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**eCoaching Log System**

**Title:** Outlier **eCoaching Log File Layout**

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Department, Location: R&T – Oakdale

Approved by: Date:

**Change History Log**

| **Date** | **Change Description** | **Author** |
| --- | --- | --- |
| 01/24/2014 | Initial revision | Brian Coughlin |
| 05/24/2014 | P11841 – eCL Database Redesign  Added Program to the Outlier data feed | Doug Stearns |
| 12/18/2014 | P14028 – eCL OMR FFM T2 Transfers  Added OMR: FFM T2 Transfers to field 4 description | Doug Stearns |
| 02/12/2015 | P13276 – eCL Change BCC to CCO  Chagned Vangent logo to GDIT  4 strSouce – BCC Security and Privacy Incident Coaching  changed to CCO Security and Privacy Incident Coaching | Doug Stearns |
| 02/13/2015 | P13276 – eCL Change BCC to CCO  Chagned Vangent to GDIT in footer | Doug Stearns |
| 04/30/2015 | P14818 – eCL Low CSAT data feed  Changed the following:  File layout - 11 strCSR/EmpID, 16 ManagerID, note on txtDescription, and sample screen shot | Doug Stearns |
| 09/04/2015 | TFS644 – eCL OMR Inappropriate ARC Escalation feed  Separated sections for ‘generic’, LCS layouts and added supervisor review section | Doug Stearns |
| 09/11/2015 | TFS644 – eCL OMR Inappropriate ARC Escalation feed  Moved RME back to ‘generic’ reports  2.1 'generic'  - #2 strReportCode  - #4 strSource  2.3 supervisor review  - #2 strReportCode  - #4 strSource | Doug Stearns |
| 01/26/2016 | TFS1075 – eCL Requirement Peer Review  Moved requirement information to FS | Doug Stearns |
| 01/06/2017 | TFS5149 – eCL Requirement Document Cleanup  Removed unnecessary sample outlier feed  Changed strCSR and ManagerID to 20 bytes  Updated field names to match files received | Doug Stearns |
| 03/31/2017 | TFS6145 – eCL Break Feeds  TFS6147 – eCL Performance Scorecard Feeds  Modified the following  1.4 – added new layout for feeds | Doug Stearns |
| 04/17/2017 | TFS6147 – eCL Performance Scorecard Feeds  Modified the following  1.4 #13 – changed to Reinforcement | Doug Stearns |
| 04/20/2017 | TFS6377 – eCL Break feed for QS and Sups  Modified the following  Corrected typos in 1.4 and 1.4 #4  Added information to 1.4 #5 for status | Doug Stearns |
| 05/12/2017 | TFS6625 – eCL Longer Site Names  Modified the following by documenting site as 30 characters  1.1 #12, 1.2 #12, 1.3 #12, 1.4 #12 | Doug Stearns |
| 05/31/2017 | TFS6147 – eCL Performance Scorecard Feeds  Modified the following  1.4 #4 – changed MSR/MSRS to Performance Scorecard  1.4 #13 – changed MSR/MSRS to Current Coaching Initiatives  1.4 #15 – added NA | Doug Stearns |
| 06/02/2017 | TFS6147 – eCL Performance Scorecard Feeds  Modified the following  1.4 #13 – changed MSR/MSRS to Reinforcement | Doug Steanrs |
| 11/06/2017 | TFS8793 – eCL BRL/BRN feed for non-exempts  Modified the following  1.4 – added note | Doug Stearns |
| 1/2/2018 | TFS9553 -eCoaching - update documentation to show new OMR report code IAEF | Brian Coughlin |
| 07/20/2018 | TFS11451 – eCL New OMR PBH Feed  Modified the following  1.1 #2,4 – sorted values  1.3 #4 – clarified value  1.4 #2,4,5,15 – added PBH | Doug Stearns |
| 8/1/2019 | TFS14108-eCoaching – Modifications for Short Call eCoaching Logs  1.5 New ISQ (OMR: Short Calls-Inbound) feed | Brian Coughlin |
| 07/28/2020 | TFS17716 – eCL Remove GDIT References  Updated throughout as needed | Doug Stearns |
| 09/10/2020 | TFS18154 – eCL Incentive Data Feed  Updated 1.4 #2, 4, 5, 13 | Doug Stearns |
| 09/23/2020 | TFS18154 – eCL Incentive Data Feed  Updated 1.4 #5, 5 | Doug Stearns |
| 10/13/2020 | TFS18833 – eCL site field size expansion  Updated 1.1 12, 1.2 12, 1.3 12, 1.4 12, 1.5 13 | Doug Stearns |
| 10/19/2021 | TFS23048 -eCL new feed request for Written Corr process  Updated 1.4 #2, 4, 5, 7, 9, 10, 13 and 14 | Jackie Miller |
| 04/06/2023 | TFS26432-eCL-Coaching audio issues in the eCoaching Log  1.6 – added new layout for feeds | Jackie Miller |
| 10/03/2023 | TFS27135- eCL-Add the Verint call id for eCL audio issues reported  1.6- Added #16 as a new field in the layout for the AUD feeds. | Jackie Miller |
| 11/27/2023 | TFS27396-eCL-Coaching NGD login issues in the eCoaching Log  Updated 1.6 – #2, 13, 14, and 16 | Jackie Miller |
| 1-16-2024 | TFS27638- Create a new Wellbeing Break eCL data Feed  Updated 1.4 #2, #4, #5, #9, #10,#13 | Jackie Miller |
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# eCoaching Log Outlier Management Report Data Files Requirements

## The following chart defines the Generic Outlier Management Report Data File Elements and layout format for the eCoaching Log OMR data file.

| **Element #** | **Field Name** | **Max Length / Field Format** | **Description** |
| --- | --- | --- | --- |
|  | numReportID | Numeric | Report ID is the unique indicator for the record. |
|  | strReportCode | 20 bytes, 3 character report code + CCYYMMDD | Outlier report code that corresponds to the specific report and date. (ACO, ACW, AHT, CAN, DFQ, IDE, IEE, INF, ISG, ISQ, NIT, OPN, OSC, RME, SLG, SPI, TR2, TRN) |
|  | strFormType | 20 bytes, Alpha | Indirect |
|  | strSource | 60 bytes, Alpha/Numeric | Report Name  OMR: ACW,  OMR: AHT,  OMR: Cancelled Calls,  OMR: CCO Security and Privacy Incident Coaching,  OMR: Default Qualifiers,  OMR: FFM T2 Transfers,  OMR: Inappropriate ACO Escalation,  OMR: Inappropriate DME Escalation,  OMR: Inappropriate EE/MM Escalation,  OMR: Inappropriate NGD Feedback,  OMR: ISG Consults,  OMR: NGD Inappropriate Transfer,  OMR: Open Calls,  OMR: Returned MAC Escalation,  OMR: Scripts Logged,  OMR: Short Calls – Inbound,  OMR: Short Calls – Outbound,  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 CSR |
|  | strCSRSite | 60 bytes. Alpha | Name of the CSRs 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 |

## The following chart defines the Outlier Management Report Data File Elements and layout format for the eCoaching Log OMR LCS (Low Customer Satifaciton – Low CSAT) data file.

| **Element #** | **Field Name** | **Max Length / Field Format** | **Description** |
| --- | --- | --- | --- |
|  | numReportID | Numeric | Report ID is the unique indicator for the record. |
|  | strReportCode | 20 bytes, 3 character report code + CCYYMMDD | Outlier report code that corresponds to the specific report and date. (LCS) |
|  | strFormType | 20 bytes, Alpha | Indirect |
|  | strSource | 60 bytes, Alpha/Numeric | Report Name  OMR: Low CSAT |
|  | 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 | 20 bytes. Alpha/Numeric | Employee ID of the CSR |
|  | strCSRSite | 60 bytes. Alpha | Name of the CSRs 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 |
|  | ManagerID | 20 bytes, Alpha/Numeric | Identifies the employee ID of the manager who will be conducting the research |

## The following chart defines the Outlier Management Report Data File Elements and layout format for the eCoaching Log OMR IAE (Inappropriate ARC Escalation), IAEF (Inappropriate ARC Escalation FFM), IAT (Inappropriate ARC Transfer) data file.

| **Element #** | **Field Name** | **Max Length / Field Format** | **Description** |
| --- | --- | --- | --- |
|  | numReportID | Numeric | Report ID is the unique indicator for the record. |
|  | strReportCode | 20 bytes, 3 character report code + CCYYMMDD | Outlier report code that corresponds to the specific report and date. (IAE, IAEF, IAT) |
|  | strFormType | 20 bytes, Alpha | Indirect |
|  | strSource | 60 bytes, Alpha/Numeric | Report Name  OMR: Inappropriate ARC Escalation  OMR: Inappropriate ARC Escalation FFM  OMR: Inappropriate ARC Transfer |
|  | strFormStatus | 30 bytes, Alpha | Status of the evaluation (Pending Supervisor 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. |
|  | EmpID | 20 bytes, Alpha/Numeric | Employee ID of the CSR |
|  | strCSRSite | 60 bytes. Alpha | Name of the CSRs 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 |
|  | CD1 | 40 bytes, Alpha/Numeric | Contractor Defined 1 field |
|  | CD2 | 40 bytes, Alpha/Numeric | Contractor Defined 2 field |

## The following chart defines the Outlier Management Report Data File Elements and layout format for the eCoaching Log OMR BRL (Exceed break length), BRN (Exceed number of breaks), IDD (Incentives Data Discrepancy), MSR (Monthly Scorecard Review), MSRS (Monthly Scorecard Review – Supervisor), PBH (Potential Hardship), WCP (Written Correspondence Project), WLB (Wellbeing Breaks) data file. Note, the status of evaluations is dependant upon the module the log will be created in and the module is determined by the job code of the employee.

| **Element #** | **Field Name** | **Max Length / Field Format** | **Description** |
| --- | --- | --- | --- |
|  | numReportID | Numeric | Report ID is the unique indicator for the record. |
|  | strReportCode | 20 bytes, 3 character report code + CCYYMMDD | Outlier report code that corresponds to the specific report and date.  (BRL, BRN, IDD, MSR, MSRS, PBH, WCP, WLB) |
|  | strFormType | 20 bytes, Alpha | Indirect |
|  | strSource | 60 bytes, Alpha/Numeric | BRL – Exceed break length  BRN – Exceed number of breaks  IDD – Internal PRM-O (Incentives Team)  MSR – Performance Scorecard  MSRS – Performance Scorecard  PBH – OMR: Potential Hardship  WCP -- Internal CCO Reporting  WLB --Internal CCO Reporting |
|  | strFormStatus | 30 bytes, Alpha | Status of the evaluation  BRL  – Pending Supervisor Review/Pending Manager Review/Pending Quality Lead Review  BRN  – Pending Supervisor Review/Pending Manager Review/Pending Quality Lead Review  IDD – Pending Employee Review  MSR – Pending Acknowledgement  MSRS – Pending Acknowledgement  PBH – Pending Supervirosr Review  WCP - Pending Supervisor Review  WLB - Pending Supervisor 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.  WCP- The date the file is loaded and eCLs are sent out. 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.  WCP-- CMS WC Leadership  WLB-- CCO Analytics |
|  | strSubmitterEmail | 50 bytes, Alpha/Numeric | eMail address of the submitter.  WCP-- CMS WC [Leadership@maximus.com](mailto:Leadership@maximus.com)  WLB-- [CCO\_Reports@Maximus.com](mailto:CCO_Reports@Maximus.com) |
|  | EmpID/strCSR | 20 bytes, Alpha/Numeric | Employee ID of the recipient |
|  | strCSRSite | 60 bytes. Alpha | Name of the recipient’s site. |
|  | strCoachReason\_Current\_Coaching\_Initiatives | 20 bytes, Alpha | BRL – Research Required  BRN – Research Required  IDD – Reinforcement  MSR – Reinforcement  MSRS – Reinforcement  PBH – Opportunity  WCP – Opportunity  WLB- NA (left blank) |
|  | txtDescription | 3000 bytes, Alpha/Numeric | Details for the reason for the Coaching  WCP - UCID will be included in static text |
|  | strProgram | 20 bytes, Alpha/Numeric | Identifies whether the coaching record is for Medicare, Marketplace, or NA |

## The following chart defines the Outlier Management Report Data File Elements and layout format for the eCoaching Log OMR ISQ (OMR: Short Calls Inbound) data file.

| **Element #** | **Field Name** | **Max Length / Field Format** | **Description** |
| --- | --- | --- | --- |
|  | numReportID | Numeric | Report ID is the unique indicator for the record. |
|  | strReportCode | 20 bytes, 3 character report code + CCYYMMDD | Outlier report code that corresponds to the specific report and date.  (ISQ) |
|  | strFormType | 20 bytes, Alpha | Indirect |
|  | strSource | 60 bytes, Alpha/Numeric | OMR: Short Calls - Inbound |
|  | strFormStatus | 30 bytes, Alpha | Status of the evaluation:  Pending Supervisor 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 (CCO Analytics). |
|  | strSubmitterEmail | 50 bytes, Alpha/Numeric | eMail address of the submitter. |
|  | strCSR | 20 bytes, Alpha/Numeric | Employee ID of the recipient |
|  | VerintID | 40 bytes,  Numeric | Unique ID assigned to each call recording in the Verint system |
|  | strCSRSite | 60 bytes. Alpha | Name of the recipient’s site. |
|  | strCoachReason\_Current\_Coaching\_Initiatives | 20 bytes, Alpha | Opportunity |
|  | 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, Marketplace, or NA |

## The following chart defines the Outlier Management Report Data File Elements and layout format for the eCoaching Log OMR AUD (Speech Analytics Audio Issues) and the OMR:NGD System Log In (NGD System Login Issues that occurs before/after CSRs shift.) data file.

| **Element #** | **Field Name** | **Max Length / Field Format** | **Description** |
| --- | --- | --- | --- |
|  | numReportID | Numeric | Report ID is the number sequence for each row in the record, ie 1, 2, 3, 4 etc. |
|  | strReportCode | 20 bytes, 3 character report code + CCYYMMDD | Outlier report code that corresponds to the specific report and date.  (AUD or NGDS) |
|  | strFormType | 20 bytes, Alpha | Indirect |
|  | strSource | 60 bytes, Alpha/Numeric | Internal CCO Reporting |
|  | strFormStatus | 30 bytes, Alpha | Status of the evaluation.  Pending Supervisor Review |
|  | EventDate | 10 bytes, MM/DD/CCYY 0000 (Date/Time) | The date and time when the incident occurred.e CSR’s sentuator IDcard as an opportunity or reinforcement |
|  | SubmittedDate | 10 bytes, MM/DD/CCYY 0000 (Date/Time) | The date and time 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.  CCO Analytics |
|  | strSubmitterEmail | 50 bytes, Alpha/Numeric | eMail address of the submitter.  CCO\_Reports@Maximus.com |
|  | EmpID/strCSR | 20 bytes, Alpha/Numeric | Employee ID of the CSR. |
|  | strCSRSite | 60 bytes. Alpha | Name of the CSR’s site. |
|  | strCoachReason\_Current\_Coaching\_Initiatives | 20 bytes, Alpha | AUD-NA (This field will be left blank and the logs will not be either opportunity or reinforcement).  NGDS-Opportunity |
|  | txtDescription | 3000 bytes, Alpha/Numeric | Details for the reason for the Coaching  AUD-The count of calls taken on a specific date will be included in the text.  NGDS- The count of instances on a specific date with the total time in a hour:minute:second format will be included in the text |
|  | strProgram | 20 bytes, Alpha/Numeric | Identifies whether the coaching record is for Medicare or Marketplace. |
|  | VerintIds | 600 bytes, Numeric | AUD-Identifies the ID of the Verint calls for the Supervisor to conduct the research on the Speech Analytics Audio Issues. |