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**Title: CCO\_eCoaching\_DB\_Runbook**

**eCoaching DB Implementation Document**

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| --- | --- | --- |
| Last Revision | Last Review | Description |
| 10/30/2019 |  | TFS 15974 - Fix HC users receiving error on Historical Dashboard |

Prepared by: CCO Engineering Date: 10/30/2017

Department, Location: HCSD

Approved by: Date:

**Change History Log**

| **Date** | **TFS - Change Description** | **Author** |
| --- | --- | --- |
| 01/18/2017 | TFS 5223 – Initial revision - Documentation cleanup | Susmitha Palacherla |
| 02/03/2017 | TFS 5253 - Updates from 2016 index review | Susmitha Palacherla |
| 02/06/2017 | TFS 5309 – NPN Quality feed | Susmitha Palacherla |
| 02/20/2017 | TFS 5649: NPN Description from table | Susmitha Palacherla |
| 03/01/2017 | TFS 5653 - NPN logs from IQS Description | Susmitha Palacherla |
| 03/06/2017 | TFS 5756 - Admin tool access for job code WPPM50 | Susmitha Palacherla |
| 03/22/2017 | TFS 6011 – Support Reused numeric part of Employee Ids | Susmitha Palacherla |
| 4/11/2017 | TFS 6246: Admin Tool access for Mark Hackman’s new Job code WPSM13 | Susmitha Palacherla |
| 4/14/2017 | TFS 6145 – Breaks feeds (BRN and BRL) | Susmitha Palacherla |
| 4/17/2017 | TFS 5420 – Create infrastructure within ecl admin tool to allow for reporting and TFS 5641 - Move the functionality of the current Delete Log to the Admin Tool | Susmitha Palacherla |
| 4/24/2017 | TFS 6145 and TFS 6377 – OMR - Breaks feeds for CSR, SUP and Quality Modules | Susmitha Palacherla |
| 5/1/2017 | TFS 5642 - Move the functionality of the current Access Control List to the Admin Tool | Susmitha Palacherla |
| 5/8/2017 | TFS 6582 - Change log workflow when it is direct and source is Quality Specialist Coaching | Susmitha Palacherla |
| 5/18/2017 | TFS 6623 - Update Hierarchy Load process to check for data in files | Susmitha Palacherla |
| 5/19/2017 | TFS 6765 – Email Notification job hangs when there are no records to send email. | Lili Huang |
| 5/19/2017 | TFS 6614 - Change how email addresses with apostrophes are stored | Susmitha Palacherla |
| 5/22/2017 | TFS 6614 - Change how email addresses with apostrophes are stored – added reference to RunOnce | Susmitha Palacherla |
| 5/22/2017 | TFS 6625 – Accommodate longer site names from Outlier feeds  And  6612 - Validate OMR LCSAT assigned reviewing manager | Susmitha Palacherla |
| 5/22/2017 | TFS 6624 – Accommodate longer Task and Project numbers from ETS feeds | Susmitha Palacherla |
| 06/01/2017 | TFS 6881 – Add new main not coachable reasons for OMR IAE logs | Susmitha Palacherla |
| 06/05/2017 | TFS 6147 – Two new feeds files from Performance Scorecards (MSR and MSRS) | Susmitha Palacherla |
| 7/12/2017 | TFS 7152 – Allow for Inactivation of completed logs from admin tool | Susmitha Palacherla |
| 7/24/2017 | TFS 7174 – Incorporate 2 new ETS Feeds | Susmitha Palacherla |
| 7/26/2017 | TFS 7174 – Incorporate 2 new ETS Feeds – added 1 more stored procedure | Susmitha Palacherla |
| 8/11/2017 | TFS 7105 – SQL Server 2012 Upgrade - SSIS Packages and Scripts | Susmitha Palacherla |
| 9/7/2017 | TFS 7646 – Incorporate generic DTT Feed | Susmitha Palacherla |
| 9/22/2017 | TFS 8363 - Set up admin tool access for new Program team members | Susmitha Palacherla |
| 9/25/2017 | TFS 8228 - Revise logic to flag re-used Employee Ids and clean up data | Susmitha Palacherla |
| 9/29/2017 | TFS 7855 - Data Encryption - phase 2 remove unused objects | Susmitha Palacherla |
| 10/10/2017 | TFS 6066 - Schedule Coaching Summary Reports | Susmitha Palacherla |
| 10/12/2017 | TFS 8597 - Changes to the discrepancy DTT feed | Susmitha Palacherla |
| 10/30/2017 | TFS 7541- ATA forms to eCoaching | Susmitha Palacherla |
| 11/15/2017 | TFS 8974- Two new columns from People Soft feed | Susmitha Palacherla |
| 11/15/2017 | TFS 8793 - Additional Modules and Job codes | Susmitha Palacherla |
| 11/27/2017 | TFS 8793 - Additional Modules and Job codes – Additional changes  Summary of changes  10 stored procedures  1 Function  1 Run Once | Susmitha Palacherla |
| 12/18/2107 | TFS 8793 - Additional Modules and Job codes – Added Change sets  Summary of changes  10 stored procedures  1 Function  1 Run Once | Susmitha Palacherla |
| 12/29/2107 | TFS 9544 - Add new sub-coaching reason to CCO Processes and Procedures for Supervisor Module | Susmitha Palacherla |
| 01/02/2018 | TFS 7856 – Encryption of sensitive data | Susmitha Palacherla |
| 01/19/2018 | TFS 7856 – Encryption of sensitive data – Additional changes.  Added 10 new stored procedures | Susmitha Palacherla |
| 02/02/2018 | TFS 7856 – Encryption of sensitive data – Additional changes.  Added 2 new stored procedures  sp\_Select\_Sources\_For\_Dashboard.sql  sp\_Select\_CoachingReasons\_By\_Module.sql | Susmitha Palacherla |
| 02/08/2018 | TFS 7856 – Fixed typos in Stored procedure names | Susmitha Palacherla |
| 03/16/2018 | TFS 7856 – Final Edits prior to Implementation | Susmitha Palacherla |
| 03/26/2018 | TFS 9204 – Send Eval Status from Verint to eCL | Susmitha Palacherla |
| 04/05/2018 | TFS 10532 – Cleanup missing objects from Encryption changes | Susmitha Palacherla |
| 04/06/2018 | TFS 10524 - Move apps away from SQL server drives on database servers | Susmitha Palacherla |
| 04/18/2018 | TFS 7136 – Move new submissions to new architecture | Susmitha Palacherla |
| 04/24/2018 | TFS 10760 – Fix subcoaching reasons display stored procedure | Susmitha Palacherla |
| 04/30/2018 | TFS 7136 – Move new submissions to new architecture. Additional Changes from V&V. | Susmitha Palacherla |
| 05/01/2018 | TFS 10823 - Admin Tool access for Scott potters new job code | Susmitha Palacherla |
| 05/02/2018 | TFS 10797 - Additional post encryption clean up needed (Rejected tables) | Susmitha Palacherla |
| 05/04/2018 | TFS 10890- Disable Pilot Survey and enable Regular Survey for Lawrence | Susmitha Palacherla |
| 05/08/2018 | TFS 10904- Survey move to new architecture | Susmitha Palacherla |
| 06/22/2018 | Move Dashboards to new Architecture – Combined Runbook  TFS tickets 7136, 7137, 7138 and TFS 10904 | Susmitha Palacherla |
| 07/30/2018 | TFS 11451 - New feed file for CSRs who took inappropriate action | Susmitha Palacherla |
| 08/14/2018 | TFS 11743 - Limit the number of records which can be exported to excel from historical dashboard | Susmitha Palacherla |
| 09/12/2018 | TFS 12063 - Add location to site translation for new Phoenix office | Susmitha Palacherla |
| 09/27/2018 | TFS 12089 - Surveys submissions receiving duplicate key error | Susmitha Palacherla |
| 10/10/2018 | TFS 12308 - New sub coaching reason for warnings | Susmitha Palacherla |
| 10/10/2018 | TFS 12320 - New sub coaching reason for supervisors | Susmitha Palacherla |
| 10/12/2018 | TFS 12316 – Historical dashboard access for select Analysts | Susmitha Palacherla |
| 10/12/2018 | TFS 12438 - Accommodate middle name long values | Susmitha Palacherla |
| 10/29/2018 | TFS 12473: Admin Tool access for Mark Hackman’s new Job code WPSM14 | Susmitha Palacherla |
| 10/29/2018 | TFS 12467 - Assign Manager Role to WPPM job codes | Susmitha Palacherla |
| 11/29/2018 | TFS 12591 – Overturned quality appeal coaching log | Susmitha Palacherla |
| 12/5/2018 | TFS 12841 – Update quality stored procedure to add missing statement | Susmitha Palacherla |
| 12/21/2018 | TFS 13074 - 12/21/2018 - Cross check employees on Leave against Aspect data | Susmitha Palacherla |
| 01/08/2019 | TFS 13168- ecl side changes to integrate work day feed | Susmitha Palacherla |
| 01/23/2019 | TFS 13282 – IQS job causing UI timeouts | Lili Huang |
| 01/28/2019 | TFS 13282 – IQS job causing UI timeouts | Lili Huang |
| 01/29/2019 | TFS 13282 – IQS job causing UI timeouts | Lili Huang |
| 02/20/2019 | TFS 13413 – Web Server Moves to AD.local domain | Susmitha Palacherla |
| 02/26/2019 | TFS 13334- Increase quality surveys for London | Susmitha Palacherla |
| 03/07/2019 | TFS 13334 - TFS 13643 – Add Dual as a Program | Susmitha Palacherla |
| 03/25/2019 | TFS 13332 – Quality Now Implementation | Susmitha Palacherla |
| 04/04/2019 | TFS 13333 – Reporting updates for Quality Now Implementation | Susmitha Palacherla |
| 04/05/2019 | TFS 13333 – additional Reporting updates for Quality Now Implementation.  Added Run Once for Entitlements. | Susmitha Palacherla |
| 04/11/2019 | TFS 13857 – Update From email address | Susmitha Palacherla |
| 04/22/2019 | TFS 14178 – Activate Hot topic question for London Surveys | Susmitha Palacherla |
| 04/22/2019 | TFS 14049 – CSE Display Issue  TFS 14249 – Employee Load fix | Susmitha Palacherla |
| 05/14/2019 | TFS 14401 – Separate MSR file for London | Susmitha Palacherla |
| 06/03/2019 | TFS 14555 - Fix bug with updates to QNStrengthsOpportunities | Susmitha Palacherla |
| 06/11/2019 | TFS 14631 - New logic for handling multiple Strengths and Opportunities texts for QN batch | Susmitha Palacherla |
| 06/14/2019 | TFS 13777 – Employee ID Conversion to Maximus | Susmitha Palacherla |
| 06/20/2019 | TFS 13777 – Employee ID Conversion to Maximus. Additional update. | Susmitha Palacherla |
| 06/24/2019 | TFS 14726 - Open up Export to Excel for non WACS40 %40 job codes with Dept W282318 | Susmitha Palacherla |
| 06/25/2019 | TFS 14790 - Translate legacy Ids I Training feeds to Maximus IDs | Susmitha Palacherla |
| 07/05/2019 | TFS 14108 – New process for Short Calls handling | Susmitha Palacherla |
| 07/10/2019 | TFS 14706 – Update SMTP mail relay to Maximus server | Susmitha Palacherla |
| 08/07/2019 | TFS 15058 – Changes to QN Evaluations for September 1st | Susmitha Palacherla |
| 08/13/2019 | TFS 15058 – Changes to QN Evaluations for September 1st - Updated | Susmitha Palacherla |
| 08/15/2019 | TFS 15063 - Quality Now Rewards and Recognition (Bingo) | Susmitha Palacherla |
| 08/22/2019 | TFS 15144 – Add Deltek as Coaching and Sub Coaching reason | Susmitha Palacherla |
| 08/26/2019 | TFS 15095 – ATT - Create feed to eCL for Attendance Policy Earnback | Susmitha Palacherla |
| 09/09/2019 | TFS 13644 – Incorporate a follow-up process for eCoaching submissions | Susmitha Palacherla |
| 09/17/2019 | TFS 15621 - Display My Follow up for CSRs | Susmitha Palacherla |
| 09/23/2019 | TFS 15450 - Integrate Brownsville into eCL | Susmitha Palacherla |
| 09/25/2019 | TFS 15465 - eCoaching - London Alternate Channel Bingo logs  Added changes for wild card | Susmitha Palacherla |
| 10/28/2019 | TFS 15859 – Add WPOP12 to ARC Role | Susmitha Palacherla |
| 10/30/2019 | TFS 15974 - Fix HC users receiving error on Historical Dashboard | Susmitha Palacherla |

**Implementation:**

TFS 15974 - Fix HC users receiving error on Historical Dashboard

**Summary of Changes**

1 stored Procedure - sp\_SelectFrom\_Coaching\_Log\_Historical.sql

**Assumptions**

The person doing the migration has:

1. Effective rights to the eCoaching directory in TFS source control.
2. Effective rights in the destination databases.
3. Effective rights to the destination file shares.
4. Knowledge of Microsoft Management Studio for SQL Server
5. Knowledge of SQL Server Scheduled Jobs
6. Knowledge of copying and moving files between servers

**Overview**

This covers implementing the following highlighted SSIS Packages, associated stored procedures, scripts and table structures related to the eCoaching application.

Highlighted - affected in this release

HighLighted – updated by code/instructions in companion run once for the work item

**SSIS Packages: \eCoaching\_V2\Code\SSIS\**

**No SSIS Packages updated in this release**

eCL\_Surveys.dtsx

Employee\_Hierarchy.dtsx

ETS\_Coaching.dtsx

Generic\_Coaching.dtsx

IQS\_Coaching.dtsx

Outlier\_Coaching.dtsx

Quality\_Other\_Coaching.dtsx

Training\_Coaching.dtsx

CoachingSummaryReport.dtsx

Warnings\_History.dtsx

\Code\SSIS\Quality\_Now\_Coaching\Quality\_Now\_Coaching.dtsx

**SSIS config files: \eCoaching\_V2\Code\ETL\**

**\*[Dev\Test\Prod] prefix determines the file to be used for the respective environment.**

**No Config Files updated in this release**

Dev\_ETS\_Coaching.dtsConfig

Dev\_eCL\_Surveys.dtsConfig

Dev\_Employee\_Hierarchy.dtsConfig

Dev\_Generic\_Coaching.dtsConfig

Dev\_IQS\_Coaching.dtsConfig

Dev\_Outlier\_Coaching.dtsConfig

Dev\_Quality\_Other\_Coaching.dtsConfig

Dev\_Training\_Coaching.dtsConfig

Dev\_CoachingSummaryReport.dtsConfig

\Code\SSIS\Quality\_Now\_Coaching\Dev\_Quality\_Now\_Coaching.dtsConfig

Test\_ETS\_Coaching.dtsConfig

Test\_eCL\_Surveys.dtsConfig

Test\_Employee\_Hierarchy.dtsConfig

Test\_Generic\_Coaching.dtsConfig

Test\_IQS\_Coaching.dtsConfig

Test\_Outlier\_Coaching.dtsConfig

Test\_Quality\_Other\_Coaching.dtsConfig

Test\_Training\_Coaching.dtsConfig

Test\_CoachingSummaryReport.dtsConfig

\Code\SSIS\Quality\_Now\_Coaching\Test\_Quality\_Now\_Coaching.dtsConfig

Prod\_ETS\_Coaching.dtsConfig

Prod\_eCL\_Surveys.dtsConfig

Prod\_Employee\_Hierarchy.dtsConfig

Prod\_Generic\_Coaching.dtsConfig

Prod\_IQS\_Coaching.dtsConfig

Prod\_Outlier\_Coaching.dtsConfig

Prod\_Quality\_Other\_Coaching.dtsConfig

Prod\_Training\_Coaching.dtsConfig

Prod\_CoachingSummaryReport.dtsConfig

\Code\SSIS\Quality\_Now\_Coaching\Prod\_Quality\_Now\_Coaching.dtsConfig

**Scripts: \eCoaching\_V2\Code\Scripts\**

**\*[Dev\Test\Prod] naming convention determines the file(s) to be used for the respective environment.**

**No Scripts updates in this release.**

Notifications\_Dev.vbs

Notifications\_ShortCalls\_Dev.vbs

Notifications\_Survey\_Dev.vbs

Reminders\_Dev.vbs

Reminders\_Survey\_Dev.vbs

Notifications\_Bingo\_Dev.vbs

Followup\_Dev.vbs

Notifications\_Survey\_Test.vbs

Notifications\_ShortCalls\_Test.vbs

Notifications\_Test.vbs

Reminders\_Survey\_Test.vbs

Reminders\_Test.vbs

Notifications\_Bingo\_Test.vbs

Followup\_Test.vbs

Notifications\_prod.vbs

Notifications\_ShortCalls\_Prod.vbs

Notifications\_Survey\_Prod.vbs

Reminders\_Prod.vbs

Reminders\_Survey\_Prod.vbs

Notifications\_Bingo\_Prod.vbs

Followup\_Prod.vbs

**Images: \eCoaching\_V2\Code\Scripts\Images\**

**No Images in this release**

BCC-eCL-LOGO-10142011-185x40.png

aa.PNG

al.PNG

cc.PNG

nn.PNG

pp.PNG

pr.PNG

so.PNG

wc.PNG

aa\_qm.PNG

cc\_qm.PNG

mm\_qm.PNG

pp\_qm.PNG

pr\_qm.PNG

rr\_qm.PNG

so\_qm.PNG

wc\_qm.PNG

**Tables: \eCoaching\_V2\Code\DB\Tables**

**No Table updates in this release implemented via Run Once**

CCO\_eCoaching\_Admin\_Tool\_Tables\_Create.sql

CCO\_eCoaching\_Dimension\_Tables\_Create.sql

CCO\_eCoaching\_EmployeeHierarchy\_Load\_Tables\_Create.sql

CCO\_eCoaching\_ETS\_Load\_Tables\_Create.sql

CCO\_eCoaching\_Generic\_Load\_Tables\_Create.sql

CCO\_eCoaching\_Historical\_Dashboard\_Tables\_Create.sql

CCO\_eCoaching\_Log\_Tables\_Create.sql

CCO\_eCoaching\_Maintenance\_Tables\_Create.sql

CCO\_eCoaching\_Outliers\_Load\_Tables\_Create.sql

CCO\_eCoaching\_Quality\_Load\_Tables\_Create.sql

CCO\_eCoaching\_Quality\_Other\_Load\_Tables\_Create.sql

CCO\_eCoaching\_Surveys\_Tables\_Create.sql

CCO\_eCoaching\_Training\_Load\_Tables\_Create.sql

CCO\_eCoaching\_Warning\_Log\_Tables\_Create.sql

CCO\_eCoaching\_Quality\_Now\_Load\_Tables\_Create.sql

**Stored Procedures: \eCoaching\_V2\Code\DB\Stored Procedures\**

**Stored procedure updates in this release**

**--Date Dim and Dates**

sp\_Dim\_Date\_Add\_Date\_Range

sp\_Dim\_Date\_Add\_Unknown\_Row

sp\_Get\_Dates\_For\_Previous\_Month

--Employee Hierarchy

sp\_Update\_Employee\_Hierarchy\_Stage

sp\_Populate\_Employee\_Hierarchy

sp\_Update\_EmployeeID\_To\_LanID

sp\_Update\_CSR\_Hierarchy

sp\_Merge\_HR\_Employee\_Hierarchy\_Stage

**--Notifications**

sp\_SelectCoaching4Contact

sp\_SelectCoaching4Reminder

sp\_UpdateFeedMailSent

sp\_UpdateReminderMailSent

sp\_SelectSurvey4Contact

sp\_SelectSurvey4Reminder.sql

sp\_UpdateSurveyMailSent

sp\_SelectCoaching4Bingo.sql

sp\_SelectCoaching4FollowUp

**--Maintenance and HouseKeeping**

sp\_Insert\_Into\_Coaching\_Log\_Archive

sp\_InactivateExpiredWarningLogs

sp\_InactivateCoachingLogsForTerms

**--Dashboard: New Submissions**

sp\_SelectCSRsbyLocation

sp\_select\_employee\_details

sp\_select\_modules\_by\_job\_code

sp\_select\_employees\_by\_module\_and\_site

sp\_select\_programs

sp\_select\_behaviors

sp\_select\_coachingrasons\_by\_module

sp\_select\_source\_by\_module

sp\_select\_subcoachingreasons\_by\_reason

sp\_select\_values\_by\_reason

sp\_select\_callid\_by\_module

sp\_select\_email\_attributes

sp\_select\_rec\_employee\_hierarchy

sp\_insertinto\_coaching\_log

sp\_InsertInto\_Warning\_Log

**-- Dashboard: Filter Dropdowns**

Supervisor:MyTeamPending:Sp\_SelectFrom\_Coaching\_LogSupDistinctCSRTeam

Supervisor:MyTeamCompleted:sp\_SelectFrom\_Coaching\_LogSupDistinctMGRTeamCompleted

Supervisor:MyTeamCompleted:sp\_SelectFrom\_Caoching\_LogSupDistinctCSRTeamCompleted

Manager:MyPending:sp\_SelectFrom\_Coaching\_LogMGRDistinctSUP

Manager:MyPending:sp\_SelectFrom\_Coaching\_LogMGRDistinctCSR

Manager:MyTeamPending:sp\_selectFrom\_Coaching\_LogMgrDistinctSUPTeam

Manager:MyTeamPending:sp\_SelectFrom\_Coaching\_LogMgrDistinctCSRTeam

Manager:MyTeamCompleted:sp\_SelectFrom\_Coaching\_LogMgrDistinctSUPTeamCompleted

Manager:MyTeamCompleted:sp\_SelectFrom\_Coaching\_LogMgrDistinctCSRTeamCompleted

MySubmission:Supervisor:sp\_SelectFrom\_Coaching\_LogSupDistinctMGR

MySubmission:Supervisor:sp\_SelectFrom\_Coaching\_LogSupDistinctSUP

MySubmission:Supervisor:sp\_SelectFrom\_Coaching\_LogSupDistinctCSR

MySubmission:Manager:sp\_SelectFrom\_Coaching\_LogMgrDistinctMGRSubmitted

MySubmission:Manager:sp\_SelectFrom\_Coaching\_LogMgrDistinctSUPSubmitted

MySubmission:Manager:sp\_SelectFrom\_Coaching\_LogMgrDistinctCSRSubmitted

MySubmission:Staff:sp\_SelectFrom\_Coaching\_LogStaffDistinctPendingCSRSubmitted

MySubmission:Staff:sp\_SelectFrom\_Coaching\_LogStaffDistinctPendingSUPSubmitted

MySubmission:Staff:sp\_SelectFrom\_Coaching\_LogStaffDistinctPendingMGRSubmitte

**-- Dashboard: My Dashboard**

sp\_Dashboard\_Summary\_Count

sp\_Dashboard\_Summary\_Count\_ByStatus

sp\_Search\_For\_Dashboards\_Details

sp\_Search\_For\_Dashboards\_Count

sp\_SelectFrom\_Coaching\_Log\_MyPending

sp\_SelectFrom\_Coaching\_Log\_MyPending\_Count

sp\_SelectFrom\_Coaching\_Log\_MyFollowup\_Count

sp\_SelectFrom\_Coaching\_Log\_MyFollowup

sp\_SelectFrom\_Coaching\_Log\_MyCompleted

sp\_SelectFrom\_Coaching\_Log\_MyCompleted\_Count

sp\_SelectFrom\_Coaching\_Log\_MySubmitted

sp\_SelectFrom\_Coaching\_Log\_MySubmitted\_Count

sp\_SelectFrom\_Coaching\_Log\_MyTeamCompleted

sp\_SelectFrom\_Coaching\_Log\_MyTeamCompleted\_Count

sp\_SelectFrom\_Coaching\_Log\_MyTeamPending

sp\_SelectFrom\_Coaching\_Log\_MyTeamPending\_Count

sp\_SelectFrom\_Coaching\_Log\_Historical

sp\_SelectFrom\_Coaching\_Log\_Historical\_Count

sp\_SelectFrom\_Warning\_Log\_MyTeamWarning

sp\_SelectFrom\_Warning\_Log\_MyTeamWarning\_Count

**-- Dashboard: SR Mgr**

sp\_SelectFrom\_SRMGR\_Count

sp\_SelectFrom\_SRMGR\_Detail\_Count

sp\_SelectFrom\_SRMGR\_Details

sp\_SelectFrom\_SRMGR\_EmployeeCoaching

sp\_SelectFrom\_SRMGR\_EmployeeWarning

sp\_SelectFrom\_SRMGR\_Review

sp\_SelectFrom\_SRMGR\_EmployeeCoaching\_Review

sp\_SelectFrom\_SRMGR\_EmployeeWarning\_Review

sp\_SelectFrom\_SRMGR\_Completed\_CoachingByWeek

sp\_SelectFrom\_SRMGR\_Pending\_CoachingByWeek

sp\_SelectFrom\_SRMGR\_Active\_WarningByWeek

**-- Dashboard: Director**

sp\_Dashboard\_Director\_Summary\_Count

sp\_Dashboard\_Director\_Summary\_Count\_ByStatus

sp\_Dashboard\_Director\_Site\_Completed\_Count

sp\_Dashboard\_Director\_Site\_Completed

sp\_Dashboard\_Director\_Site\_Pending\_Count

sp\_Dashboard\_Director\_Site\_Pending

sp\_Dashboard\_Director\_Site\_Warning\_Count

sp\_Dashboard\_Director\_Site\_Warning

sp\_Dashboard\_Director\_Site\_Export

sp\_Dashboard\_Director\_Site\_Export\_Count

**-- Dashboard: Historical**

sp\_select\_sites\_for\_dashboard

sp\_selectfrom\_coaching\_log\_mgr\_bysite

sp\_selectfrom\_coaching\_log\_sup\_bymgr

sp\_selectfrom\_coaching\_log\_emp\_bysup

sp\_selectfrom\_coaching\_log\_submitter

sp\_select\_statuses\_for\_dashboard

sp\_select\_sources\_for\_dashboard

sp\_select\_values\_for\_dashboard

sp\_search\_for\_dashboards\_details

sp\_selectfrom\_coaching\_log\_historical\_export

sp\_selectfrom\_coaching\_log\_historical\_export\_Count

**--Coaching Log Review and Update**

sp\_SelectRecordStatus

sp\_SelectReviewFrom\_Coaching\_Log

sp\_SelectReviewFrom\_Coaching\_Log\_Reasons

sp\_SelectReviewFrom\_Warning\_Log

sp\_SelectReviewFrom\_Warning\_Log\_Reasons

sp\_SelectReviewFrom\_Coaching\_Log\_For\_Delete

sp\_Update\_Review\_Coaching\_Log\_Employee\_Acknowledge

sp\_Update\_Review\_Coaching\_Log\_Employee\_Pending

sp\_Update\_Review\_Coaching\_Log\_Supervisor\_Acknowledge

sp\_Update\_Review\_Coaching\_Log\_Supervisor\_Pending

sp\_Update\_Review\_Coaching\_Log\_Manager\_Pending\_CSE

sp\_Update\_Review\_Coaching\_Log\_Manager\_Pending\_Reasearch

sp\_Update\_Review\_Coaching\_Log\_Supervisor\_Pending\_Followup

sp\_Update\_Review\_Coaching\_Log\_Employee\_Pending\_Followup

**--ETS Load**

sp\_Update\_ETS\_Coaching\_Stage

sp\_InsertInto\_Coaching\_Log\_ETS

sp\_InsertInto\_ETS\_Rejected

sp\_Update\_ETS\_Fact

**--Generic Load**

sp\_InsertInto\_Coaching\_Log\_Generic

sp\_InsertInto\_Generic\_Rejected.sql

sp\_Update\_Generic\_Coaching\_Stage.sql

**--Outliers Load**

sp\_InsertInto\_Coaching\_Log\_Outlier

sp\_Update\_Outlier\_Coaching\_Stage.sql

sp\_InsertInto\_Outlier\_Rejected.sql

**--Outliers Load (Short Calls)**

sp\_InsertInto\_Coaching\_Log\_Outlier\_ShortCalls

sp\_ShortCalls\_Get\_BehaviorList

sp\_ShortCalls\_Get\_Actions

sp\_ShortCalls\_Get\_CallList

sp\_ShortCalls\_Get\_SupReviewDetails

sp\_ShortCalls\_Get\_MgrReviewDetails

sp\_ShortCalls\_SupReview\_Submit

sp\_ShortCalls\_MgrReview\_Submit

sp\_SelectCoaching4ContactOMRShortCalls

**--Quality Now Load**

sp\_InsertInto\_Coaching\_Log\_Quality\_Now

sp\_InsertInto\_Quality\_Now\_Rejected

sp\_Update\_Coaching\_Log\_Quality\_Now

sp\_SelectReviewFrom\_Coaching\_Log\_Quality\_Now

**--Quality Load**

sp\_InsertInto\_Coaching\_Log\_Quality

sp\_InsertInto\_IQS\_Rejected

sp\_Update\_Coaching\_Log\_Quality

sp\_Update\_Quality\_Fact

sp\_Get\_Dates\_For\_Previous\_Week.sql

sp\_InsertInto\_Coaching\_Log\_NPN.sql

**--Quality\_Other Load**

sp\_InsertInto\_Coaching\_Log\_Quality\_Other

sp\_Update\_Quality\_Other\_Coaching\_Stage.sql

**--Training Load**

sp\_InsertInto\_Coaching\_Log\_Training

sp\_Update\_Training\_Coaching\_Stage.sql

**--Historical Dashboard ACL**

sp\_SelectFrom\_Coaching\_Log\_Historical\_Export.sql

sp\_HistoricalDashboardACLInsert

sp\_SelectFrom\_Historical\_Dashboard\_ACL

sp\_UpdateHistorical\_Dashboard\_ACL

sp\_DeleteFromHistoricalDashboardACL

sp\_UpdateHistorical\_Dashboard\_ACL\_Role.sql

sp\_UpdateHistorical\_Dashboard\_ACL\_EndDate.sql

sp\_Select\_Users\_Historical\_Dashboard\_ACL.sql

sp\_Select\_Row\_Historical\_Dashboard\_ACL.sql

sp\_Select\_Employees\_BySite\_NotIn\_Hist\_ACL.sql

sp\_Check\_AgentRole

sp\_Check\_AppRole

**--Admin tool**

sp\_AT\_Check\_Entitlements

sp\_AT\_Coaching\_Inactivation\_Reactivation

sp\_AT\_Coaching\_Reassignment

sp\_AT\_Select\_User\_Details

sp\_AT\_Populate\_User

sp\_AT\_Select\_Action\_Reasons

sp\_AT\_Select\_Employees\_Coaching\_Inactivation\_Reactivation

sp\_AT\_Select\_Employees\_Inactivation\_Reactivation

sp\_AT\_Select\_Employees\_Warning\_Inactivation\_Reactivation

sp\_AT\_Select\_Logs\_Inactivation\_Reactivation

sp\_AT\_Select\_Logs\_Reassign.sql

sp\_AT\_Select\_Modules\_By\_LanID

sp\_AT\_Select\_ReassignFrom\_Users

sp\_AT\_Select\_ReassignTo\_Users

sp\_AT\_Select\_Roles\_By\_User

sp\_AT\_Select\_Status\_By\_Module

sp\_AT\_Warning\_Inactivation\_Reactivation

**--Super User Functionality**

sp\_SelectReviewFrom\_Coaching\_Log\_For\_Delete

**--Surveys**

sp\_InsertInto\_Survey\_Response\_Header

sp\_InsertInto\_Survey\_Response\_Header\_Resend

sp\_Update\_Survey\_Response

sp\_Select\_Questions\_For\_Survey

sp\_Select\_Responses\_For\_Survey

sp\_Select\_Responses\_By\_Question

sp\_Select\_SurveyDetails\_By\_SurveyID

**--Reporting**

sp\_rptAdminActivitySummary.sql

sp\_rptCoachingSummary.sql

sp\_rptCoachingSummaryForModule.sql

sp\_rptQNCoachingSummary.sql

sp\_rptQNCoachingSummaryForModule

sp\_rptGetActionsforAdminType.sql

sp\_rptGetFormNamesforAdminActivity.sql

sp\_rptHierarchySummary.sql

sp\_rptModulesByRole.sql

sp\_rptWarningSummary.sql

sp\_rptCoachingEmployeesBySiteAndModule.sql

sp\_rptWarningEmployeesBySiteAndModule.sql

sp\_rptEmployeesBySite.sql

**Functions: \eCoaching\_V2\Code\DB\Functions\**

**No Functions affected in this release**

fn\_strDirectReports.sql

fn\_dtYYYYMMDD\_to\_Datetime.sql

fn\_GetMaxDateTime.sql

fn\_intDatetime\_to\_YYYYMMDD.sql

fn\_intActionDisplayOrder

fn\_intGetSiteIDFromLanID.sql

fn\_intLastKnownStatusForCoachingID.sql

fn\_intModuleIDFromEmpID.sql

fn\_intSiteIDFromEmpID.sql

fn\_intSiteIDFromSite.sql

fn\_intSourceIDFromOldSource.sql

fn\_intSourceIDFromSource.sql

fn\_intSubCoachReasonIDFromETSRptCode.sql

fn\_intSubCoachReasonIDFromRptCode.sql

fn\_strBingoDescriptionFromCompDesc.sql

fn\_strAchievementsForCoachingId.sql

fn\_strImageForCompetency

fn\_nvcHtmlDecode.sql

fn\_isHotTopicFromSurveyTypeID.sql

fn\_nvcGetEmpIdFromLanId.sql

fn\_nvcHtmlEncode.sql

fn\_RemoveAlphaCharacters.sql

fn\_Split\_WithRowID.sql

fn\_strAddSpaceToName.sql

fn\_strBookListFromLanID.sql

fn\_strCheckIf\_HRUser.sql

fn\_strCheckIfATCoachingAdmin.sql

fn\_strCheckIfATSysAdmin.sql

fn\_strCheckIfATWarningAdmin.sql

fn\_strCoachingReasonFromCoachingID.sql

fn\_strCoachingReasonFromWarningID.sql

fn\_intStatusIDFromInsertParams.sql

fn\_strEmpEmailFromEmpID.sql

fn\_strEmpLanIDFromEmpID.sql

fn\_strEmpNameFromEmpID.sql

fn\_strETSDescriptionFromRptCode.sql

fn\_strNPNDescriptionFromCode.sql

fn\_strMgrEmailFromEmpID.sql

fn\_strMgrEmpIDFromEmpID.sql

fn\_strSiteNameFromSiteLocation.sql

fn\_strSrMgrLvl1EmpIDFromEmpID.sql

fn\_strSrMgrLvl2EmpIDFromEmpID.sql

fn\_strSrMgrLvl3EmpIDFromEmpID.sql

fn\_strStatusFromStatusID.sql

fn\_strStatusIDFromIQSEvalID.sql

fn\_strStatusIDFromStatus.sql

fn\_strSubCoachingReasonFromCoachingID.sql

fn\_strSubCoachingReasonFromWarningID.sql

fn\_strSupEmailFromEmpID.sql

fn\_strUserName.sql

fn\_strValueFromCoachingID.sql

fn\_strValueFromWarningID.sql

fn\_NPNQualityRecs.sql

fn\_strEmpFirstNameFromEmpName.sql

fn\_strEmpLastNameFromEmpName.sql

fn\_strDirectUserHierarchy.sql

fn\_strCheckIf\_ACLRole.sql

fn\_strCheckIf\_ExcelExport.sql

**fn\_strGetUserRole.sql**

fn\_intStatusIDFromInsertParams.sql

fn\_intLogInactiveDays

**Views: \eCoaching\_V2\Code\DB\Views\**

**No Views affected in this release**

view\_Employee\_Hierarchy.sql

view\_EmployeeID\_To\_LanID.sql

view\_Historical\_Dashboard\_ACL.sql

**Run Once: \cms\eCoaching\_V2\Runbook\DB\RunOnce**

**No Run Once in this release**

**SQL Agent Jobs**

**No SQL agent jobs in this release**

**PROD SQL Agent Jobs**

**Server: F3420-eCLDBP01**

|  |  |
| --- | --- |
| CoachingETSLoad | Type: SQL Server Integration Services Package  Run As: ECLProxy  Source: File System  Package: [\\F3420-ECLDBP01\ssis\Coaching\Packages\ETS\_Coaching.dtsx](file:///\\F3420-ECLDBP01\ssis\Coaching\Packages\ETS_Coaching.dtsx)  ConfigFile: H:\ssis\Coaching\ConfigFiles\Prod\_ETS\_Coaching.dtsConfig  Schedule – Mondays, Wednesdays 4:00 PM |
|  |  |
| CoachingGenericLoad | Type: SQL Server Integration Services Package  Run As: ECLProxy  Source: File System  Package: [\\F3420-ECLDBP01\ssis\Coaching\Packages\Generic\_Coaching.dtsx](file:///\\F3420-ECLDBP01\ssis\Coaching\Packages\Generic_Coaching.dtsx)  ConfigFile: H:\ssis\Coaching\ConfigFiles\Prod\_Generic\_Coaching.dtsConfig  Schedule – None |
|  |  |
| CoachingHierarchyLoad | Run As: ECLProxy  Source: File System  Package: [\\F3420-ECLDBP01\ssis\Coaching\Packages\Employee\_Hierarchy.dtsx](file:///\\F3420-ECLDBP01\ssis\Coaching\Packages\Employee_Hierarchy.dtsx)  ConfigFile: H:\ssis\Coaching\ConfigFiles\Prod\_Employee\_Hierarchy.dtsConfig  Schedule – Daily 5:00 PM |
|  |  |
| CoachingKillNotifications | Type: T-SQL  Database: MSDB  Command:  EXEC dbo.sp\_stop\_job  N'CoachingNotifications' ;  GO  Advanced: On Success: Quit the job reporting success  Advanced: On Failure: Quit the job reporting success  Schedule – Daily 9:15 PM |
|  |  |
| CoachingNotifications | Type: Operating System (CmdExec)  Run As: ECLProxy  Command:  start /w wscript.exe [\\F3420-ECLDBP01\ssis\Coaching\Notifications\Notifications\_Prod.vbs](file:///\\vdenssdbp07\scorecard-ssis\Coaching\Notifications\Notifications_Prod.vbs)  Schedule – None |
|  |  |
| CoachingOutlierLoad | Type: SQL Server Integration Services Package  Run As: ECLProxy  Source: File System  Package: [\\F3420-ECLDBP01\ssis\Coaching\Packages\Outliers\_Coaching.dtsx](file:///\\F3420-ECLDBP01\ssis\Coaching\Packages\Outliers_Coaching.dtsx)  ConfigFile: H:\ssis\Coaching\ConfigFiles\Prod\_Outliers\_Coaching.dtsConfig  Schedule –Weekdays 6:30PM |
|  |  |
| CoachingQualityLoad | Type: SQL Server Integration Services Package  Run As: ECLProxy  Source: File System  Package: [\\F3420-ECLDBP01\ssis\Coaching\Packages\Quality\_Coaching.dtsx](file:///\\F3420-ECLDBP01\ssis\Coaching\Packages\Quality_Coaching.dtsx)  ConfigFile: H:\ssis\Coaching\ConfigFiles\Prod\_Quality\_Coaching.dtsConfig  Schedule – Daily 6:00 PM |
|  |  |
| CoachingQualityOtherLoad | Type: SQL Server Integration Services Package  Run As: ECLProxy  Source: File System  Package: [\\F3420-ECLDBP01\ssis\Coaching\Packages\Quality\_Other\_Coaching.dtsx](file:///\\F3420-ECLDBP01\ssis\Coaching\Packages\Quality_Other_Coaching.dtsx)  ConfigFile: H:\ssis\Coaching\ConfigFiles\Prod\_Quality\_Other\_Coaching.dtsConfig  Schedule – Daily8:00 PM |
|  |  |
| CoachingReminders | Type: Operating System (CmdExec)  Run As: ECLProxy  Command:  start /w wscript.exe [\\F3420-ECLDBP01\ssis\Coaching\Notifications\Reminders\_Prod.vbs](file:///\\vdenssdbp07\scorecard-ssis\Coaching\Notifications\Reminders_Prod.vbs)  Schedule – Daily 5:00 AM |
|  |  |
| CoachingSurveyLoad | Type: SQL Server Integration Services Package  Run As: ECLProxy  Source: File System  Package: [\\F3420-ECLDBP01\ssis\Coaching\Packages\eCL\_Surveys.dtsx](file:///\\F3420-ECLDBP01\ssis\Coaching\Packages\eCL_Surveys.dtsx)  ConfigFile: H:\ssis\Coaching\ConfigFiles\Prod\_eCL\_Surveys.dtsConfig  Schedule – 8th, 15th, 22nd 3:30 AM |
|  |  |
| CoachingSurveyReminders | Type: Operating System (CmdExec)  Run As: ECLProxy  Command:  start /w wscript.exe [\\F3420-ECLDBP01\ssis\Coaching\Notifications\Reminders\_Survey\_Prod.vbs](file:///\\vdenssdbp07\scorecard-ssis\Coaching\Notifications\Reminders_Survey_Prod.vbs)  Schedule – 10th, 17th, 24th 3:30 AM |
|  |  |
| CoachingTrainingLoad | Type: SQL Server Integration Services Package  Run As: ECLProxy  Source: File System  Package: [\\F3420-ECLDBP01\ssis\Coaching\Packages\Training\_Coaching.dtsx](file:///\\F3420-ECLDBP01\ssis\Coaching\Packages\Training_Coaching.dtsx)  ConfigFile: H:\ssis\Coaching\ConfigFiles\Prod\_Training\_Coaching.dtsConfig  Schedule Fridays 4 AM and 4 PM |
|  |  |
| CoachingSummaryReport | Type: SQL Server Integration Services Package  Run As: ECLProxy  Source: File System  Package: [\\F3420-ECLDBP01\ssis\Coaching\Packages\ CoachingSummaryReport.dtsx](file:///\\\\F3420-ECLDBP01\\ssis\\Coaching\\Packages\\Training_Coaching.dtsx)  ConfigFile: H:\ssis\Coaching\ConfigFiles\Prod\_CoachingSummaryReport.dtsConfig  Schedule: TBD  \*Create job logged in as ecljobowner  \*Add config file logged in as SA account |

**Environments and Destinations**

**Database instances and databases**

Development – F3420-ECLDBD01 - eCoachingDev

Test - F3420-ECLDBT01 - eCoachingTest

Production – F3420-ECLDBP01 – eCoaching

**Scripts**

DEV - \\f3420-ecldbd01\ssis\Coaching\Notifications\

TEST \\f3420-ecldbt01\ssis\Coaching\Notifications\

PROD - \\f3420-ecldbp01\ssis\Coaching\Notifications\

**Images**

DEV - \\f3420-ecldbd01\ssis\Coaching\Notifications\images\

TEST \\f3420-ecldbt01\ssis\Coaching\Notifications\images\

PROD - \\f3420-ecldbp01\ssis\Coaching\Notifications\images\

**SSIS package staging shares**

DEV - \\f3420-ecldbd01\ssis\Coaching\Packages

TEST -\\f3420-ecldbt01\ssis\Coaching\Packages

PROD - \\f3420-ecldbp01\ssis\Coaching\Packages

**SSIS config file staging shares**

DEV - \\f3420-ecldbd01\ssis\Coaching\ConfigFiles

TEST - \\f3420-ecldbt01\ssis\Coaching\ConfigFiles

PROD - \\f3420-ecldbp01\ssis\Coaching\ConfigFiles**Implementation** (walk through 1 pass of the steps using test as example)

1. **RDP To Server and Go through the steps described in Security document**
2. **Open SQL Server Management Studio and log in with account with rights to environment migrating to.**
3. **Open RunOnce files from Version Manager** 
   1. **Run in listed order**
4. **Get Tables in Green above from Team Foundation Server**
   1. **Open management studio to environment migrating to and execute the individual Table SQL.**
5. **if any are already created change to modify and try running again to update**
6. **Get Stored Procedures and Functions in Green from TFS**
7. **Open management studio to environment migrating to and execute stored procs / functions**
8. **if any don’t exist change from modify to create and re-run**
9. **Fetch any Scripts files highlighted in Green and stage to location identified above for respective environment.**
10. **Fetch any Image files highlighted in Green and stage to location identified above for respective environment.**
11. **Fetch any SSIS Packages highlighted in green and Migrate to location identified above for respective environment.**
12. **Fetch any SSIS Config File highlighted in green and Migrate to location identified above for respective environment.**
13. **Run the SQL Agent Job Create Script**