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**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 |
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# eCoaching Log Outlier Management Report Data Files Requirements

1. **The eCoaching Log OMR Data File will contain active evaluations only.**

# eCoaching Log OMR Data File

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

eCL\_Outlier Feed\_<ReportCode><YYYYMMDD>.csv

<ReportCode> represents the three character value from strReportCode

<YYYYMMDD> represents the Year, Month and Day

And be found in the following locaton:

\\vrivscors01\BCC Scorecards\Coaching\Outliers

The data records should only be present in the file if they are new. If there are no new records, the file should be empty or not exist.

| **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, SLG, NIT, OPN, OSC, RME, SPI, TRN, TR2) |
|  | 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 DME Escalation,  OMR: Inappropriate EE/MM Escalation,  OMR: Inappropriate NGD Feedback,  OMR: ISG Consults,  OMR: Short Calls – Inbound,  OMR: Scripts Logged,  OMR: NGD Inappropriate Transfer,  OMR: Open Calls,  OMR: Returned MAC Escalation,  OMR: Short Calls – Outbound,  OMR: CCO Security and Privacy Incident Coaching,  OMR: Transfers,  OMR: FFM T2 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 | 20 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 |

Sample Outlier Feed:  




## 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. The file will have the following naming convention:

eCL\_Outlier Feed\_<ReportCode><YYYYMMDD>.csv

<ReportCode> represents the three character value from strReportCode

<YYYYMMDD> represents the Year, Month and Day

And be found in the following locaton:

\\vrivscors01\BCC Scorecards\Coaching\Outliers

The data records should only be present in the file if they are new. If there are no new records, the file should be empty or not exist

Note: For Low CSAT data feed, txtDescription will contain Verint identifier. This value should be appended to the text “The call associated with this Low CSAT is Verint ID:” prior to saving in the database.

| **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 | 30 bytes. Alpha/Numeric | Employee ID of the CSR |
|  | strCSRSite | 20 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 | 6 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), IAT (Inappropriate ARC Transfer) data file.

The data records should only be present in the file if they are new. If there are no new records, the file should be empty or not exist

Note: txtDescription will contain Verint identifier. This value should be appended to one of the following text based on report code:

|  |  |
| --- | --- |
| **OMR Report Code** | **Preceding Sentence** |
| IAE | “You are receiving this eCL because the ARC received an Inappropriate Escalation for this CSR. Please review the Verint Call, NGD call record and coach as appropriate.” |
| IAT | “You are receiving this eCL because the ARC received an Inappropriate Transfer from this CSR. Please review the Verint Call, NGD call record and coach as appropriate.” |

This should be followed by values in CD1 and CD2 prior to saving in the database. Each field separated by a carriage return.

| **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, IAT) |
|  | strFormType | 20 bytes, Alpha | Indirect |
|  | strSource | 60 bytes, Alpha/Numeric | Report Name  OMR: Inappropriate ARC Escalation  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. |
|  | strCSR | 30 bytes. Alpha/Numeric | Employee ID of the CSR |
|  | strCSRSite | 20 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 |