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



**Title:** Quality Reports **eCoaching Log File Layout**

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

Prepared by: R&T Date: 06/01/2016

Department, Location: R&T – Oakdale

Approved by: Date:

**Change History Log**

| **Date** | **Change Description** | **Author** |
| --- | --- | --- |
| 06/01/2016 | Initial | Doug Stearns |
| 07/12/2016 | TFS3179 – eCL Kudos Data Feed and TFS3183 – eCL High Five CSAT  Added sections 1.2 and 1.3 | Doug Stearns |
| 07/26/2016 | TFS3179 – eCL Kudos Data Feed | Doug Stearns |
| 08/01/2016 | TFS3179 – eCL Kudos Data Feed  Correction for source | Doug Stearns |
| 08/12/2016 | TFS3179 – eCL Kudos Data Feed  Updated 1.3 #14 to reflect that will now be receiving text in KUD file | Doug Stearns |
| 01/06/2017 | TFS5149 – eCL Requirements Document Cleanup  Updated lengh of SubmitterID to 10 bytes | Doug Stearns |
| 01/31/2017 | TFS5309 – New feed from Quality  Updated the following  1.1 3 - changed size of EmpID from 6 to 10  1.3 2 - added NPN report code  1.3 11 - changed size of strCSR from 30 to 10 | Doug Stearns |
| 02/01/2017 | TFS5309 – New feed from Quality  Updated the following from developer feedback  1.3 5 – added reference to NPN status  1.3 13 – added reference to NPN reason value | Doug Stearns |
| 02/08/2017 | TFS5309 – New feed from Quality  Corrected the following from developer feedback  1.3 13 – added reference to NPN reason value of Opportunity | Doug Stearns |
| 02/22/2017 | TFS5653 – eCL NPN logs from existing coaching logs  Removed NPN references from the following  1.3 2; 1.3 5; 1.3 13 | Doug Stearns |
| 11/26/2018 | TFS12591 – eCL Quality Overturned Appeals Updated the following  1.3x for OTA | Doug Stearns |
| 08/13/2019 | TFS 15063 Quality Now Rewards and Recognition (Bingo) | Brian Coughlin |

# eCoaching Log Quality Reporting Data File Requirements

## The following chart defines the Quality Report Data File Elements and layout format for the eCoaching Log Quality Report data file for Coach the Coach.

| **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 | Quality report code that corresponds to the specific report and date.  (CTC – Coach the Coach) |
|  | EmpID | 10 bytes. Alpha/Numeric | Employee ID of the Supervisor |
|  | Problem: Please Describe the Success or Opportunity | Variable number of bytes, Alpha/Numeric | Text to be concatenated into description |
|  | Behavior: Please Describe the Success or Opportunity | Variable number of bytes, Alpha/Numeric | Text to be concatenated into description |
|  | Result: Please Describe the Success or Opportunity | Variable number of bytes, Alpha/Numeric | Text to be concatenated into description |
|  | Follow Up: Please Describe the Success or Opportunity | Variable number of bytes, Alpha/Numeric | Text to be concatenated into description |
|  | SubmitterID | 10 bytes. Alpha/Numeric | Employee ID of the submitter |
|  | 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 |

## The following chart defines the Quality Report Data File Elements and layout format for the eCoaching Log Quality Report data file for High Five CSAT.

| **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 | Quality report code that corresponds to the specific report and date.  (HFC – High Five CSAT) |
|  | strFormType | 20 bytes, Alpha | Type of form (Indirect) |
|  | strSource | 60 bytes, Alpha/Numeric | Source of data (Internal CCO Reporting) |
|  | strFormStatus | 30 bytes, Alpha | Status of the evaluation (Pending Acknowledgement) |
|  | 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 | Reason/Sub-reason value (Reinforcement) |
|  | 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 Quality Report Data File Elements and layout format for the eCoaching Log Quality Report data file for Kudos and Overturned Appeals.

| **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 | Quality report code that corresponds to the specific report and date.  (KUD – Kudos,  OTA – Overturned Appeals) |
|  | strFormType | 20 bytes, Alpha | Type of form (Indirect) |
|  | strSource | 60 bytes, Alpha/Numeric | Source of data  (KUD – Internal CCO Reporting,  OTA – Quality Alignment) |
|  | strFormStatus | 30 bytes, Alpha | Status of the evaluation  (KUD = Pending Acknowledgement,  OTA = Pending Quality Lead 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 | 10 bytes. Alpha/Numeric | Employee ID of the CSR |
|  | strCSRSite | 20 bytes. Alpha | Name of the CSRs site. |
|  | strCoachReason\_ Current\_Coaching\_Initiatives | 20 bytes, Alpha | KUD = Reinforcement  OTA = Opportunity |
|  | txtDescription | 3000 bytes, Alpha/Numeric | Text to be included in description |
|  | strProgram | 20 bytes, Alpha/Numeric | Identifies whether the coaching record is for Medicare or Marketplace |

## The following chart defines the Bingo Quality Now Data File Elements and layout format for the eCoaching Log data file. Each element will be comma delimited and may contain embedded carriage returns/line feeds. File will contain column headings.

| **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 | QN report code that corresponds to the specific report and date.  (BQN) |
|  | strFormType | 20 bytes, Alpha | Indirect |
|  | strSource | 60 bytes, Alpha/Numeric | Internal CCO Reporting |
|  | strFormStatus | 30 bytes, Alpha | Status of the evaluation  Pending Acknowledgement |
|  | 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 (CCOAnalytics@maximus.com) |
|  | EmpID/strCSR | 20 bytes, Alpha/Numeric | Employee ID of the recipient |
|  | strCSRSite | 30 bytes. Alpha | Name of the recipient’s site. |
|  | strCoachReason\_Current\_Coaching\_Initiatives | 20 bytes, Alpha | Reinforcement |
|  | txtDescription | 3000 bytes, Alpha/Numeric | Based on the Achievement and Achievement Level, the proper text is written into this row. The text is defined in the table below. |
|  | strProgram | 20 bytes, Alpha/Numeric | Identifies whether the coaching record is for Medicare, Marketplace, or NA |
|  | txtCompetency | 30 bytes, Alpha | Achievement  Nimble Navigator, Smooth Operator, Active Listener, Compassionate Communicator, Process Pro, Accurate Arrow, Privacy Protector |
|  | txtNote | 30 bytes, Alpha | Achievement Level Maintains/Improves/Improves Beyond Effective |

| **Achievement** | **Back End Determination Criteria (Monthly)** | **CSR Visibility Language – MAINTAINS** | **CSR Visibility Language – IMPROVES** | **CSR Visibility Language – IMPROVES Beyond Effective** |
| --- | --- | --- | --- | --- |
| **Nimble Navigator** | Issue Resolution Mastery Level \*CSR MAINTAINS Effective, Advanced, or Expert masteryorCSR IMPROVES to Emerging mastery or above following a Novice evaluation in same competencyorCSR IMPROVES beyond Effective mastery to Advanced or Expert | *The CCO has noticed your ability to utilize resources, including scripting and NGD, to relay information that helps your callers effectively resolve their issues. Thank you for your dedication to providing an excellent customer experience for every caller, every time, and congratulations on earning the “Nimble Navigator” achievement toward the completion of your QN BINGO card!* | *The CCO would like to acknowledge your recent improvement in utilizing resources, including scripting and NGD, to relay information that helps your callers effectively resolve their issues. We appreciate your efforts to improve your skills and look forward to your continued success in this area. Congratulations on earning the “Nimble Navigator” achievement toward the completion of your QN BINGO card!* | *When it comes to NGD and system navigation, you really know your way around! You’ve developed a remarkable ability to address complex caller issues with speed, accuracy, and a commitment to providing a seamless customer experience. Congratulations on earning yet another “Nimble Navigator” award toward the completion of your QN BINGO Card!* |
| **Smooth Operator** | Call Efficiency Mastery Level \*CSR MAINTAINS Effective, Advanced, or Expert masteryorCSR IMPROVES to Emerging mastery or above following a Novice evaluation in same competencyorCSR IMPROVES beyond Effective mastery to Advanced or Expert | *The CCO has noticed your smooth style and classy call handling skills, and we’d like to thank you for efficiently gliding through your calls while providing customers peace of mind. You’re ensuring an excellent customer experience for every caller, every time. Congratulations on earning the “Smooth Operator” achievement toward the completion of your QN BINGO card!* | *The CCO would like to acknowledge your recent improvement in call control and handling caller issues effectively. You have demonstrated the ability to control the direction of a call and conversation with aplomb, setting up non-interaction time and managing holds. We appreciate your efforts to improve your skills and look forward to your continued success in this area. Congratulations on earning the “Smooth Operator” achievement toward the completion of your QN BINGO card!* | *You’re at it again with the smooth and efficient call handling techniques! Thanks for showing commitment to controlling your calls with natural, professional conversation, all while keeping your callers engaged and informed about the relevant issues impacting them. Congratulations on earning the QN BINGO “Smooth Operator” achievement once more!* |
| **Active Listener** | Active Listening Mastery Level \*CSR MAINTAINS Effective, Advanced, or Expert masteryorCSR IMPROVES to Emerging mastery or above following a Novice evaluation in same competencyorCSR IMPROVES beyond Effective mastery to Advanced or Expert | *The CCO has noticed you listening attentively to your callers and asking appropriate probing questions to help resolve their inquiries. Active listening is a key component in providing an excellent customer experience for every caller, every time. Thank you for listening and allowing our callers to express themselves. Congratulations on earning the “Active Listener” achievement toward the completion of your QN BINGO card!* | *The CCO would like to acknowledge your recent improvements in active listening, using probing questions, and engaging collaboratively with callers. We appreciate your efforts to improve your skills and look forward to your continued success in this area. Congratulations on earning the “Active Listener” achievement toward the completion of your QN BINGO card!* | *Your patience and ability to engage your callers really shines. Thanks for consistently being a kind and caring listener and getting to the heart of your callers’ issues. Congratulations on earning yet another “Active Listener” achievement toward the completion of your QN BINGO card!* |
| **Compassionate Communicator** | Personality Flexing Mastery Level\*CSR MAINTAINS Effective, Advanced, or Expert masteryor CSR IMPROVES to Emerging mastery or above following a Novice evaluation in same competency orCSR IMPROVES beyond Effective mastery to Advanced or Expert | *The CCO has taken notice of your communication style. Thank you for being empathetic and acknowledging callers’ frustrations when it matters most. The courtesy and respect you provide is an essential element of the exceptional customer experience we strive to provide. Congratulations on earning the “Compassionate Communicator” achievement toward the completion of your QN BINGO card!* | *The CCO would like to acknowledge your recent improvements in empathizing, acknowledging, and demonstrating courtesy. We appreciate your efforts to improve your skills and look forward to your continued success in this area. Congratulations on earning the “Compassionate Communicator” achievement toward the completion of your QN BINGO card!* | *In customer service, communication is key – and we’re proud of the skills you’ve been developing. Tailoring your approach to callers’ unique needs and personalities can be a challenge, but your positive attitude and empathetic understanding helps to develop meaningful, human interactions every day. Congratulations on earning yet another “Compassionate Communicator” achievement toward the completion of your QN BINGO card!* |
| **Process Pro** | Business Process \*CSR is compliant with competency requirements | *Opening calls. Checking messages. Logging scripts and qualifiers. Reading attestations. Documenting your call activity can be challenging, but you have taken care to manage these tasks with ease, all while maintaining focus on your customer interactions. Congratulations on earning the “Process Pro” achievement toward the completion of your QN BINGO card!* | *Way to go! The CCO has taken notice of your recent improvement in following business processes, and we want you to know your efforts are appreciated! Keep on opening calls, checking messages, reading attestations, and logging those scripts and qualifiers! You’ve earned the “Process Pro” achievement toward the completion of your QN BINGO card!* |  |
| **Accurate Arrow** | Information Accuracy\*CSR is compliant with competency requirements | *The CCO would like to acknowledge your commitment to serving callers with integrity, providing the right information at the right times. Our callers rely on you to provide the best possible solutions for their specific needs, and you keep delivering with expertise and attention to detail. Thanks for staying sharp – and congratulations on earning the “Accurate Arrow” achievement toward the completion of your QN BINGO card!* | Wow! The CCO has taken notice of your recent improvement in providing our callers with accurate information. Our callers depend on you as a reliable and trustworthy source, and you’ve really shown your commitment to getting it right! Thank you for your efforts, and congratulations on earning the “Accurate Arrow” achievement toward the completion of your QN BINGO card! |  |