record Detail Form (Checkbox/Radio Buttons / Dropdown List Box) | Opportunity or Reinforcement   * Argues * Blind transfers call * Encourages / commits fraud * Enters authorization error compromising PHI * Intentionally disconnects caller * Threatens caller / employee * Uses derogatory/disrespectful words * Uses profanity of any kind * Verbally abusive * Yells, screams * Other: Specify reason under coaching details. | | Supervisor/Support Staff Interface |  |
|  | Feedback (Employee And Customer) | Submit Record Detail Form (Checkbox/Radio Buttons / Dropdown List Box) | Opportunity or Reinforcement   * Inappropriate NGD Feedback * Other: Specify reason under coaching details. | | Supervisor/Support Staff Interface |  |
|  | HR Guideline Issues | Submit Record Detail Form (Checkbox/Radio Buttons / Dropdown List Box) | Opportunity or Reinforcement   * Other: Specify reason under coaching details. | | Supervisor/Support Staff Interface |  |
|  | OMR Exceptions | Submit Record Detail Form (Checkbox/Radio Buttons / Dropdown List Box) | Opportunity or Reinforcement   * Exception Reporting Disenrollment * Exception Reporting Inappropriate Transfers * Exception Reporting PDP Complaints * OMR: ACW * OMR: AHT * OMR: CCO Security and Privacy Incident Coaching * OMR: Cancelled Calls * OMR: Default Qualifiers * OMR: Inappropriate ACO Escalation * OMR: Inappropriate ARC Escalation * OMR: Inappropriate DME Escalation * OMR: Inappropriate EE/MM Escalation * OMR: Inappropriate NGD Feedback * OMR: ISG Consults * OMR: Low CSAT * OMR: NGD Inappropriate Transfer * OMR: Open Calls * OMR: Returned MAC Escalation * OMR: Scripts Logged * OMR: Short Calls – Inbound * OMR: Short Calls - Outbound * OMR: Transfers | | Supervisor/Support Staff Interface |  |
|  | Quality | Submit Record Detail Form (Checkbox/Radio Buttons / Dropdown List Box) | Opportunity or Reinforcement   * CSAT * Other: Specify reason under coaching details. | | Supervisor/Support Staff Interface |  |
|  | Recognition | Submit Record Detail Form (Checkbox/Radio Buttons / Dropdown List Box) | Opportunity or Reinforcement   * Other: Specify reason under coaching details. | | Supervisor/Support Staff Interface |  |
|  | Secure Floor Violations | Submit Record Detail Form (Checkbox/Radio Buttons / Dropdown List Box) | Opportunity or Reinforcement   * Other: Specify reason under coaching details. | | Supervisor/Support Staff Interface |  |
|  | Schedule Adherence | Submit Record Detail Form (Checkbox/Radio Buttons / Dropdown List Box) | Opportunity or Reinforcement   * Other: Specify reason under coaching details. | | Supervisor/Support Staff Interface |  |
|  | Verbal Warning  Not available if Written + or Final Written Warning selected. | Submit Record Detail Form (/Dropdown List Box / Dropdown List Box) | Opportunity   * Attendance * Call Avoidance * Conduct * Dress Code * GDIT Policy * Performance * Quality * Secure Floor Policy * Security and Privacy Incident * Other: Specify reason under coaching details. | | Supervisor |  |
|  | Written Warning  Not available if Verbal Warning or Final Written Warning selected. | Submit Record Detail Form (Dropdown List Box/ Dropdown List Box) | Opportunity   * Attendance * Call Avoidance * Conduct * Dress Code * GDIT Policy * Performance * Quality * Secure Floor Policy * Security and Privacy Incident * Other: Specify reason under coaching details. | | Supervisor |  |
|  | Final Written Warning  Not available if Verbal Warning or Written Warning selected. | Submit Record Detail Form (Dropdown List Box/ Dropdown List Box) | Opportunity   * Attendance * Call Avoidance * Conduct * Dress Code * GDIT Policy * Performance * Quality * Secure Floor Policy * Security and Privacy Incident * Other: Specify reason under coaching details. | | Supervisor |  |
|  | “Provide details of the behavior to be coached” | Submit Record Detail Form (Text Box) |  | | Supervisor/Support Staff Interface | Text for warnings will be stored encrypted. |
|  | Direct:  “Provide the details from the coaching session including action plans developed” | Submit Record Detail Form (Text Box) |  | | Supervisor/Support Staff Interface | Text for warnings will be stored encrypted. |
|  | “How was the coaching opportunity identified?”  Not available if Warning however, Warning should be the default. | Submit Record Detail Form (Dropdown List Box) |  | | Supervisor/Support Staff Interface |  |
|  | Indirect Non CSE  “Is there a Call Record or NGD ID associated with this coaching?”  Direct and Indirect CSE and Direct Non CSE  “Is there a Call Record associated with this coaching?”  Not available if Warning | Radio/Drop Down List Box/Free Form text | Yes/No | |  |  |
|  | “I have verified that all the information on this form is true and complete to the best of my knowledge” | Submit Record Detail Form (CheckBox) |  | |  |  |
|  | Submit | Submit Record Detail Form (Button) | Once the Submit button is pressed you cannot make edits.  For Direct non Customer Service Escalations and not Quality Specialist Coaching, an email is automatically sent to the Employee alerting them of the eCL record and providing a link to it.  For Inirect non Customer Service Escalations, an email is automatically sent to the Supervisor alerting them of the eCL record and providing a link to it.  For Customer Service Escalations, an email is sent and the form is routed to the Manager to determine whether it’s a CSE or not. If it is, the manager adds details of why it’s a CSE and action plans. The Employee will be coached by the Manager and Supervisor in this case. | |  |  |
|  | Name | My Recent Submissions List  (WebLink) | CoachingID  Opens Acknowledgement Form for the Record | | Supervisor/Support Staff Interface |  |
|  | StrFormStatus | My Recent Submissions List  (Static Text Field) | Status (Pending\Completed)  It should be based on the value of strCoachReason\_CSE. If strCoachReason\_CSE is Not Null, the StrFormStatus is set to Pending Manager review and the Opportunity for CSE is marked | | Supervisor/Support Staff Interface |  |
|  | SubmittedDate | My Recent Submissions List  (Static Text Field) | Date Loaded  Primary Sorting field in Reverse Chronological Order  Default is last 30 days. | | Supervisor/Support Staff Interface |  |
|  | My Pending eCoaching Logs | Coaching Logs List\Dashboard | See My Recent Submissions List for field definitions  Note: at the supervisor level, the hierarchy shows logs associated with each Employee in a tree view by alphabetical order | | Supervisor/Support Staff Interface |  |
|  | My Employee’s Pending eCoaching Logs | Coaching Logs List\Dashboard | See My Recent Submissions List for field definitions  Note: at the supervisor level, the hierarchy shows logs associated with each Employee in a tree view by alphabetical order | | Supervisor/Support Staff Interface |  |
|  | My Completed eCoaching Logs | Coaching Logs List\Dashboard | See My Recent Submissions List for field definitions  Note: at the supervisor level, the hierarchy shows logs associated with each Employee in a tree view by alphabetical order | | Supervisor/Support Staff Interface |  |
|  | For Customer Service Escalations (CSEs), the form is routed to the manager via email to confirm whether the event was a CSE. If the manager confirms that the event was a CSE, he or she will enter an action plan in the coaching notes. Once completed, a coaching session with the Employee, manager, and supervisor will occur |  |  | | Supervisor/Support Staff Interface |  |
|  | Coaching Reasons | Review Pending Records Form  (Static Text) |  | | Manager Interface |  |
|  | Details of the behavior being coached | Review Pending Records Form  (Static Text) |  | | Manager Interface |  |
|  | Coaching Notes | Review Pending Records Form  (Static Text) |  | | Manager Interface |  |
|  | “Is the Coaching opportunity a confirmed Customer Service Escalation?” | Review Pending Records Form (Radio Buttons)  Mark “Yes” if it’s determined to be a CSE or change to “No” if it’s not a CSE |  | | Manager Interface |  |
|  | “Enter /Select the date of coaching:” | Review Pending Records Form  (Calendar Control) |  | | Manager Interface |  |
|  | Direct:  “Provide the details from the coaching session including action plans developed” | Review Pending Records Form  (Text Box) |  | | Manager Interface |  |
|  | Submit | Review Pending Records Form  (Button) | Once the Submit button is pressed you cannot make edits.  The form is routed to the next lower level for review.  See Workflow below | |  |  |
|  | My Pending eCoaching Logs | Coaching Logs List\Dashboard | See My Recent Submissions List for field definitions  Note: at the manager level, the hierarchy shows logs associated with each Supervisor in a tree view by alphabetical order | | Manager Interface |  |
|  | My Completed eCoaching Logs | Coaching Logs List\Dashboard | See My Recent Submissions List for field definitions  Note: at the manager level, the hierarchy shows logs associated with each Supervisor in a tree view by alphabetical order | | Manager Interface |  |
|  | If the user needs more information of what type of content goes into each field, he or she may hover over the information icon. | All Forms  (ToolTips) |  | | Manager Interface |  |
| 65 | Generic (Quality/Training Job Title) Dashboard | Web | Access to completed and pending eCL forms for Employees on team with Title “Welcome to the eCL Dashboard”. | | All Users |  |

# - Unique identifier associated with the requirement allocated.

# Program Requirements

## Supervisors must conduct at least one eCoaching session per week

## Portability and accessibility to both the customer service representatives (Employees), direct and subsequent supervisors, and managers.

## The eCoaching Log form is predominately displayed in the middle of the home page.

## The dashboard is filtered by each user so users cannot view other’s records unless authorized to do so. Also, Verbal Warning, Written Warning and Final Written Warning logs will appear on the dashboard only for supervisors and managers identified in the employee hierarchy. These logs should not appear on the Historical Dashboard at all.

## The Employee\Supervisor\Manager should access the My Submitted, Dashboard, and Historical Dashboards from the shortcut on their desktop. They can also view their Dashboard from the eCoaching Log Dashboard tab on the Performance Scorecard. The main page accessed from the desktop shortcut, has tabs for each (My Submitted, Dashboard, and Historical).

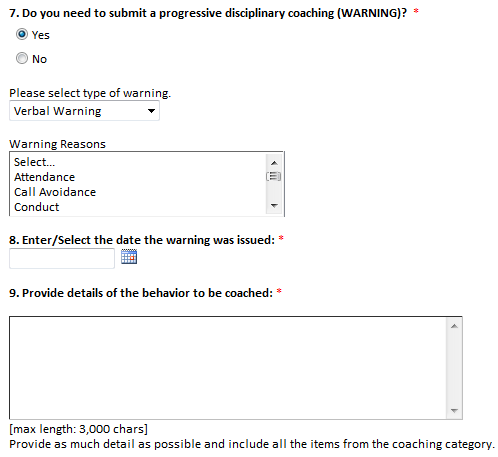
## Issues will be submitted to a central database for the Site Administrators to review and resolve. When submitting issues, users should include screenshots as an attachment, hyperlinks, form fields, and, if possible, try to replicate the issue.

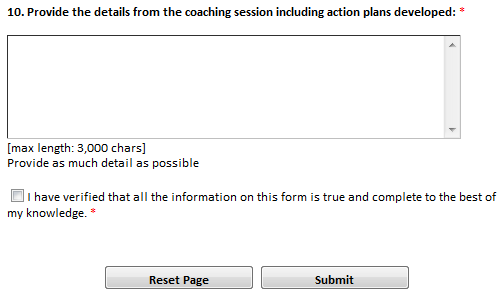
## Each individual Warning Log should contain the necessary information to determine the Employee’s Supervisor and Manager at the time of submission.

# Layouts



Direct Coaching – Progressive Disciplinary Warning





Verbal Warning:

* Attendance
* Call Avoidance
* Conduct
* Dress Code
* GDIT Policy
* Performance
* Quality
* Secure Floor Policy
* Security and Privacy Incident
* Other: Specify reason under coaching details.

Written Warning:

* Attendance
* Call Avoidance
* Conduct
* Dress Code
* GDIT Policy
* Performance
* Quality
* Secure Floor Policy
* Security and Privacy Incident
* Other: Specify reason under coaching details.

Final Written Warning:

* Attendance
* Call Avoidance
* Conduct
* Dress Code
* GDIT Policy
* Performance
* Quality
* Secure Floor Policy
* Security and Privacy Incident
* Other: Specify reason under coaching details.

How was the coaching opportunity identified?

* Warning

Direct Coaching - CSE





Customer Service Escalation:

* Argues
* Blind transfers call
* Encourages / commits fraud
* Enters authorization error compromising PHI
* Intentionally disconnects caller
* Threatens caller / employee
* Uses derogatory/disrespectful words
* Uses profanity of any kind
* Verbally abusive
* Yells, screams
* Other: Specify reason under coaching details.

How was the coaching opportunity identified?

* CMS Reported Item
* CSR Reported Issue
* Internal CCO Reporting
* Leadership Listening
* Manager Coaching
* Quality Call Listening
* Quality Specialist Coaching
* Supervisor Coaching
* Training and Development
* Verint Quality Monitoring
* Walk-By

Is there a Call Record associated with this coaching?

* Verint
* NGD ID
* Avoke
* UCID

Direct Coaching – Non CSE







AHT:

* Other: Specify reason under coaching details.

ARC Issue:

* Casework Adhoc requests from CMS
* Casework Bene Letter
* Casework CTM
* Casework Inappropriate ARC Escalation
* Casework ISG Escalation
* Complaints Research
* Special Projects
* Other: Specify reason under coaching details.

Attendance:

* ETS (note available for direct coaching only by supervisors and managers – WSAQ70, WACS40, WACS50, WACS60)
* Other: Specify reason under coaching details.

CCO Process Procedure Issues:

* Security and Privacy Incident
* Other: Specify reason under coaching details.

Current Coaching Initiatives:

* Other: Specify reason under coaching details.

Feedback:

* Inappropriate NGD Feedback
* Other: Specify reason under coaching details.

HR Guideline Issues:

* Other: Specify reason under coaching details.

OMR / Exceptions:

* Exception Reporting Inappropriate Transfers
* Exception Reporting PDP Complaints
* OMR: ACW
* OMR: AHT
* OMR: Cancelled Calls
* OMR: CCO Security and Privacy Incident Coaching
* OMR: Default Qualifiers
* OMR: Inappropriate ACO Escalation
* OMR: Inappropriate ARC Escalation
* OMR: Open Calls
* OMR: Short Calls – Inbound
* OMR: Short Calls – Outbound
* Other: Specify reason under coaching details.

Quality:

* Accuracy / Completeness
* Admin Procedure
* CSAT
* Customer Service
* Privacy
* Other: Specify reason under coaching details.

Recognition:

* Other: Specify reason under coaching details.

Schedule Adherence:

* Other: Specify reason under coaching details.

Secure Floor Violations:

* Other: Specify reason under coaching details.

Indirect Coaching CSE





Customer Service Escalation:

* Argues
* Blind transfers call
* Encourages / commits fraud
* Enters authorization error compromising PHI
* Intentionally disconnects caller
* Threatens caller / employee
* Uses derogatory/disrespectful words
* Uses profanity of any kind
* Verbally abusive
* Yells, screams
* Other: Specify reason under coaching details.

Indirect Coaching – Non CSE





AHT:

* Other: Specify reason under coaching details.

ARC Issue:

* Casework Adhoc requests from CMS
* Casework Bene Letter
* Casework CTM
* Casework Inappropriate ARC Escalation
* Casework ISG Escalation
* Complaints Research
* Special Projects
* Other: Specify reason under coaching details.

Attendance:

* Other: Specify reason under coaching details.

CCO Process Procedure Issues:

* Security and Privacy Incident
* Other: Specify reason under coaching details.

Current Coaching Initiatives:

* Other: Specify reason under coaching details.

Feedback

* Inappropriate NGD Feedback
* Other: Specify reason under coaching details.

HR Guideline Issues:

* Other: Specify reason under coaching details.

OMR / Exceptions:

* Exception Reporting Inappropriate Transfers
* Exception Reporting PDP Complaints
* OMR: ACW
* OMR: AHT
* OMR: Cancelled Calls
* OMR: CCO Security and Privacy Incident Coaching
* OMR: Default Qualifiers
* OMR: Inappropriate ACO Escalation
* OMR: Inappropriate ARC Escalation
* OMR: Open Calls
* OMR: Short Calls – Inbound
* OMR: Short Calls – Outbound
* Other: Specify reason under coaching details.

Quality:

* Accuracy / Completeness
* Admin Procedure
* CSAT
* Customer Service
* Privacy
* Other: Specify reason under coaching details.

Recognition:

* Other: Specify reason under coaching details.

Schedule Adherence:

* Other: Specify reason under coaching details.

Secure Floor Violations:

* Other: Specify reason under coaching details.

**Dashboard Permissions Criteria:**

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

Submission Page

* CSR level users – WACS01, WACS02, WACS03 who are in the database table “EC.Historical\_Dashboard\_ACL” table as an ARC CSR (Role = “ARC”)
* 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

* 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 Employee of the record
* Users who are the Supervisor of the record’s Employee in record or hierarchy
* Users who are the Manager of the record’s Employee’s Supervisor in record or hierarchy
* For Warnings, only users who are the Supervisor or Manager of the record’s Employee in record or hierarchy may view

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, WACS02, WACS03, unless they are in the database table “EC.Historical\_Dashboard\_ACL” table as an ARC CSR (Role = “ARC”) – WACS01, WACS02, WACS03

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

# Employee Dashboard

This dashboard allows the Employee to view their pending and completed eCLs. The Created Date will be the date and time the record is created and shall be displayed noting the web server time zone (e.g. PDT for Pacific Daylight Time).

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Section** | **Filter** | **Displayed Fields** | **Sort Options** |
| 1 | My Pending eCoaching Logs | Employee Name = current user  Role = CSR  strFormStatus = Pending Employee Review | FormID (w/Link to form), Employee Name, strFormStatus and Created Date | No Pagination (Show all records)  Show items in descending order from Created Date or Form ID |
| 2 | My Completed eCoaching Logs | Employee Name = current user  Role = CSR  strFormStatus = Completed | FormID (w/Link to form), Employee Name, Supervisor Name, Manager Name, strFormStatus and Created Date | Pagination = 20 records  Show items in descending order from Created Date or Form ID |

# Supervisor Dashboard

This dashboard allows the Supervisor to view their direct reports pending and completed as well as their own pending eCLs. The Created Date will be the date and time the record is created and shall be displayed noting the web server time zone (e.g. PDT for Pacific Daylight Time). Supervisors will be able to view Warning eCoaching Logs for their direct reports.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Section** | **Filter** | **Displayed Fields** | **Sort Options** |
| 1 | My Pending eCoaching Logs | Supervisor Name = current user  Role = Supervisor  strFormStatus = Pending Supervisor Review  or strFormStatus =Pending Acknowledgment  or strFormStatus =Pending Employee Review | FormID (w/Link to form), Employee Name, Supervisor Name, strFormStatus and Created Date | No Pagination (Show all records)  Show items in descending order from Created Date or Form ID |
| 2 | My Teams Pending eCoaching Logs | Supervisor Name = current user  Role = Supervisor  strFormStatus = Pending Employee Review and Pending Manager Review | FormID (w/Link to form), Employee Name, Supervisor Name, Manager Name, strFormStatus and Created Date | Pagination = 20 records  Show items in descending order from Created Date or Form ID  Group by = Employee Name |
| 3 | My Teams Completed eCoaching Logs | Supervisor Name = current user  Role = Supervisor  strFormStatus = Completed | FormID (w/Link to form), Employee Name, Supervisor Name, Manager Name, strFormStatus and Created Date | Pagination = 20 records  Show items in descending order from Created Date or Form ID  Group by = Employee Name |
| 4 | My Submitted eCoaching Logs | Submitter Name = current user  Role = Support Staff | FormID (w/Link to form), Employee Name, Supervisor Name, Manager Name, strFormStatus and Created Date | Pagination = 20 records  Show items in descending order from Created Date or Form ID  Group by = Manager Name then by Supervisor Name, strFormStatus and then by Employee Name |
| 5 | My Completed eCoaching Logs | Employee Name = current user  Role = Supervisor  strFormStatus = Completed | FormID (w/Link to form), Employee Name, Supervisor Name, Manager Name, strFormStatus and Created Date | Pagination = 20 records  Show items in descending order from Created Date or Form ID |
| 6 | My Teams Warning eCoaching Logs | Supervisor Name = current user  Role = Supervisor  strFormStatus = Completed | FormID (w/Link to form), Employee Name, Supervisor Name, Manager Name, strFormStatus and Created Date | Pagination = 20 records  Show items in descending order from Created Date or Form ID  Group by = Manager Name then by Supervisor Name, strFormStatus and then by Employee Name |

# Manager Dashboard

This dashboard allows the Managers to view their direct reports pending and completed as well as their own pending eCLs. The Created Date will be the date and time the record is created and shall be displayed noting the web server time zone (e.g. PDT for Pacific Daylight Time). Managers will be able to view Warning eCoaching Logs for their direct reports.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Section** | **Filter** | **Displayed Fields** | **Sort Options** |
| 1 | My Pending eCoaching Logs | Supervisor Name = current user  Role = Supervisor  strFormStatus = Pending Manager Review  or strFormStatus = Pending Sr. Manager Review | FormID (w/Link to form), Employee Name, Supervisor Name, strFormStatus and Created Date | Pagination = 10 records  Show items in descending order from Created Date or Form ID  Group by = Supervisor Name then by Employee Name |
| 2 | My Teams Pending eCoaching Logs | Manager Name = current user  Role = Manager  strFormStatus = Pending Employee Review, Pending Supervisor Review, Pending Acknowledgment | FormID (w/Link to form), Employee Name, Supervisor Name, Manager Name, strFormStatus and Created Date | Pagination = 20 records  Show items in descending order from Created Date or Form ID  Group by = Supervisor Name then by Employee Name |
| 3 | My Teams Completed eCoaching Logs | Manager Name = current user  Role = Manager  strFormStatus = Completed | FormID (w/Link to form), Employee Name, Supervisor Name, Manager Name, strFormStatus and Created Date | Pagination = 20 records  Show items in descending order from Created Date or Form ID  Group by = Supervisor Name then by Employee Name |
| 4 | My Submitted eCoaching Logs | Submitter Name = current user  Role = Support Staff | FormID (w/Link to form), Employee Name, Supervisor Name, Manager Name, strFormStatus and Created Date | Pagination = 20 records  Show items in descending order from Created Date or Form ID  Group by = Manager Name then by Supervisor Name, strFormStatus and then by Employee Name |
| 5 | My Teams Warning eCoaching Logs | Manager Name = current user  Role = Manager  strFormStatus = Completed | FormID (w/Link to form), Employee Name, Supervisor Name, Manager Name, strFormStatus and Created Date | Pagination = 20 records  Show items in descending order from Created Date or Form ID  Group by = Manager Name then by Supervisor Name, strFormStatus and then by Employee Name |

# Quality\Training Supervisor Dashboard

This dashboard allows the Quality or Training Supervisor to view their direct reports pending and completed as well as their own pending eCLs. The title of the Dashboard is “Welcome to the eCL Dashboard”. The Created Date will be the date and time the record is created and shall be displayed noting the web server time zone (e.g. PDT for Pacific Daylight Time).

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **#** | **Section** | **Filter** | **Displayed Fields** | **Sort Options** | |
| 1 | My Pending eCoaching Logs | Supervisor Name = current user  Role = Supervisor  strFormStatus = Pending Supervisor Review  or strFormStatus = Pending Acknowledgment  or strFormStatus = Pending Employee Review  or strFormStatus = Pending Quality Lead Review | FormID (w/Link to form), Employee Name, Supervisor Name, strFormStatus and Created Date | No Pagination (Show all records)  Show items in descending order from Created Date or Form ID | |
| 2 | My Teams Pending eCoaching Logs | Supervisor Name = current user  Role = Supervisor  strFormStatus = Pending Employee Review and Pending Manager Review | FormID (w/Link to form), Employee Name, Supervisor Name, Manager Name, strFormStatus and Created Date | Pagination = 20 records  Show items in descending order from Created Date or Form ID  Group by = Employee Name | |
| 3 | My Teams Completed eCoaching Logs | Supervisor Name = current user  Role = Supervisor  strFormStatus = Completed | FormID (w/Link to form), Employee Name, Supervisor Name, Manager Name, strFormStatus and Created Date | Pagination = 20 records  Show items in descending order from Created Date or Form ID  Group by = Employee Name | |
| 4 | My Submitted eCoaching Logs | Submitter Name = current user  Role = Support Staff | FormID (w/Link to form), Employee Name, Supervisor Name, Manager Name, strFormStatus and Created Date | Pagination = 20 records  Show items in descending order from Created Date or Form ID  Group by = Manager Name then by Supervisor Name, strFormStatus and then by Employee Name | |
| 5 | My Completed eCoaching Logs | Employee Name = current user  Role = Support Staff  strFormStatus = Completed | FormID (w/Link to form), Employee Name, Supervisor Name, Manager Name, strFormStatus and Created Date | Pagination = 20 records  Show items in descending order from Created Date or Form ID |

# Support Staff Dashboard

This dashboard allows support staff who submitted indirect eCLs to view the status of pending and completed records. The Created Date will be the date and time the record is created and shall be displayed noting the web server time zone (e.g. PDT for Pacific Daylight Time).

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Section** | **Filter** | **Displayed Fields** | **Sort Options** |
| 1 | My Submitted Pending eCoaching Logs | Submitter Name = current user  Role = Support Staff  strFormStatus = Pending Acknowledgment, Pending Employee Review, Pending Supervisor Review and Pending Manager Review | FormID (w/Link to form), Employee Name, Supervisor Name, Manager Name, strFormStatus and Created Date | Pagination = 20 records  Show items in descending order from Created Date or Form ID  Group by = Manager Name then by Supervisor Name and then by Employee Name |
| 2 | My Submitted Completed eCoaching Logs | Submitter Name = current user  Role = Support Staff  strFormStatus = Completed | FormID (w/Link to form), Employee Name, Supervisor Name, Manager Name, strFormStatus and Created Date | Pagination = 20 records  Show items in descending order from Created Date or Form ID  Group by = Manager Name then by Supervisor Name and then by Employee Name |

# Historical Reporting Dashboard

When a customer service representative (Employee) changes teams, the supervisors and managers within the Employee’s new reporting assignment do not have access or visibility into the Employee’s past eCoaching Logs (eCL). This dashboard enables supervisors and managers to view all past and historical eCLs for their current Employee direct reports, regardless of the Employee’s past reporting structure.

Historical Employee eCoaching Logs dashboard access should be granted to Supervisor and Manager staff. Permissions to view the eCoaching log data, after the form is opened, will be restricted to only in the Employee’s current reporting organization in addition to the information in the form fields strCSR, strCSRSup, stsCSRMgr, and strSubmitter. The dashboard validation workflow shall validate the record if the requestor is either the supervisor or manager contained in the record or as the Employee’s current supervisor or manager as provided in the Employee’s organization in Peoplesoft and eWFM. No progressive disciplinary warnings will be displayed on the Historical Dashboard.

This dashboard allows managers and supervisors to view their direct reports’ pending and completed eCLs in a historical dashboard. The dashboard should have the same formatting and styles as the current dashboards provided on the eCL site.

The dashboard will have self-service filter fields above the top of the data grid. The filters will have an apply button that will submit the filter selections and apply to the data grid. The data grid should be empty until the apply button is selected which will then automatically refresh and display the eCoaching Log records based on the selected filter(s).

The user will be able to select the site name in the strCSRSite filter. After the strCSRSite filter is selected, the Employee Name filter field will refresh to narrow the Employee Name filter results to only the Employee’s located within the site selected. The user will then select a name in the Employee Name Filter and remaining filters to apply to the data grid.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Section** | **Filter Field Selections** | **Displayed Fields** | **Sort Options** |
| 1 | Historical Employee eCoaching Logs Dashboard | * strCSRSite * Employee Name * strSource * Submitted Date From * Submitted Date To | * FormID (w/Link to form) * Employee Name, * Supervisor Name * Manager Name * strFormStatus * strSource * Created Date | Data grid should be empty until filter(s) have been selected  Pagination = 50 records  Show items in descending order from Created Date or Form ID |
|  | New Fields to be Added | * isOpportunity * isReinforcement | * sum(numOpportunity) * sum(numReinforcement) | Note: When IQS feeds are received, containing updated logs that are still Open in our system, these fields (isOpportunity, isReinforcement, numOpportunity, numReinforcement) will be updated to match the newest feed and these values will be used in the Historical Dashboard. |

Another component of the historical dashboard is the eCL Access Control interface. It allows the administrators of the eCL to give specific people access to open any record from the eCL historical dashboard, even if they are not included in the hierarchy of the particular log. It also give the administrators the ability to designate users as ARC users which allows them to submit eCLs as Indirect which escalates items directly to Supervisors. ARC CSRs still have access to the “Review” page but only if the user is not the submitter.

The Created Date will be the date and time the record is created and shall be displayed noting the web server time zone (e.g. PDT for Pacific Daylight Time).



# Review Page Informational Display

When displaying a form, the following information needs to be displayed. However, for Warnings, do not display labels or values for Source, Call Record ID (Verint, Avoke, NGD ID, UCID), or Scorecard Name.

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **Field Label** | **Condition/value** | **Description/source** |
| 1 | Page: | Display “Review” or “Final” |  |
| 2 | FormID: | Display | Form Name |
| 3 | Status: | Display | Status of coaching log |
| 4 | Date Submittted: | Display | Submitted Date |
| 5 | Type: | Display “Direct” or “Indirect” | Type of coaching |
| 6 | Date of Event: or  Date of Coaching or  Date the warning was issued | Display | Event Date or  Coaching Date or  Warning Given Date |
| 7 | Source: | Display | Coaching Source |
| 8 | Site: |  | City or site location |
| 9 | Verint ID: | If [isVerintID] = True  Then display  Else | Verint ID associated with coaching log |
| Avoke ID: | If [isAvokeID] = True  Then display  Else | Avoke ID associated with coaching log |
| NGD Activity ID: | If [isNGDActivityID] = True  Then display  Else | NGD Activity ID associated with coaching log |
| Universal Call ID: | If [isUCID] = True  Then display  Else  Don’t display label or field | UCID associated with coaching log |
| 10 | Scorecard Name: | If [isVerintID] = True  Then display  Else  Don’t display | Verint scorecard form name associated with coaching log |
| 11 | Employee: | Display | Name of the Employee |
| 12 | Supervisor: | Display | Name of the Employee’s supervisor |
| 13 | Manager: | Display | Name of the Employee’s manager |
| 14 | Submitter: | Display | Name of the submitter of the coaching log |

Examples:



# System Generated Emails

The following rules determine when emails are sent when there are pending eCLs. In addition to being able to see pending eCLs within the user’s dashboards users receive an email notification letting them know that they have an item to take action on.

Note: Scorecards from the quality data feed which match an existing record in the system will not be loaded. Matching records are those which have the same Journal File Number (Verint ID or Source Contact ID) and submitter.

# Pending Supervisor Review

Conditions and email text that is sent when an eCL record is in the state of “Pending Supervisor Review”.

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **Form Type** | **Condition** | **Email Text** |
| 1 | Indirect | If eCoaching Log is Not “Customer Service Escalation”  Then [email text]  Note [strFormStatus] should = “Pending Supervisor Review” | strto = strCSRSupName <strCSRSupEmail>  strSubject = “eCL: Pending Supervisor Review (“ & strPerson & “)”  strCtrMessage = “A new eCoaching Log has been entered on behalf of <strong>strPerson</strong> on <strong>DateTime.Now().ToString </strong> that requires your action. Please click on the link below to review the eCoaching log. |

# Pending Manager Review

Conditions and email text that is sent when an eCL record is in the state of “Pending Manager Review”.

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **Form Type** | **Condition** | **Email Text** |
| 1 | Indirect | If eCoaching Log Is “Customer Service Escalation”  Then [email text]  Note [strFormStatus] should = “Pending Manager Review” | strto = strCSRMgrName < strCSRMgrEmail >  strSubject = “eCL: Pending Manager Review (“ & strPerson & “)”  strCtrMessage = “A new eCoaching Log has been entered and requires your action. Please click on the link below to review and verify that the eCL entered on <strong>DateTime.Now().ToString</strong> for <strong>strPerson</strong> is a valid Customer Service Escalation (CSE). Further directions are provided on the form.” |
| 2 | Direct | If eCoaching Log Is “Customer Service Escalation” and the source is not “Manager Coaching “  Then [email text]  Note [strFormStatus] should = “Pending Manager Review” | strto = strCSRMgrName < strCSRMgrEmail >  strSubject = “eCL: Pending Manager Review (“ & strPerson & “)”  strCtrMessage = “A new eCoaching Log has been entered and requires your action. Please click on the link below to review and verify that the eCL entered on <strong>DateTime.Now().ToString</strong> for strPerson is a valid Customer Service Escalation (CSE). Further directions are provided on the form.” |

# Pending Employee Review

Conditions and email text that is sent when an eCL record is in the state of “Pending Employee Review”.

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **Form Type** | **Condition** | **Email Text** |
| 1 | Direct | If (eCoaching Log Is “Customer Service Escalation” and the source is “Manager Coaching”) or (eCoaching Log Is not “Customer Service Escalation” and the source is not “Quality Specialist Coaching”)  Then [email text] | strto = strCSRName <strCSREmail>  strSubject = “eCL: Pending Employee Review (“ & strPerson & “)”  strCtrMessage = “A new eCoaching Log has been entered on your behalf. Please click on the link below to review and verify the coaching opportunity received on <strong>DateTime.Now().ToString</strong>.” |

# No Email

Conditions and email text that is sent when an eCL record is in the state of “Pending Employee Review”.

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **Form Type** | **Condition** | **Email Text** |
| 1 | Direct | If eCoaching Log is not “Customer Service Escalation” and [strFormStatus] Is “Quality Specialist Coaching”  Or  eCoaching Log is a “Verbal Warning”, “Written Warning”, “Final Written Warning”  Then Record status = “Completed” No email sent |  |

# Email Format

Details the email formatting and how the above conditions fill the email header and body.

|  |
| --- |
| To – [strto] |
| Subject – [strSubject] |
| \*\* This is an automated email. Do not reply to this email. \*\*   [strCtrMessage]  Please click here to open the coaching application and select the 'My Dashboard' tab to view the below form ID for details. [Link to Dashboard]  Form ID: [strFormID]  (Please do not respond to this automated notification)  Thank you, eCoaching Log Team http://cwe.vangent.local/sites/teams/CMS/CSR/eCoaching/SiteImages/BCC-eCL-LOGO-10142011-185x40.png |

# Outliers (Data Feed\Form Entry)

**eCoaching Log [Outlier Research and Coaching Process]**

The eCL outlier research and coaching process is a standard process to facilitate consistent communication when a performance opportunity exists. It provides a method to make a determination of whether coaching is needed, when to initiate coaching and verification that the performance issue has been addressed

**eCL Outlier Research and Coaching Assumptions**

Outlier reports are created by the BCC Analytics team which identify thresholds and exceptions that require coaching or further research by Call Center Mangers (CCM). All items are entered into the eCL either through a Point of Contact (POC) via the standard entry form or through a data feed. Utilizing the eCL work-flow, items can be tracked from start to finish to verify if items have been addressed. The eCL will also provide reporting on the number of outliers entered into the system, the number coached, pending coaching, pending review or reasons why coaching was not required.

**eCL Outlier Research and Coaching Process**

High level process map for the eCL Outlier Research and Coaching.

**eCL Outlier Research and Coaching Process**



\* POC for manual entry or data feed is to be determined though the Outlier/Exception Management Process project led by the BCC Analytics team.

\* Manager represents the direct Manager or the direct report requiring coaching as defined in Peoplesoft and eWFM.

\* Supervisor represents the direct Supervisor or the direct report requiring coaching as defined in Peoplesoft and eWFM.

\* Employee represents the individual requiring coaching as defined in the outlier reporting.

**Outlier Reporting Matrix**

The table below show all of the outlier reporting that will be entered into the eCL for direct coaching or manager review, the predetermined coaching thresholds and if items will be entered through the data feed or a POC. Only POC options will be available in the “*How was the coaching opportunity identified?”* question on the eCL entry form. Both POC and Data Feed types will be available in the Historical Dashboard dropdown list.

**eCL Outlier Reporting Matrix**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **#** | **Metric/Report** | **Coaching Threshold(s)** | **Code** | **eCL Workflow** | **Entry** | **Coaching Reason** |
| 1 | OMR: Inappropriate ACO Escalation |  | ACO | Direct Coach | POC | OMR / Exceptions |
| 2 | OMR: ACW |  | ACW | Direct Coach | POC | OMR / Exceptions |
| 3 | OMR: AHT |  | AHT | Direct Coach | POC | OMR / Exceptions |
| 4 | OMR: Cancelled Calls |  | CAN | Manager Review | Data Feed | OMR / Exceptions |
| 5 | OMR: Default Qualifiers |  | DFQ | Manager Review | Data Feed | OMR / Exceptions |
| 6 | OMR: Inappropriate ARC Escalation |  | IAE | Direct Coach | POC | OMR / Exceptions |
| 7 | OMR: Inappropriate DME Escalation |  | IDE | Direct Coach | POC | OMR / Exceptions |
| 8 | OMR: Inappropriate EE/MM Escalation |  | IEE | Direct Coach | POC | OMR / Exceptions |
| 9 | OMR: Inappropriate NGD Feedback |  | INF | Direct Coach | POC | OMR / Exceptions |
| 10 | OMR: ISG Consults |  | ISG | Manager Review | Data Feed | OMR / Exceptions |
| 11 | OMR: Short Calls – Inbound |  | ISQ | Manager Review | Data Feed | OMR / Exceptions |
| 12 | OMR: Low CSAT |  | LCS | Direct Coach | POC | OMR / Exceptions |
| 13 | OMR: Scripts Logged |  | SLG | Direct Coach | POC | OMR / Exceptions |
| 14 | OMR: NGD Inappropriate Transfer |  | NIT | Manager Review | Data Feed | OMR / Exceptions |
| 15 | OMR: Open Calls |  | OPN | Manager Review | Data Feed | OMR / Exceptions |
| 16 | OMR: Short Calls – Outbound |  | OSC | Manager Review | Data Feed | OMR / Exceptions |
| 17 | OMR: Returned MAC Escalation |  | RME | Direct Coach | POC | OMR / Exceptions |
| 18 | OMR: CCO Security and Privacy Incident Coaching |  | SPI | Direct Coach | POC | OMR / Exceptions |
| 19 | OMR: Transfers |  | TRN | Manager Review | Data Feed | OMR / Exceptions |

**Database**

Four fields were created which facilitate the workflow and data analysis of the outlier research and coaching process. A rejected table was created to capture records that have LAN IDs (strCSR) that are not found in the hierarchy table. The table below describes the fields:

**New eCL Data Fields**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Field Name** | **Description** | **Data Type** | **Field Options** |
| 1 | strReportCode | * Outlier report code that corresponds to the specific report entered into the eCL (provided on the outlier report feed). | Text (string) | N/A |
| 2 | isCoachingRequired | * When research is required on an outlier item the call center manager must research the item and determine if it needs to be coached or if it is not coachable. | True/False (oolean) | N/A |
| 3 | strReasonNotCoachable | * Short reason for why item was not coachable | Text (string) | Other |
| 4 | txtReasonNotCoachable | * Long reason/explanation/justification as to why the item is not coachable. | Rich Text (XHTML) | N/A |

**Front-end Form**

The table below describes the changes made to the front end form.

eCL Outlier Research and Coaching Process Front-end Form Changes

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **#** | **Form Page** | **Field** | **Conditional Format** | **Display Text** | **Control** | **Option (Value)** |
| 1 | Indirect Entry | strSource | * If strFormType = ‘Indirect’ | N/A | Dropdown Menu | Choices:   * Returned MAC Escalation * Inappropriate DME Escalation * Inappropriate EE/MM Escalation * Low CSAT * Inappropriate NGD Feedback * Inappropriate ACO Escalation * Inappropriate ARC Escalation * CCO Security and Privacy Incident Coaching * LLP |
| * Conditions for Review pages | | | | | | |
| 1 | Manager Review | isCoachingRequired | * Show if [strCoachReason\_ Current\_Coaching\_Initiatives] = ‘Research Required’ * Show only on form view: Manager Review | ‘You are receiving this eCL record because an Employee 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.”  Based off of your research does this record require coaching?’ | Radio Button | * Yes(True) * No (False)   Note: the hyperlink points to  <https://cco.gdit.com/Resources/SOP/Contact%20Center%20Operations/CC_46.0_OMR%20Outlier%20Research%20Process.pdf> |
| 2 | Manager Review | strReasonNotCoachable | * Show if [isCoachingRequired] = False * Show only on form view: Manager Review * Dropdown menu * Default value = Other | ‘What was the main reason this item was not coachable?’ | Dropdown Menu | * Other (Other) |
| 3 | Manager Review | txtReasonNotCoachable | * Show if [isCoachingRequired] = False * Show only on form view: Manager Review | ‘Please provide reason / explanation / justification as to why the item was not coachable:’ | Text Box | N/A |
| 4 | Manager Review | txtDescription | * Details for the reason for the coaching (displayed under Coaching Reasons) | “Details of the behavior being coached” | Static TextBox | N/A |
| 5 | Manager Review | txtMgrNotes | * Show if [isCoachingRequired] = True * Show only on form view: Manager Review | ‘Please provide reason / explanation / justification as to why the item is coachable for the Supervisor’ | Text Box | N/A |
| 6 | Manager Review | MgrReviewManualDate | * Show only on form view: Manager Review * Do not allow future dates | ‘Date:’ | Date Picker | N/A |
| 7 | Supervisor Review | txtMgrNotes | * Show if [isCoachingRequired] = True * Show only on form view: Supervisor Review * Read-only | ‘Notes from Manager’ | Text Box | N/A |
| 8 | Supervisor Review | CoachingDate | * Show only on form view: Supervisor   Do not allow future dates | ‘Coaching Date’ | Date Picker | N/A |

Email Notification

If the log is of strSource type OMR and if the EmailSent attribute in the Coaching\_Log table is Null\False, one of the following emails will be sent depending on the strFormStatus (Pending Employee Review, Pending Supervisor Review, Pending Manager Review. After the email is sent, the EmailSentAttribute is set to True.

The email formats for Outlier Pending Review are listed below:

**Manager-Pending Manager Review**

\*\* This is an automated email. Do not reply to this email. \*\*

A new eCoaching Log has been entered and requires your action. Please click on the link below to review and verify that the eCL entered on <strong>” & DateTime.Now() for ToString & “</strong> is a valid Customer Service Escalation (CSE). Further directions are provided on the form.   
  
Please click here to open the coaching application and select the 'My Dashboard' tab to view the below form ID for details.   
Form ID:   
  
(Please do not respond to this automated notification)   
  
Thank you,   
eCoaching Log Team   
http://cwe.vangent.local/sites/teams/CMS/CSR/eCoaching/SiteImages/BCC-eCL-LOGO-10142011-185x40.png

**Supervisor-Pending Supervisor Review**

\*\* This is an automated email. Do not reply to this email. \*\*

A new eCoaching Log has been entered on behalf of ToString & “</strong> on <strong>” & DateTime.Now() that requires your action. Please click on the link below to review the eCoaching log.   
  
Please click here to open the coaching application and select the 'My Dashboard' tab to view the below form ID for details.   
Form ID:   
  
(Please do not respond to this automated notification)   
  
Thank you,   
eCoaching Log Team   
https://vadenmwbp11.vangent.local/coach/images/BCC-eCL-LOGO-10142011-185x40.png

**Employee-Pending Employee Review**

\*\* This is an automated email. Do not reply to this email. \*\*

A new eCoaching Log has been entered on your behalf. Please click on the link below to review and verify the coaching opportunity received on 6/28/2013. Opportunity.   
  
Please click here to open the coaching application and select the 'My Dashboard' tab to view the below form ID for details.  
Form ID:   
  
(Please do not respond to this automated notification)   
  
Thank you,   
eCoaching Log Team   
http://cwe.vangent.local/sites/teams/CMS/CSR/eCoaching/SiteImages/BCC-eCL-LOGO-10142011-185x40.png

Note: Email should be sent to Employee and copy sent to Supervisor

**Employee-Pending Acknowledge**

**Supervisor-Pending Acknowledge**

\*\* This is an automated email. Do not reply to this email. \*\*

A new eCoaching Log has been entered and requires your action. Please click on the link below to review and acknowledge the eCL entered on <strong>" & Date & "</strong>" & "Please click on the link below to review the eCoaching log.   
  
Please click here to open the coaching application and select the 'My Dashboard' tab to view the below form ID for details.  
Form ID:   
  
(Please do not respond to this automated notification)   
  
Thank you,   
eCoaching Log Team   
http://cwe.vangent.local/sites/teams/CMS/CSR/eCoaching/SiteImages/BCC-eCL-LOGO-10142011-185x40.png

**On Form Submit for Review update if**

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **Form Page** | **Field** | **Conditional Format** |
| 1 | Manager Review | On Submit | * Set [MgrReviewAutoDate] to current date and time * If [isCoachingRequired] = True then set [strCoachReason\_ Current\_Coaching\_Initiatives] to ‘Opportunity’ * and set [strFormStatus] to ‘Pending Supervisor Review’ * If [isCoachingRequired] = False then set [strCoachReason\_ Current\_Coaching\_Initiatives] to Not Coachable * and set [strFormStatus] to ‘Inactive’ |
| 2 | Supervisor Review | On Submit | * Set [strFormStatus] to ‘Pending Employee Review’ * Set [SupReviewedAutoDate] to current date and time |
| 3 | Employee Review | On Submit | * Set [strFormStatus] to ‘Complete’ * Set [CSRReviewAutoDate] to current date and time |

**Dashboards**

The table below describes the dashboard modifications for outliers.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **#** | **Dashboard** | **Field** | **Conditional Format** | **Display Text** | **Control** | **Option (Value)** |
| 1 | All |  | * If [strFormStatus] = ‘Inactive’ then hide |  |  |  |
| 2 | All as needed | Source |  | • Inbound Short Calls  • Returned MAC Escalation  • Inappropriate DME Escalation  • Inappropriate EE/MM Escalation  • Low CSAT  • Inappropriate NGD Feedback  • Default Qualifiers  • ISG Consults  • Inappropriate ACO Escalation  • Transfers  • Inappropriate ARC Escalation  • Outbound Short Calls  • Cancelled Calls  • Open Calls  • NGD Inappropriate Transfer  • CCO Security and Privacy Incident Coaching  • LLP |  |  |

\*If a record has a strFormStatus of “Inactive”, hide it from all dashboards. eCoaching Logs for employees that have a hierarchy Active status of T or D are set to strFormStatus “Inactive”, immediately after receiving the employee Active status change from Peoplesoft.

File Layout:

| **Element #** | **Field Name** | **Max Length / Field Format** | **Description** |
| --- | --- | --- | --- |
|  | numReportID | Numeric | Report ID is the unique indicator for the table. |
|  | strReportCode | 20 bytes, 3 letter report code + CCYYMMDD | Outlier report code that corresponds to the specific report and date. (ACO,ACW,AHT,CAN,DFQ,IAE,IDE,IEE,INF,ISG,ISQ,LCS,SLG,NIT,OPN,OSC,RME,SPI,TRN) |
|  | strFormType | 20 bytes, Alpha | Indirect |
|  | strSource | 60 bytes, Alpha/Numeric | Report Name (OMR: Inappropriate ACO Escalation,OMR: ACW,OMR: AHT,OMR: Cancelled Calls,OMR: Default Qualifiers,OMR: Inappropriate ARC Escalation,OMR: Inappropriate DME Escalation,OMR: Inappropriate EE/MM Escalation,OMR: Inappropriate NGD Feedback,OMR: ISG Consults,OMR: Short Calls – Inbound,OMR: Low CSAT,OMR: Scripts Logged,OMR: NGD Inappropriate Transfer,OMR: Open Calls,OMR: Short Calls – Outbound,OMR: Returned MAC Escalation,OMR: CCO Security and Privacy Incident Coaching,OMR: Transfers) |
|  | strFormStatus | 30 bytes, Alpha | Status of the evaluation (Pending Manager Review |
|  | EventDate | 10 bytes, MM/DD/CCYY | The date when the incident occurred.e CSR’s sentuator IDcard as an opportunity or reinforcement |
|  | SubmittedDate | 10 bytes, MM/DD/CCYY | The date when the evaluation is created.  e CSR’s sentuator IDcard as an opportunity or reinforcement |
|  | StartDate | 10 bytes, MM/DD/CCYY | The date when work begins on the evaluation. |
|  | strSubmitterName | 30 bytes, Alpha/Numeric | Name of the submitter. |
|  | strSubmitterEmail | 50 bytes, Alpha/Numeric | eMail address of the submitter. |
|  | strCSR | 30 bytes. Alpha/Numeric | LAN ID of the Employee |
|  | strCSRSite | 20 bytes. Alpha | Name of the Employee’s site. |
|  | strCoachReason\_Current\_Coaching\_Initiatives | 20 bytes, Alpha | Not Coachable  Opportunity  Reinforcement  Research Required |
|  | txtDescription | 3000 bytes, Alpha/Numeric | Details for the reason for the Coaching |
|  | strProgram | 20 bytes, Alpha/Numeric | Identifies whether the coaching record is for Medicare or Marketplace |

Sample Outlier Feed:  




# IQS (Data Feed)

IQS Lime Survey and Verint are the source systems for quality eCoaching Logs. A Pending Acknowledgment strFormStatus flow has been added to handle IQS records that have completed coaching outside of the eCL application and only require the Employee and Supervisor to sign off on the acknowledgment portion.

Scorecards from the quality data feed which match an existing record in the system will not be loaded. Matching records are those which have the same Journal File Number (Verint ID or Source Contact ID) and submitter.

Email Notifications:

The email formats for Quality Pending Review are listed below:

If Customer Service Escalation and Opportunity, Opportunity-PWC or Did not meet goal

**Manager-Pending Manager Review**

\*\* This is an automated email. Do not reply to this email. \*\*

A new eCoaching Log has been entered and requires your action. Please click on the link below to review and verify that the eCL entered on <strong>” & DateTime.Now() for ToString & “</strong> is a valid Customer Service Escalation (CSE). Further directions are provided on the form.   
  
Please click here to open the coaching application and select the 'My Dashboard' tab to view the below form ID for details.   
Form ID:   
  
(Please do not respond to this automated notification)   
  
Thank you,   
eCoaching Log Team   
http://cwe.vangent.local/sites/teams/CMS/CSR/eCoaching/SiteImages/BCC-eCL-LOGO-10142011-185x40.png

If not Customer Service Escalation and Opportunity, Opportunity-PWC or Did not meet goal

**Supervisor-Pending Supervisor Review**

\*\* This is an automated email. Do not reply to this email. \*\*

A new eCoaching Log has been entered on behalf of ToString & “</strong> on <strong>” & DateTime.Now() that requires your action. Please click on the link below to review the eCoaching log.   
  
Please click here to open the coaching application and select the 'My Dashboard' tab to view the below form ID for details.   
Form ID:   
  
(Please do not respond to this automated notification)   
  
Thank you,   
eCoaching Log Team   
https://vadenmwbp11.vangent.local/coach/images/BCC-eCL-LOGO-10142011-185x40.png

If not Customer Service Escalation and Reinforcement or Met goal (CC email sent to Supervisor)

**Employee-Pending Acknowledge**

**Supervisor-Pending Acknowledge**

\*\* This is an automated email. Do not reply to this email. \*\*

A new eCoaching Log has been entered and requires your action. Please click on the link below to review and acknowledge the eCL entered on <strong>" & Date & "</strong>" & "Please click on the link below to review the eCoaching log.   
  
Please click here to open the coaching application and select the 'My Dashboard' tab to view the below form ID for details.  
Form ID:   
  
(Please do not respond to this automated notification)   
  
Thank you,   
eCoaching Log Team   
http://cwe.vangent.local/sites/teams/CMS/CSR/eCoaching/SiteImages/BCC-eCL-LOGO-10142011-185x40.png

eCL IQS Research and Coaching Process



File Layout:

| **Element #** | **Req** | **Field Name** | **Max Length / Field Format** | **Description** |
| --- | --- | --- | --- | --- |
|  | \* | Evaluation ID | 20 bytes, Alpha/Numeric | Evaluation ID is the unique indicator for the scorecard. This should be a natural key back to the source system.  A field was added to the Coaching\_Log table to capture this value:  strIQS\_EvalID nvarchar(20) |
|  | \* | Evaluation Date | 19 bytes, (MM/DD/CCYY HH:MI:SS) | The date and time when the evaluation is created. This will be the system calculated date and local time of the site where the evaluation is first saved.  Cannot be future dated. |
|  | \* | Evaluation Site ID | 3 bytes, Numeric | The site where the scorecard is created. Valid site IDs are:  84 – Chester (Richmond)  33 – Coralville (Iowa City)  85 - Corbin  35 - Phoenix  278 – Tampa  32 - Lawrence  33 – Peckham  279 – London  280 – Bogalusa  281 – Hattiesburg  282 – Houston  283 – Las Cruces  284 – Lynn Haven  285 – Sandy  290 – Waco  291 – Winchester  A field was added to the Coaching\_Log table to capture this value:  numIQS\_EvalSiteID int |
|  | \* | CSR Emp ID | 20 bytes, Alpha/Numeric | Employee ID for the Employee |
|  | \* | CSR Emp ID | 20 bytes, Alpha/Numeric | Employee ID for the Employee |
|  | \* | Supervisor Emp ID | 20 bytes, Alpha/Numeric | Supervisor’s Employee Ide CSR’s sentuator IDcard as an opportunity or reinforcement |
|  | \* | Supervisor Emp ID | 20 bytes, Alpha/Numeric | Supervisor’s Employee Ide CSR’s sentuator IDcard as an opportunity or reinforcement |
|  | \* | Manager Emp ID | 20 bytes, Alpha/Numeric | Manager’s Employee ID |
|  | \* | Manager Emp ID | 20 bytes, Alpha/Numeric | Manager’s Employee ID |
|  |  | Journal File Number | 30 bytes, Alpha/Numeric | An ID associated to the original voice and data recordings referring to the number assigned to the call. (Note this is not the Token)  Typically this is the Mattersite ID from Lime Survey.  Cannot be Null, Blank or NA for PpoM and QCM but can be blank otherwise. |
|  | \* | Call Date / Time | 19 bytes. (MM/DD/CCYY HH:MI:SS) | System generated date/time of the call for evaluations with valid call content. If there is no valid call content this field will be populated with the current date generated when the query is run. |
|  | \* | BLANK | 19 bytes. (MM/DD/CCYY HH:MI:SS) | Previously Coaching Date |
|  | \* | Summary of Caller’s Issues  **PLUS**  Coaching/Goal Discussion | 6150 bytes, Alpha/Numeric Non-alphanumeric characters are removed. | Reason why the Beneficiary called.  This goes into Details of Behavior being Coached in the front end.  **PLUS**  Notes for coaching discussions with the Employee.  From “Summary of Coaching Priorities” comment field on the form.  NA will be populated in this field if not populated by the user.  An appealed record will be identified by an “A-“ appended at the beginning of any text in this field.  These 2 sections will be separated in the feed by:  **<Carriage Return>**  **COACHING NOTES**  Note: When IQS feeds are received, containing updated logs that are still Open in our system, this field will be updated to match the newest feed. |
|  | \* | Blank | 4000 bytes, Alpha/Numeric Non-alphanumeric characters are removed. | Formerly Coaching/Goal Discussion:  Notes for coaching discussions with the Employee.  From “Summary of Coaching Priorities” comment field on the form.  NA will be populated in this field if not populated by the user.  An appealed record will be identified by an “A-“ appended at the beginning of any text in this field. |
|  |  | Customer Service Assessment Critical Error | 2 bytes, Alpha/Numeric | Critical Error code for Customer Service Assessment or Writing Skills Assessment.  Valid QCM values: 1, 2, 3, 4, 5, 6, 7, 8, or Blank (for NA).  Default value: Blank |
|  | \* | Evaluator ID | 20 bytes, Alpha/Numeric | The User ID of the person who created the evaluation. This is mapped to **Submitter** in eCL. |
|  |  | Blank | 25 bytes, Alpha/Numeric | Formerly Coached by Name: name of the person performing the coaching |
|  | \* | Blank | 20 bytes, Alpha/Numeric | Formerly Coacher Emp ID:User ID of the person who performed the coaching.  Will cross match to confirm the ID exists in the Person table. |
|  | \* | Blank | 30 bytes, Alpha/Numeric | Formerly Source: Valid values will be based on the Role Code for the Coacher.  QAA role code = IQS Feed Quality Specialist  SUPR role code = IQS Feed Supervisor  All other role codes = IQS Feed Other |
|  | \* | Blank | 10 bytes, Alpha/Numeric | Formerly CSR Signature: Emp ID of the Employee being coached.  Will contain ‘XXXXX’ if the Employee has refused to sign.  Will cross match to confirm the ID exists in the Person table. |
|  | \* | Opportunity / Reinforcement | 17 bytes, Alpha/Numeric | Value calculated from the section overall scores within the scorecards.  Valid values:  Opportunity  Reinforcement  Opportunity-PWC  Met goal  Did not meet goal  Note: When IQS feeds are received, containing updated logs that are still Open in our system, this field (strCoachReason\_Quality) will be updated to match the newest feed. |
|  |  | Program | 3 bytes, Alpha/Numeric | Identifies where the items is Marketplace or Medicare.  Values are:  Yes = Marketplace  No = Medicare |
|  |  | Evalutaion Form | 50 bytes, Alpha/Numeric | For records from Verint = scorecard form used  For records from Lime Survey = channel |

**\*** Cannot be Null, Blank or NA

Sample IQS Feed:

15699|08/13/2013 22:44:03|35|221199|221199|413599|413599|403099|403099|74169990|08/05/2013 13:44:00||Phone – Beneficiary is calling to verify if Medicare covers dental services. |Excellent job John.|||||||reinforcement|Yes|GDIT QCM Medicare

Peoplesoft Feed:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| lanid | emplid | first\_name | middle\_name | last\_name |
| First.Last | W999999 | First | M | Last |
|  |  |  |  |  |
| locationid | location |  | supervisorid | managerid |
| WMS23 | MS-Hattiesburg-5912 Highway 49 |  | W111111 | W222222 |
|  |  |  |  |  |
| jobcodeid | jobcode | email\_addr | empl\_status |  |
| WACS01 | Assoc Specialist, Cust Svc | [First.Last@GDIT.com](mailto:First.Last@GDIT.com) | T |  |

# Other System Attributes



****

## Historical Reporting Access Controls



# Method for Change Management

This document will be stored in Sharepoint. It’s minor version number will be updated when changes are made.

# eCoaching Modules

Allow for the selection of the type of eCoaching Log to be entered and submitted.

**1.0 eCoaching Presentation Requirements**

1.1 Presentaion of eCoaching pages

The font use for the page should be ????

Questions should be bold.

There should be a line displayed after the Select Coaching Module list.

“Please do NOT include PII or PHI in the log entry.” note should be displayed in red text before the 1st question after selecting the module.

Display remaining questions only after question 6 (“Will you be delivering the caching session?”) has been answered.

A summary section will be displayed to left of the coaching questions. It will contain the status, started date, selected employee, supervisor, manager. For CSR Coaching module, site may also be displayed.

The background color of the summary section will be Red: 157; Green: 206; Blue: 255.

Status displayed while entering coaching information shall be New, following by the selected module (CSR Coaching, Supervisor Coaching, Quality Specialist Coaching).

**2.0 eCoaching Log Modules**

2.1 Customer Service Representative (CSR)

2.1.1 Submission of eCoaching Logs

Submission of eCoaching Logs for CSR is defined in sections I through IV above.

2.1.2 Notification of eCoaching Logs

Notification of of eCoaching Logs for CSR is defined in sections V above.

2.1.3 Outlier Data Feed (OMR)

Outlier Data Feed for CSRs is defined in section VI above.

2.1.4 Quality Data Feed (IQS)

Quality Data Feed for CSRs is defined in in section VII above.

2.2 Supervisor

2.2.1 Submission of eCoaching Logs

eCoaching Logs will be submitted for Supervisors.

2.2.1.1 Display Supervisors

Display a list of Supervisors regardless of site or location that have the following job codes: WACS40.

2.2.1.2 Program

Allow for selection of Program – Marketplace, Medicare or NA.

2.2.1.3 Delivery Option

The delivery options will be:

Yes, I will be delivering the coaching session (also known as Direct)

No, I will not be delivering the coaching session (also known as Indirect)

2.2.1.4 Date of Coaching

Allow for entry of the date of coaching or event.

2.2.1.5 Customer Service Escalation

Determine if coaching or event is a CSE.

Note: only CSE related Coaching Reasons will be available if Yes selected.

2.2.1.6 Coaching Reasons and Sub-Coaching Reasons

Allow for the selection of one or more the following Coaching Reasons and Sub-Coaching Reasons

2.2.1.6.1 Direct Coaching Reason and Sub-Reasons

Allow for the selection of one or more Direct Coaching Reasons and Sub-Coaching Reasons.

|  |  |  |
| --- | --- | --- |
| Coaching Reason | Opportunity/Reinforcement | Sub-Coaching Reason |
| AHT | Opportunity or Reinforcement | Other: Specify reason under coaching details. |
| Attendance | Opportunity or Reinforcement | Other: Specify reason under coaching details. |
| CCO Processes and Procedures | Opportunity or Reinforcement | CCO Learning CUP Desk to Desk Security and Privacy Incident  Other: Specify reason under coaching details. |
| Coaching | Opportunity or Reinforcement | Quality eCL Coaching Supervisor eCL Coaching  Other: Specify reason under coaching details. |
| Corporate and Program Compliance | Opportunity or Reinforcement | Annual Review CoR eRes IPC ISO Mandatory Training  Secure Floor Policy Other: Specify reason under coaching details. |
| ETS | Opportunity or Reinforcement | Other: Specify reason under coaching details. |
| KUDOS | Reinforcement | Other: Specify reason under coaching details. |
| Professional Development | Opportunity or Reinforcement | Business Acumen Critical Thinking IDP Leadership Skills Other: Specify reason under coaching details. |
| Quality Performance | Opportunity or Reinforcement | Customer Satisfaction PPoM  Verint  Other: Specify reason under coaching details. |
| Reports Catalogue | Opportunity or Reinforcement | Incorrect Escalation: ARC Incorrect Escalation: DMEPOS Incorrect Escalation: EE / MM Incorrect Escalation: RME Incorrect Transfers ISG Usage OMR: Default Qualifier OMR: Short Calls Inbound  OMR: Short Calls Outbound OMR: Cancelled Calls OMR: Open Calls Other: Specify reason under coaching details. |
| Schedule Adherence | Opportunity or Reinforcement | Other: Specify reason under coaching details. |
| Customer Service Escalation (available only if the log is a CSE) | Opportunity | Argues  Blind transfers call  Encourages / commits fraud  Intentionally disconnects caller  Threatens caller / employee  Uses derogatory/disrespectful words  Uses profanity of any kind  Verbally abusive  Yells, screams  Other: Specify reason under coaching details. |

Note: Other: Specify reason under coaching details. should be last in the list.

2.2.1.6.2 Indirect Coaching Reason and Sub-Reasons

Allow for the selection of one or more Indirect Coaching Reasons and Sub-Coaching Reasons.

|  |  |  |
| --- | --- | --- |
| Coaching Reason | Opportunity/Reinforcement | Sub-Coaching Reason |
| AHT | Opportunity or Reinforcement | Other: Specify reason under coaching details. |
| Attendance | Opportunity or Reinforcement | Other: Specify reason under coaching details. |
| CCO Processes and Procedures | Opportunity or Reinforcement | CCO Learning CUP Desk to Desk Security and Privacy Incident  Other: Specify reason under coaching details. |
| Coaching | Opportunity or Reinforcement | Quality eCL Coaching Supervisor eCL Coaching  Other: Specify reason under coaching details. |
| Corporate and Program Compliance | Opportunity or Reinforcement | Annual Review CoR eRes IPC ISO Mandatory Training  Secure Floor Policy Other: Specify reason under coaching details. |
| ETS | Opportunity or Reinforcement | Other: Specify reason under coaching details. |
| KUDOS | Reinforcement | Other: Specify reason under coaching details. |
| Professional Development | Opportunity or Reinforcement | Business Acumen Critical Thinking IDP Leadership Skills Other: Specify reason under coaching details. |
| Quality Performance | Opportunity or Reinforcement | Customer Satisfaction PPoM  Verint  Other: Specify reason under coaching details. |
| Reports Catalogue | Opportunity or Reinforcement | Incorrect Escalation: ARC Incorrect Escalation: DMEPOS Incorrect Escalation: EE / MM Incorrect Escalation: RME Incorrect Transfers ISG Usage OMR: Default Qualifier OMR: Short Calls Inbound  OMR: Short Calls Outbound OMR: Cancelled Calls OMR: Open Calls Other: Specify reason under coaching details. |
| Schedule Adherence | Opportunity or Reinforcement | Other: Specify reason under coaching details. |
| Customer Service Escalation (available only if the log is a CSE) | Opportunity | Argues  Blind transfers call  Encourages / commits fraud  Intentionally disconnects caller  Threatens caller / employee  Uses derogatory/disrespectful words  Uses profanity of any kind  Verbally abusive  Yells, screams  Other: Specify reason under coaching details. |

Note: Other: Specify reason under coaching details. should be last in the list.

2.2.1.7 Coaching Details

When coaching is Direct or Indirect and CSE or non-CSE, provide details of behavior to be coached.

2.2.1.8 Coaching Session Details

When coaching is Direct, CSE or non-CSE, provide the details from the coaching session including action plans developed.

2.2.1.9 Identify Source for eCoaching Log

Allow for the following selection of how the coaching opportunity was identified.

CSR Reported Issue

DMEPOS Escalations

Internal CCO Reporting

Training and Development

Walk By

2.2.1.10 Associated with a Call Record

If the coaching log is associated with a Call Record, allow for the entry of call record source and corresponding valid identifier. Available sources are (in display order):

Verint – valid id is numeric, 10 or 19 digits

NGD ID – valid id is any letter or number with a dash, 9 or 16 characters

Avoke – valid id is any letter or number with an underscore, 24 characters

UCID – valid id is any letter or number, 26 characters

2.2.1.11 Verification

Submitter must verify that all the information on the form is true and complete to the best of their knowledge.

2.2.1.12 Required entry fields

The following field are required for submission of eCoaching Logs:

eCoaching Module

Supervisor Name

Program

Delivery Option

Date of coaching or event

Customer Service Escalation

Coaching Reason, Opportunity or Reinforcement, Sub-Coaching Reason

Details of the behavior to be coached

If Direct coaching then detail from coaching session is required

How coaching was identified

Call record associated

If yes call record, then type and valid identifier are required

Verification

2.2.1.13 Access to submission

Employees with the following job codes will have access and ability to submit eCoaching Logs for Supervisors:

Supervisor / Other – WACS40, WFFA40, WISY13, WMPR40, WPPM11, WPPT40, WPSM11, WPSM12, WPSM13, WPSM14, WPSM15, WTTI02. WTTR12, WTTR40

Manager – WACS50, WBCO50, WFFA50, WMPR50, WPOP50, WPPM50, WPPT50, WTTR50

Sr. Manager – WACS70, WBCO70, WEEX90, WEEX91, WPOP60, WPPM60, WPPM70, WPPM80, WPPT60

2.2.2 Notification of eCoaching Logs

A system generated eMail notification is sent to the appropriate party when an eCoaching Log is submitted.

2.2.2.1 eCoaching Log eMail Format

The following is the basic form of the eCoaching Log eMail notification. The subject and message will change depending on certain criteria.

|  |
| --- |
| To – [to] |
| Subject – [Subject] |
| \*\* This is an automated email. Do not reply to this email. \*\*   [Message]  Please click here to open the coaching application and select the 'My Dashboard' tab to view the below form ID for details. [Link to Dashboard]  Form ID: [FormID]  (Please do not respond to this automated notification)  Thank you, eCoaching Log Team http://cwe.vangent.local/sites/teams/CMS/CSR/eCoaching/SiteImages/BCC-eCL-LOGO-10142011-185x40.png |

2.2.2.2 Pending Employee Review

When an eCoaching Log is submitted and the coaching is Direct and is not a Customer Service Escalation and the status is Pending Employee Review, the Employee (Supervisor) receives a system generated eMail notification.

Subject:

eCL: Pending Employee Review (<EMPLOYEE NAME>))

Message:

A new eCoaching Log has been entered on your behalf. Please click on the link below to review and verify the coaching opportunity received on <**DATE**>.

Where <EMPLOYEE NAME> is the name of the employee the coaching log is for and <DATE> is the date and time the log was submitted.

2.2.2.3 Pending Manager Review

When an eCoaching Log is submitted and the coaching is Indirect and is not a Customer Service Escalation and the status is Pending Manager Review, the immediate Manager of the Employee (Supervisor) receives a system generated eMail notification.

Subject:

eCL: Pending Manager Review (<EMPLOYEE NAME>))

Message:

A new eCoaching Log has been entered on behalf of <**EMPLOYEE NAME**> on <**DATE**> that requires your action. Please click on the link below to review the eCoaching log.

Where <EMPLOYEE NAME> is the name of the employee the coaching log is for and <DATE> is the date and time the log was submitted.

2.2.2.4 Pending Sr. Manager Review

When an eCoaching Log is submitted and the coaching is Direct and is a Customer Service Escalation and the status is Pending Sr. Manager Review, the immediate Sr. Manager of the Employee (Supervisor) receives a system generated eMail notification.

Subject:

eCL: Pending Sr. Manager Review (<EMPLOYEE NAME>))

Message:

A new eCoaching Log has been entered and requires your action. Please click on the link below to review and verify that the eCL entered on <**DATE** > for <**EMPLOYEE NAME**> is a valid Customer Service Escalation (CSE). Further directions are provided on the form.

Where <EMPLOYEE NAME> is the name of the employee the coaching log is for and <DATE> is the date and time the log was submitted.

2.2.2.5 Pending Sr. Manager Review

When an eCoaching Log is submitted and the coaching is Indirect and is a Customer Service Escalation and the status is Pending Sr. Manager Review, the immediate Sr. Manager of the Employee (Supervisor) receives a system generated eMail notification.

Subject:

eCL: Pending Sr. Manager Review (<EMPLOYEE NAME>))

Message:

A new eCoaching Log has been entered and requires your action. Please click on the link below to review and verify that the eCL entered on <**DATE** > for <**EMPLOYEE NAME**> is a valid Customer Service Escalation (CSE). Further directions are provided on the form.

Where <EMPLOYEE NAME> is the name of the employee the coaching log is for and <DATE> is the date and time the log was submitted.

2.2.3 Outlier Data Feed (OMR)

Outlier Data Feed for Supervisrs is not defined.

2.2.4 Quality Data Feed (IQS)

Quality Data Feed for Supervisors is not defined.

2.3 Quality Specialist

2.3.1 Submission of eCoaching Logs

eCoaching Logs will be submitted for Quality Specialists.

2.3.1.1 Display Quality Specialists

Display a list of Quality Specialist regardless of site or location that have the following job codes: WACQ02, WACQ12.

2.3.1.2 Program

Allow for selection of Program – Marketplace, Medicare or NA.

2.3.1.3 Delivery Option

The delivery options will be:

Yes, I will be delivering the coaching session (also known as Direct)

No, I will not be delivering the coaching session (also known as Indirect)

2.3.1.4 Date of Coaching

Allow for entry of the date of coaching or event.

2.3.1.5 Customer Service Escalation

Not available at this time.

2.3.1.6 Coaching Reasons and Sub-Coaching Reasons

Allow for the selection of one or more the following Coaching Reasons and Sub-Coaching Reasons

2.3.1.6.1 Direct Coaching Reason and Sub-Reasons

Allow for the selection of one or more Direct Coaching Reasons and Sub-Coaching Reasons.

|  |  |  |
| --- | --- | --- |
| Coaching Reason | Opportunity/Reinforcement | Sub-Coaching Reason |
| ATA Alignment | Opportunity or Reinforcement | Administrative Procedures  Agent Responsiveness  Closing QA Team Notes  Conversation Management  Disclosure  Opening  Professional Etiquette  Program Knowledge  Reasons for Call  Other: Specify reason under coaching details. |
| Attendance | Opportunity or Reinforcement | Other: Specify reason under coaching details. |
| Call Quality | Opportunity or Reinforcement | Call Listening Completions  Special Assignment Completions  Other: Specify reason under coaching details. |
| Corporate / Program Initiatives | Opportunity or Reinforcement | Calibration Attendance and Completion  Required Training  TCA Duties  Other: Specify reason under coaching details. |
| Escalation | Opportunity | Other: Specify reason under coaching details. |
| Professional Conduct | Opportunity or Reinforcement | HR Guidelines  Other: Specify reason under coaching details. |
| Recognition | Reinforcement | CSR Certification  Kudos  Other: Specify reason under coaching details. |
| Secure Floor Violation | Opportunity or Reinforcement | CoR  Other: Specify reason under coaching details. |
| Weekly Productivity | Opportunity or Reinforcement | ATA Completions  Call Listening  Monitors  Phone Support  Target Monitoring Team  Other: Specify reason under coaching details. |

Note: Other: Specify reason under coaching details. should be last in the list.

2.3.1.6.2 Indirect Coaching Reason and Sub-Reasons

Allow for the selection of one or more Indirect Coaching Reasons and Sub-Coaching Reasons.

|  |  |  |
| --- | --- | --- |
| Coaching Reason | Opportunity/Reinforcement | Sub-Coaching Reason |
| ATA Alignment | Opportunity or Reinforcement | Administrative Procedures  Agent Responsiveness  Closing QA Team Notes  Conversation Management  Disclosure  Opening  Professional Etiquette  Program Knowledge  Reasons for Call  Other: Specify reason under coaching details. |
| Attendance | Opportunity or Reinforcement | Other: Specify reason under coaching details. |
| Call Quality | Opportunity or Reinforcement | Call Listening Completions  Special Assignment Completions  Other: Specify reason under coaching details. |
| Corporate / Program Initiatives | Opportunity or Reinforcement | Calibration Attendance and Completion  Required Training  TCA Duties  Other: Specify reason under coaching details. |
| Escalation | Opportunity | Other: Specify reason under coaching details. |
| Professional Conduct | Opportunity or Reinforcement | HR Guidelines  Other: Specify reason under coaching details. |
| Recognition | Reinforcement | CSR Certification  Kudos  Other: Specify reason under coaching details. |
| Secure Floor Violation | Opportunity or Reinforcement | CoR  Other: Specify reason under coaching details. |
| Weekly Productivity | Opportunity or Reinforcement | ATA Completions  Call Listening  Monitors  Phone Support  Target Monitoring Team  Other: Specify reason under coaching details. |

Note: Other: Specify reason under coaching details. should be last in the list.

2.3.1.7 Coaching Details

When coaching is Direct or Indirect and CSE or non-CSE, provide details of behavior to be coached.

2.3.1.8 Coaching Session Details

When coaching is Direct, CSE or non-CSE, provide the details from the coaching session including ac tion plans developed.

2.3.1.9 Identify Source for eCoaching Log

Allow for the following selection of how the coaching opportunity was identified.

CMS Reported Item

CSR Reported Issue

Internal CCO Reporting

Leadership Listening

Manager Coaching

Quality Call Listening

Supervisor Coaching

Training and Delivery

Verint Quality Monitoring

Walk By

2.3.1.10 Associated with a Call Record

If the coaching log is associated with a Call Record, allow for the entry of call record source and corresponding valid identifier. Available sources are (in display order):

Verint – valid id is numeric, 10 or 19 digits

NGD ID – valid id is any letter or number with a dash, 9 or 16 characters

Avoke – valid id is any letter or number with an underscore, 24 characters

UCID – valid id is any letter or number, 26 characters

2.3.1.11 Verification

Submitter must verify that all the information on the form is true and complete to the best of their knowledge.

2.3.1.12 Required entry fields

The following field are required for submission of eCoaching Logs:

eCoaching Module

Supervisor Name

Program

Delivery Option

Date of coaching or event

Customer Service Escalation

Coaching Reason, Opportunity or Reinforcement, Sub-Coaching Reason

Details of the behavior to be coached

If Direct coaching then detail from coaching session is required

How coaching was identified

Call record associated

If yes call record, then type and valid identifier are required

Verification

2.3.1.13 Access to Submission

Employees with the following job codes will have access and ability to submit eCoaching Logs for Quality Specialist:

Specialist / Other – WACQ02, WACQ12, WISY13, WPPM12, WPPM13

Supervisor / Lead – WACQ03, WACQ13, WACQ40

Manager – WAQA50, WEEX90, WEEX91, WSQA70

2.3.2 Notification of eCoaching Logs

A system generated eMail notification is sent to the appropriate party when an eCoaching Log is submitted.

2.3.2.1 eCoaching Log eMail Format

The following is the basic form of the eCoaching Log eMail notification. The subject and message will change depending on certain criteria.

|  |
| --- |
| To – [to] |
| Subject – [Subject] |
| \*\* This is an automated email. Do not reply to this email. \*\*   [Message]  Please click here to open the coaching application and select the 'My Dashboard' tab to view the below form ID for details. [Link to Dashboard]  Form ID: [FormID]  (Please do not respond to this automated notification)  Thank you, eCoaching Log Team http://cwe.vangent.local/sites/teams/CMS/CSR/eCoaching/SiteImages/BCC-eCL-LOGO-10142011-185x40.png |

2.3.2.2 Pending Employee Review

When an eCoaching Log is submitted and the coaching is Direct and the status is Pending Employee Review, the Employee (Quality Specialist) receives a system generated eMail notification.

Subject:

eCL: Pending Employee Review (<EMPLOYEE NAME>))

Message:

A new eCoaching Log has been entered on your behalf. Please click on the link below to review and verify the coaching opportunity received on <**DATE**>.

Where <EMPLOYEE NAME> is the name of the employee the coaching log is for and <DATE> is the date and time the log was submitted.

2.3.2.3 Pending Quality Lead Review

When an eCoaching Log is submitted and the coaching is Indirect and the status is Pending Manager Review, the immediate Quality Lead of the Employee (Quality Specialist) receives a system generated eMail notification.

Subject:

eCL: Pending Quality Lead Review (<EMPLOYEE NAME>))

Message:

A new eCoaching Log has been entered on behalf of <**EMPLOYEE NAME**> on <**DATE**> that requires your action. Please click on the link below to review the eCoaching log.

Where <EMPLOYEE NAME> is the name of the employee the coaching log is for and <DATE> is the date and time the log was submitted.

2.3.3 Outlier Data Feed (OMR)

Outlier Data Feed for Quality Specialist is not defined.

2.3.4 Quality Data Feed (IQS)

Quality Data Feed for Quality Specialist is not defined.

**3.0 Dashboard Display**

3.1 Dashboard Display

Dashboard Display of eCoaching Logs is defined in sections IV, IV.1 through IV.VII above.

**4.0 Employee Information**

4.1 Employee Information

A record will be kept for each employee.

4.2 Employee Hierarchy

Employee hierarchy will be maintained such that each employee is associated with their immediate supervisor and their supervisor’s manager.

4.3 Employee Data Feed

Employee information will populated from a data feed.