**CCO\_eCoaching\_V2\_DB\_Change\_Implementations**

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| Last Revision | Last Review | Description |
| 07/10/2014 |  | Initial Draft |

Revision Chart

| Version | Primary Author(s) | Description of Version | Date Completed |
| --- | --- | --- | --- |
| 1.0 | Susmitha Palacherla | SCR 12978 – Create SP [EC].[sp\_Check\_AppRole] | 06/26/2014 |
| 2.0 | Susmitha Palacherla | SCR 12897 – Additional Sources [EC].[DIM\_Source] Table | 06/26/2014 |
| 3.0 | Susmitha Palacherla | SCR 12963 – Fix Loaded count value in Quality file list table | 07/03/2014 |
| 4.0 | Susmitha Palacherla | SCR 13071 – Create Indexes and Stats for performance tuning | 07/07/2014 |
| 5.0 | Susmitha Palacherla | SCR 12982 – Update Employee Hierarchy Load process | 07/10/2014 |

Contents

[1.0 Implementation SCR 12978 – Create SP [EC].[sp\_Check\_AppRole] 1](#_Toc392763709)

[2.0 Implementation SCR 12897 – Additional Sources in [EC].[DIM\_Source] Table 2](#_Toc392763710)

[3.0 Implementation SCR 12963 – Fix Loaded count value in Quality file list table 2](#_Toc392763711)

[4.0 Implementation SCR 13071 – Create Indexes and Stats on 6](#_Toc392763712)

[5.0 Implementation SCR 12982 – Update Employee Hierarchy Load process 8](#_Toc392763713)

# Implementation SCR 12978 – Create SP [EC].[sp\_Check\_AppRole]

Date: 06/26/2014

Implementer: Jourdain Augustin

Description: Installs Stored procedure [EC].[sp\_Check\_AppRole]

Target Environment: eCoaching Database on VDENSSDBP07\SCORP01 Instance

Installation procedure: Run below sql in SQL Environment noted above.

--<Begin Implementation 1>

IF EXISTS (

SELECT \*

FROM INFORMATION\_SCHEMA.ROUTINES

WHERE SPECIFIC\_SCHEMA = N'EC'

AND SPECIFIC\_NAME = N'sp\_Check\_AppRole'

)

DROP PROCEDURE [EC].[sp\_Check\_AppRole]

GO

SET ANSI\_NULLS ON

GO

SET QUOTED\_IDENTIFIER ON

GO

-- ====================================================================

-- Author: Susmitha Palacherla

-- Create Date: 09/21/2012

-- Description: This procedure returns whether the User is an admin or not.

-- Last Update: 09/18/2013

-- Last Modified By: Susmitha Palacherla

-- Updated per SCR 10617 to return 'N' for all Inactive users.

-- =====================================================================

CREATE PROCEDURE [EC].[sp\_Check\_AppRole]

(

@nvcLANID Nvarchar(30)

)

AS

BEGIN

DECLARE

@nvcSQL nvarchar(max)

SET @nvcSQL = 'SELECT [ISADMIN]=

CASE WHEN End\_Date = ''99991231'' THEN [ISADMIN]

ELSE ''N''

END

FROM [EC].[Historical\_Dashboard\_ACL]

WHERE [User\_LanID] = '''+@nvcLANID+''''

EXEC (@nvcSQL)

END

GO

--</End Implementation 1>

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# Implementation SCR 12897 – Additional Sources in [EC].[DIM\_Source] Table

Date: 06/26/2014

Implementer: Jourdain Augustin

Description: Adds/Updates Sources in [EC].[DIM\_Source] Table

Target Environment: eCoaching Database on VDENSSDBP07\SCORP01 Instance

Installation procedure: Run below sql in SQL Environment noted above.

--<Begin Implementation 2>

Update [EC].[DIM\_Source]

set [SubCoachingSource]='CMS Reported Item'

where [SourceID] in (106, 206)

GO

INSERT INTO [EC].[DIM\_Source]

([SourceID]

,[CoachingSource]

,[SubCoachingSource])

VALUES

(118, 'Direct', 'Internal CCO Reporting'),

(218, 'Indirect','Internal CCO Reporting')

GO

--</End Implementation 2>

# Implementation SCR 12963 – Fix Loaded count value in Quality file list table

Date: 07/07/2014

Implementer: Lex Mishra

Description: Correctly populates loaded count value in Quality file list table

Target Environment: eCoaching Database on VDENSSDBP07\SCORP01 Instance

Installation procedure: Run below sql in SQL Environment noted above.

Summary

1. Stage updated IQS\_Coaching.dtsx Package
2. Install Updated stored procedure [EC].[sp\_InsertInto\_Coaching\_Log\_Quality]

Details

1. Stage updated IQS\_Coaching.dtsx Package

Download ssis package IQS\_Coaching.dtsx (VM version 1.1) from \cms\eCoaching\_V2\ETL\

In version manager and copy to [\\vdenssdbp07\scorecard-ssis\Coaching](file:///\\vdenssdbp07\scorecard-ssis\Coaching)

Overwriting existing package

1. Install Updated stored procedure [EC].[sp\_InsertInto\_Coaching\_Log\_Quality]by running below code in ssms in a window pointing to eCoaching database on vdenssdbp07\scorp01.

--<Begin Step 2>

IF EXISTS (

SELECT \*

FROM INFORMATION\_SCHEMA.ROUTINES

WHERE SPECIFIC\_SCHEMA = N'EC'

AND SPECIFIC\_NAME = N'sp\_InsertInto\_Coaching\_Log\_Quality'

)

DROP PROCEDURE [EC].[sp\_InsertInto\_Coaching\_Log\_Quality]

GO

SET ANSI\_NULLS ON

GO

SET QUOTED\_IDENTIFIER ON

GO

-- ====================================================================

-- Author: Susmitha Palacherla

-- Create Date: 02/23/2014

-- Description: This procedure inserts the Quality scorecards into the Coaching\_Log table.

-- The main attributes of the eCL are written to the Coaching\_Log table.

-- The Coaching Reasons are written to the Coaching\_Reasons Table.

-- Modified Date: Per SCR 12963. Added Output parameter @Count to get the @@ROWCOUNT on insert for

-- populating in File List table.

-- =====================================================================

CREATE PROCEDURE [EC].[sp\_InsertInto\_Coaching\_Log\_Quality]

@Count INT OUTPUT

AS

BEGIN

SET TRANSACTION ISOLATION LEVEL REPEATABLE READ

BEGIN TRANSACTION

BEGIN TRY

DECLARE @maxnumID INT

-- Fetches the maximum CoachingID before the insert.

SET @maxnumID = (SELECT IsNUll(MAX([CoachingID]), 0) FROM [EC].[Coaching\_Log])

-- Inserts records from the Quality\_Coaching\_Stage table to the Coaching\_Log Table

INSERT INTO [EC].[Coaching\_Log]

([FormName]

,[ProgramName]

,[SourceID]

,[StatusID]

,[SiteID]

,[CSR]

,[CSRID]

,[SubmitterID]

,[EventDate]

,[isAvokeID]

,[isNGDActivityID]

,[isUCID]

,[isVerintID]

,[VerintID]

,[VerintEvalID]

,[Description]

,[SubmittedDate]

,[StartDate]

,[isCSE]

,[isCSRAcknowledged]

)

SELECT DISTINCT

lower(csr.Emp\_LanID) [FormName],

CASE qs.Program

WHEN NULL THEN csr.Emp\_Program

WHEN '' THEN csr.Emp\_Program

ELSE qs.Program END [ProgramName],

211 [SourceID],

[EC].[fn\_strStatusIDFromIQSEvalID](qs.CSE, qs.Oppor\_Rein )[StatusID],

[EC].[fn\_intSiteIDFromEmpID](LTRIM(qs.User\_EMPID))[SiteID],

lower(csr.Emp\_LanID) [CSR],

qs.User\_EMPID [CSRID],

qs.Evaluator\_ID [SubmitterID],

qs.Call\_Date [EventDate],

0 [isAvokeID],

0 [isNGDActivityID],

0 [isUCID],

1 [isVerintID],

qs.Journal\_ID [VerintID],

qs.Eval\_ID [VerintEvalID],

EC.fn\_nvcHtmlEncode(qs.Summary\_CallerIssues)[Description],

GetDate() [SubmittedDate],

qs.Eval\_Date [StartDate],

CASE WHEN qs.CSE = '' THEN 0

ELSE 1 END [isCSE],

0 [isCSRAcknowledged]

FROM [EC].[Quality\_Coaching\_Stage] qs

join EC.Employee\_Hierarchy csr on qs.User\_EMPID = csr.Emp\_ID

left outer join EC.Coaching\_Log cf on qs.[Eval\_ID] = cf.[VerintEvalID]

where cf.[VerintEvalID] is null

OPTION (MAXDOP 1)

SELECT @Count =@@ROWCOUNT

WAITFOR DELAY '00:00:00:05' -- Wait for 5 ms

UPDATE [EC].[Coaching\_Log]

SET [FormName] = 'eCL-'+[FormName] +'-'+ convert(varchar,CoachingID)

where [FormName] not like 'eCL%'

OPTION (MAXDOP 1)

WAITFOR DELAY '00:00:00:05' -- Wait for 5 ms

-- Inserts records into Coaching\_Log\_reason table for each record inserted into Coaching\_log table.

INSERT INTO [EC].[Coaching\_Log\_Reason]

([CoachingID]

,[CoachingReasonID]

,[SubCoachingReasonID]

,[Value])

SELECT cf.[CoachingID],

10,

42,

qs.[Oppor\_Rein]

FROM [EC].[Quality\_Coaching\_Stage] qs JOIN [EC].[Coaching\_Log] cf

ON qs.[Eval\_ID] = cf.[VerintEvalID] LEFT OUTER JOIN [EC].[Coaching\_Log\_Reason] cr

ON cf.[CoachingID] = cr.[CoachingID]

WHERE cr.[CoachingID] IS NULL

OPTION (MAXDOP 1)

COMMIT TRANSACTION

END TRY

BEGIN CATCH

IF @@TRANCOUNT > 0

ROLLBACK TRANSACTION

DECLARE @ErrorMessage NVARCHAR(4000)

DECLARE @ErrorSeverity INT

DECLARE @ErrorState INT

SELECT @ErrorMessage = ERROR\_MESSAGE(),

@ErrorSeverity = ERROR\_SEVERITY(),

@ErrorState = ERROR\_STATE()

RAISERROR (@ErrorMessage, -- Message text.

@ErrorSeverity, -- Severity.

@ErrorState -- State.

)

IF ERROR\_NUMBER() IS NULL

RETURN 1

ELSE IF ERROR\_NUMBER() <> 0

RETURN ERROR\_NUMBER()

ELSE

RETURN 1

END CATCH

END -- sp\_InsertInto\_Coaching\_Log\_Quality

GO

--</End Step 2>

This completes installation for SCR 12963.

# Implementation SCR 13071 – Create Indexes and Stats on

Date: 07/07/2014

Implementer: Lex Mishra

Description: Create Indexes and Stats on Coaching\_Log and employee\_Hierarchy

Target Environment: eCoaching Database on VDENSSDBP07\SCORP01 Instance

Installation procedure: Run below sql statements one at a time in SQL Environment noted above.

--Create Statistics

CREATE STATISTICS [\_dta\_stat\_2105058535\_4\_5\_8\_24] ON [EC].[Coaching\_Log]([SourceID], [StatusID], [CSRID], [SubmittedDate])

CREATE STATISTICS [\_dta\_stat\_69575286\_2\_1] ON [EC].[Employee\_Hierarchy]([Emp\_Name], [Emp\_ID])

CREATE STATISTICS [\_dta\_stat\_69575286\_1\_12\_2] ON [EC].[Employee\_Hierarchy]([Emp\_ID], [Sup\_LanID], [Emp\_Name])

CREATE STATISTICS [\_dta\_stat\_2105058535\_8\_5\_4] ON [EC].[Coaching\_Log]([CSRID], [StatusID], [SourceID])

CREATE STATISTICS [\_dta\_stat\_2105058535\_24\_8\_5\_4] ON [EC].[Coaching\_Log]([SubmittedDate], [CSRID], [StatusID], [SourceID])

CREATE STATISTICS [\_dta\_stat\_2105058535\_24\_4\_8] ON [EC].[Coaching\_Log]([SubmittedDate], [SourceID], [CSRID])

CREATE STATISTICS [\_dta\_stat\_69575286\_16\_1\_12\_2] ON [EC].[Employee\_Hierarchy]([Mgr\_Name], [Emp\_ID], [Sup\_LanID], [Emp\_Name])

CREATE STATISTICS [\_dta\_stat\_69575286\_2\_1\_12] ON [EC].[Employee\_Hierarchy]([Emp\_Name], [Emp\_ID], [Sup\_LanID])

CREATE STATISTICS [\_dta\_stat\_69575286\_1\_12] ON [EC].[Employee\_Hierarchy]([Emp\_ID], [Sup\_LanID])

CREATE STATISTICS [\_dta\_stat\_69575286\_2\_12] ON [EC].[Employee\_Hierarchy]([Emp\_Name], [Sup\_LanID])

CREATE STATISTICS [\_dta\_stat\_2105058535\_4\_2\_1\_5\_6\_8\_9] ON [EC].[Coaching\_Log]([SourceID], [FormName], [CoachingID], [StatusID], [SiteID], [CSRID], [SubmitterID])

CREATE STATISTICS [\_dta\_stat\_2105058535\_2\_8\_9\_1\_5\_6] ON [EC].[Coaching\_Log]([FormName], [CSRID], [SubmitterID], [CoachingID], [StatusID], [SiteID])

CREATE STATISTICS [\_dta\_stat\_2105058535\_8\_9] ON [EC].[Coaching\_Log]([CSRID], [SubmitterID])

CREATE STATISTICS [\_dta\_stat\_2105058535\_6\_2\_1\_5] ON [EC].[Coaching\_Log]([SiteID], [FormName], [CoachingID], [StatusID])

CREATE STATISTICS [\_dta\_stat\_2105058535\_1\_5\_6\_4\_8\_9] ON [EC].[Coaching\_Log]([CoachingID], [StatusID], [SiteID], [SourceID], [CSRID], [SubmitterID])

CREATE STATISTICS [\_dta\_stat\_2105058535\_2\_5] ON [EC].[Coaching\_Log]([FormName], [StatusID])

CREATE STATISTICS [\_dta\_stat\_2105058535\_2\_1\_5] ON [EC].[Coaching\_Log]([FormName], [CoachingID], [StatusID])

CREATE STATISTICS [\_dta\_stat\_2105058535\_5\_8\_24] ON [EC].[Coaching\_Log]([StatusID], [CSRID], [SubmittedDate])

CREATE STATISTICS [\_dta\_stat\_69575286\_1\_4] ON [EC].[Employee\_Hierarchy]([Emp\_ID], [Emp\_LanID])

--Create Indexes

CREATE NONCLUSTERED INDEX [\_dta\_index\_Coaching\_Log\_28\_2105058535\_\_K8\_K4\_K5\_K24\_2] ON [EC].[Coaching\_Log]

(

[CSRID] ASC,

[SourceID] ASC,

[StatusID] ASC,

[SubmittedDate] ASC

)

INCLUDE ( [FormName]) WITH (SORT\_IN\_TEMPDB = OFF, IGNORE\_DUP\_KEY = OFF, DROP\_EXISTING = OFF, ONLINE = OFF) ON [PRIMARY]

GO

CREATE NONCLUSTERED INDEX [\_dta\_index\_Employee\_Hierarchy\_28\_69575286\_\_K4\_K1\_2\_10\_16] ON [EC].[Employee\_Hierarchy]

(

[Sup\_LanID] ASC,

[Emp\_LanID] ASC,

[Emp\_ID] ASC

)

INCLUDE ( [Emp\_Name],

[Sup\_Name],

[Mgr\_Name]) WITH (SORT\_IN\_TEMPDB = OFF, IGNORE\_DUP\_KEY = OFF, DROP\_EXISTING = OFF, ONLINE = OFF) ON [PRIMARY]

GO

This completes installation for SCR 13071..

# Implementation SCR 12982 – Update Employee Hierarchy Load process

Date: 07/10/2014

Implementer: Lex Mishra

Description: Stages an updated Employee\_Hierarchy.dtsx package that runs the updates

For migrated users prior to attempting to run the updates to employee ID To Lan ID process.

Target Environment: eCoaching Database on VDENSSDBP07\SCORP01 Instance

Summary

1. Stage updated Employee\_Hierarchy.dtsx Package
2. Install Updated stored procedure [EC].[sp\_Update\_Migrated\_User\_Logs]

Details

1. Stage updated Employee\_Hierarchy.dtsx Package

Download ssis package Employee\_Hierarchy.dtsx (VM version 1.1) from \cms\eCoaching\_V2\ETL\

In version manager and copy to [\\vdenssdbp07\scorecard-ssis\Coaching](file:///\\vdenssdbp07\scorecard-ssis\Coaching)

Overwriting existing package

1. Install Updated stored procedure [EC].[sp\_Update\_Migrated\_User\_Logs] by running below code in ssms in a window pointing to eCoaching database on vdenssdbp07\scorp01.

--<Begin Step 2>

IF EXISTS (

SELECT \*

FROM INFORMATION\_SCHEMA.ROUTINES

WHERE SPECIFIC\_SCHEMA = N'EC'

AND SPECIFIC\_NAME = N'sp\_Update\_Migrated\_User\_Logs'

)

DROP PROCEDURE [EC].[sp\_Update\_Migrated\_User\_Logs]

GO

SET ANSI\_NULLS ON

GO

SET QUOTED\_IDENTIFIER ON

GO

-- =============================================

-- Author: Susmitha Palacherla

-- Create date: 04/05/2014

-- Description: Updates historical Coaching logs for Migrated users

-- Last Modified By: Susmitha Palacherela

-- Last Modified Date: 06/30/2014

-- Updated per SCR 12982 to remove update to Employee ID To Lan ID table

-- until correct logic can be identified.

-- =============================================

CREATE PROCEDURE [EC].[sp\_Update\_Migrated\_User\_Logs]

AS

BEGIN

-- Update CSR value in Coaching logs for migrated users

BEGIN

UPDATE [EC].[Coaching\_Log]

SET [CSR] = H.[Emp\_LanID]

FROM [EC].[Coaching\_Log]F JOIN [EC].[Employee\_Hierarchy]H

ON F.[CSRID] = H.[Emp\_ID]

WHERE F.[CSR] <> H.[Emp\_LanID]

OPTION (MAXDOP 1)

END

END -- [EC].[sp\_Update\_Migrated\_User\_Logs]

GO

--</End Step 2>