\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_



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

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Prepared by: Brian Coughlin Date: 01/21/2014

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 |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

# 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 (<YYYYMMDD> represents the Year, Month and Day)

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 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, 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 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,  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  EmpID | 30 bytes. Alpha/Numeric | LAN ID of the CSR  Employee ID of the CSR (for Low CSAT/LSC feed only) |
|  | 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 (for Low CSAT/LSC feed only). |

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.

Sample Outlier Feed:  


