***Contact Center Operations***

eCoaching Log Web Application

Implementation Run Book

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| Description | TFS124 (P14676) – Historical Dashboard Export to Excel;  TFS130 (P14881) – Authenticate only on page non post back;  TFS136 (P14893) – Round 2 Performance improvements for Historical Dashboard;  TFS144 (P14916) – Additional HR access; |

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##### Revision History

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| --- | --- | --- |
| Date | Change Description | Author |
| 7/24/2015 | Initial Revision | Lili Huang |

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| Overview |

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| Purpose: | The purpose of this run book is to provide a documented process and instruction on how authorized CCO Engineers should implement GDIT-developed changes for eCoaching Log Web Application per TFS 124, 130, 136, and 144. |
| Change Summary: | Initial Version. |
| Dependencies: | None |
| Affected Server(s): | PROD SERVER: f3420-mwbp11.vangent.local |
| Security Impact: | None |
| Access Level Needed: | Implementer needs:   * TFS access |

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| Implementation Steps |

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| Purpose/Scope: | This process describes the steps taken to implement changes to eCoaching Log Web Application in the production environment for TFS 124, 130, 136, and 144. |
| Responsibility: |  |
| References / forms/ documents: |  |
| Preconditions: | None |
| Procedure: |  |
| Step 1: | Get the following file from TFS :  $/eCoaching\_V2/UI Code/eCoaching.zip (Changeset:32577) |
| Step 2: | **For Production implementation only:**  RDC to Production server: f3420-mwbp11.vangent.local;  Backup folder D:\inetpub\wwwroot\coach;  Unzip the file from Step 1 to folder D:\inetpub\wwwroot\coach. |
| Step 3: | **For Production implementation only:**  Go to the IIS application server and filter access to prevent any user access except for tester’s (Doug) IP address;  Notify tester to test. |
| Step 4: | **For Production implementation only:**  Once tester has given approval, go to the IIS application server and update filter to allow all user access.  Notify program. |
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| Post-conditions: | None |
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| Important Notes |

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| Purpose/Scope: | This section lists any other items of note for the implementation. |
| Note 1: |  |
| Note 2: |  |
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