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

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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 |
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# 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 | 6 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 | 6 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 (Quality) |
|  | 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.

| **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) |
|  | strFormType | 20 bytes, Alpha | Type of form (Indirect) |
|  | strSource | 60 bytes, Alpha/Numeric | Source of data (Quality) |
|  | 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 | Employee ID of the CSR |
|  | strCSRSite | 20 bytes. Alpha | Name of the CSRs site. |
|  | strCoachReason\_ Current\_Coaching\_Initiatives | 20 bytes, Alpha | Reinforcement |
|  | txtDescription | 3000 bytes, Alpha/Numeric | No entry – will be blank |
|  | strProgram | 20 bytes, Alpha/Numeric | Identifies whether the coaching record is for Medicare or Marketplace |