

**Title: eCoaching Log Historical Warnings Load**

**Functional Requirements**

**Version 1.02**

|  |  |  |
| --- | --- | --- |
| Last Revision | Last Review | Description |
| 12/05/2014 |  | P13623 – eCL Load Historical Warnings |

Prepared by: R&T Date: 11/21/2014

Department, Location: CCO R&T – Oakdale

Approved by: Date:

|  | **Change History Log**  **Change Description** | **Author** |
| --- | --- | --- |
| 11/21/2014 | P13623 – eCL Historical Warnings Load  Initial version | Doug Stearns |
| 11/24/2014 | P13623 – eCL Historical Warnings Load  Updates based on feedback | Doug Stearns |
| 12/03/2014 | P13623 – eCL Historical Warnings Load  Updates based on information from Rachel  1.5.1 and 2.2.1 – default submitter to supervisor | Doug Stearns |
| 12/05/2014 | P13623 – eCL Historical Warnings Load  Additional updates based on answers provided  Description – last paragraph  1.1.x – old and active warnings (old warnings will be inactivated); invalid or future dates should not be present; end dates, descriptions, coaching notes will be ignored  1.2.2 – removed  1.3.1 – file name(s) can be anything  1.5.1 – required fields  1.5.1 and 2.2.1 – default supervisor and manager id to hierarchy as needed  2.5.x – records with errors will be identified  3.1 – record count verification  3.3 – records with errors will be sent to HR for correction | Doug Stearns |

**Description**

Progressive Disciplinary Warnings are given to employees with the coordination and cooperation of Human Resources. Warnings are given for a variety of issues including poor performance and inappropriate behavior.

The eCoaching Log system will be used to track Progressive Disciplinary Warnings by the employees’ supervisor and manger. Thirteen weeks after a Progressive Disciplinary Warning is given to the employee, the log will be inactivated.

The eCoaching Log system user interface has been designed and enhanced to allow for Warning logs to be entered manually. New Warnings given to employees will be entered by the supervisor or manager as determined in the standard operating procedure located <https://cco.gdit.com/Resources/SOP/Contact%20Center%20Operations/CC_64.0_Documenting%20a%20Warning%20in%20eCoaching%20Log_v1.0.pdf>. Functionality of the eCoaching Log system user interface is described in CCO\_eCoaching\_Log\_FS.docx and other documents located in Version Manager.

However, currently active and some past Warnings for employees will need to be loaded into the eCoaching Log system. A data feed from Human Resources will contain the necessary information. This is not expected to be an on-going activity, but may need to be run multiple times as necessary. This document describes the functional requirements for this data feed.

**Functional Requirements**

1. Input File
   1. Data
      1. The file shall contain data associated with warnings given to employees.
      2. The warning data contained in the file may be older than 13 weeks from Warning Given Date.
         1. Warnings less than 13 weeks from Warning Given Date shall be considered active.
         2. Warnings older than 13 weeks from Warning Given Date will be inactivated by the inactivation process as documented in CCO\_eCoaching\_Log\_FS.docx.
      3. Records with an invalid Warning Given Date or Warning Given date in the future should not be provided in the files.
      4. Records which contain an end date for the warnings, the end date will be ignored.
      5. Records which contain descriptions and/or coaching notes, these text fields will be ignored.
   2. File Format
      1. The file provided shall be a comma separated value (csv) file.
      2. Removed as no longer required.
   3. File Name
      1. The name of the file provided can be anything.
   4. File Location
      1. The file provided shall be staged in a location accessible by the eCoaching Log system.
   5. File Layout
      1. The file provided may contain the following data elements for each warning of the employee. Those marked with an asterisk (\*) are required.

|  |  |
| --- | --- |
| **Field** | **Description** |
| Employee ID\* | ID of the employee who received the warning |
| Submitter Employee ID | ID of the employee who submitted the warning. If the Submitter Employee ID is not present, default submitter to the Supervisor Employee ID. |
| Warning Type\* | Valid values are one of the following:   * Verbal Warning * Written Warning * Final Written Warning |
| Warning Reason\* | Valid reasons are one or more of the following:   * Attendance * Conduct (including Call Avoidance) * ETS * Quality/Performance * Security or Privacy Issue * Other Policy (non-Security/Privacy) |
| Date Warning Given\* | Date the warning was given to the employee |
| Supervisor Employee ID | ID of the employee’s supervisor at the time the warning was given.  If the Supervisor Employee ID is not present, default Supervisor Employee ID from corresponding hierarchy record. |
| Manager Employee ID | ID of the employee’s manager at the time the warning was given.  The Manager Employee ID will default to Manager Employee ID from corresponding hierarchy record or to UNKNOWN. |

1. Processing
   1. Decrypt
      1. The file shall be decrypted and placed in a secure location immediately prior to processing.
   2. Additional information
      1. Warning Log columns shall be populated during processing either from the input record, employee information currently on file, or will be system generated.

|  |  |
| --- | --- |
| **Column** | **Source** |
| WarningID | System generated |
| FormName | System generated (see II Customer Requirements, Data Definition #3 for description of FormName format) |
| ProgramName | Emp\_Program from Employee\_Hierarchy |
| SourceID | System generated, set to 120 |
| StatusID | System generated, set to 1 |
| SiteID | Emp\_Site from Employee\_Hierarchy |
| EmpLanID | Emp\_LanID from Employee\_Hierarchy |
| EmpID | Input file Employee ID |
| SubmitterID | Input file Submitter Employee ID/defaulted to Supervisor Employee ID if necessary |
| SupID | Input file Supervisor Employee ID/defaulted to Supervisor Employee ID from hierarchy record if necessary |
| MgrID | Input file Manager Employee ID/defaulted to Manager Employee ID from hierarchy record if necessary or to 999999 |
| WarningGivenDate | Input file Date Warning Given |
| SubmittedDate | System generated, set to date the file is processed and data loaded |
| ModuleID | System generated, set to 1 when Emp\_Job\_Code is WACS01, WACS02, WACS03 or set to 2 when Emp\_Job\_Code is WACS40 |
| Active | System generated, set to 1 |

* + 1. Warning Log Reason columns shall be populated during processing using data from the input record and information on file.

|  |  |
| --- | --- |
| **Column** | **Source** |
| WarningID | System generated, set to corresponding value of Warning Log |
| CoachingReasonID | DIM\_Coaching\_Reason based on value of Warning Type from input file |
| SubCoachingReasonID | DIM\_Sub\_Coaching\_Reason based on value of Warning Reason from input file |
| Value | System generated, set to Opportunity |

* 1. Notification
     1. As with Warning Logs submitted through the user interface, there will be no email notifications sent.
  2. Delete
     1. The file shall be deleted immediately after the data has been successfully loaded.
  3. Errors
     1. Records which contain errors and can’t be loaded will be identified.
        1. Errors can be one of the following:

The employee from the input file is not found

The employee LAN ID is not found

The employee is not a CSR or Supervisor

The supervisor from the input file is not found

The type of warning is not valid

The warning type is not valid

The warning given date is in the future

1. Output
   1. The number of Warning Logs created and records in error will be compared to the number of records in the input file to ensure all records processed.
   2. Supervisors and Managers to review their respective dashboards and verify historical warnings are displayed.
   3. Records which contained errors and couldn’t be loaded will be provided to the appropriate human resources point of contact for review and correction.