***Contact Center Operations***

eCLUsers Application

Implementation Run Book

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| *Description* | Updates for  S14423 – eCoaching - extend dashboard hierarchy to sr managers and above |

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##### Revision History

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| --- | --- | --- |
| Date | Change Description | Author |
| 3/31/2015 | Initial template creation | Dean Geils |

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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 eCLUsers system per SCR14423. |
| Change Summary: | Initial Version. |
| Dependencies: | None |
| Affected Server(s): | PROD SERVER: f3420-mwbp11.vangent.local |
| Security Impact: | None |
| Access Level Needed: | Implementer needs:   * Version Manager access |

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| Implementation Steps |

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| Purpose/Scope: | This process describes the steps taken to implement changes to eCLUsers system in the production environment for SCR 14423. |
| Responsibility: | Lili Huang/Jourdain Augustin/Susmitha Palacherla/David Hinman/Lex Mishra |
| References / forms/ documents: | VM: [\\cmlibrary\_02\cms\archives\eCoaching\_V2\Code\Web Development\eCLUsers\Default.aspx](file:///\\cmlibrary_02\cms\archives\eCoaching_V2\Code\Web%20Development\eCLUsers\Default.aspx) V1.0 |
| Preconditions: | None |
| Procedure |  |
| Step 1: | Get the following file from VM :  [\\cmlibrary\_02\cms\archives\eCoaching\_V2\Code\Web Development\eCLUsers\Default.aspx](file:///\\cmlibrary_02\cms\archives\eCoaching_V2\Code\Web%20Development\eCLUsers\Default.aspx) V1.0 |
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| Step 2: | **For Production implementation only:**  Copy the file onto the f3420-mwbp11.vangent.local server to the directory D:\inetpub\wwwroot\ecl\ |
| 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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