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http://cwe.ic.ncs.com/sites/CommunicationsGateway/VangentResourceCenter/Tools%20and%20Resources%20Document%20Library/Logos/VangentLogo_2-color_FOR_WORD.emf

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

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Department, Location: CCO 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 |
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# eCoaching Log Scorecard Data Files Requirements

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

# eCoaching Log Scorecard Data File

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

eCL\_Outlier Feed\_(ReportCode)YYYYMMDD.csv (<YYYYMMDD> represents the Year, Month and Day)

Scorecard records should only be present in the file if they are new or there is a change in the scorecard’s information.   If there are no new or changed records, the file should be empty.

| **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: BCC 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 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 |