\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**eCoaching Log System**

**Database Implementation Document**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |
| --- | --- |
| Last Revision | Description |
| 10/6/2023 | TFS 27135 - Add the Verint call id for eCL audio issues reported |

Prepared by: eCoaching Engineering Team Date: 1/18/2017

Department, Location:

Approved by: Date:

**Implementation:**

TFS 27135 - Add the Verint call id for eCL audio issues reported

**Summary of Changes**

1 Run Once

1 SSIS package

2 Stored Procedures

**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\ETL\**

**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

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 SSIS 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

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 Script updates in this release.**

Notifications\_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\_Test.vbs

Reminders\_Survey\_Test.vbs

Reminders\_Test.vbs

Notifications\_Bingo\_Test.vbs

Followup\_Test.vbs

Notifications\_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

qc.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

**No SOI Bean: Config Files: \Code\Application\SOIBean\SOIBean\config**

ecl.config

environment.production.config

ecl\_bingo\_bogalusa.config

ecl\_bingo\_brownsville.config

ecl\_bingo\_chester.config

ecl\_bingo\_hattiesburg.config

ecl\_bingo\_lawrence.config

ecl\_bingo\_london.config

ecl\_bingo\_lynnhaven.config

ecl\_bingo\_phoenix.config

ecl\_bingo\_sandy.config

ecl\_bingo\_tampa.config

ecl\_bingo\_winchester.config

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

**No Table updates in this release in RunOnce**

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

CCO\_eCoaching\_SOIBean\_Bingo\_Upload\_Tables\_Create.sql

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

**No View updates in this release**

view\_Coaching\_Log\_Bingo\_Upload\_Dates

view\_Coaching\_Log\_Bingo

view\_Employee\_Hierarchy

view\_EmployeeID\_To\_LanID

view\_Historical\_Dashboard\_ACL

**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\_SelectCoaching4Bingo.sql

sp\_SelectSurvey4Contact

sp\_SelectCoaching4FollowUp

sp\_SelectCoaching4Reminder

sp\_SelectSurvey4Reminder.sql

sp\_UpdateFeedMailSent

sp\_UpdateReminderMailSent

sp\_UpdateSurveyMailSent

**--Maintenance and HouseKeeping**

sp\_Insert\_Into\_Coaching\_Log\_Archive

sp\_InactivateExpiredWarningLogs

sp\_InactivateCoachingLogsForTerms

**--Dashboard: New Submissions**

sp\_select\_employee\_details

sp\_select\_modules\_by\_job\_code

sp\_Select\_Employees\_By\_Module

sp\_select\_Employees\_by\_Module\_and\_Site

sp\_select\_programs

sp\_select\_behaviors

sp\_Select\_CoachingReasons\_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

sp\_InsertInto\_Email\_Notifications\_Stage

sp\_Get\_Staged\_Notifications

sp\_InsertInto\_Email\_Notifications\_History

**-- 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\_LogStaffDistinctPendingMGRSubmitted

**-- Dashboard: My Dashboard**

sp\_Dashboard\_Populate\_Filter\_Dropdowns

sp\_Select\_States\_For\_Dashboard

sp\_Select\_Statuses\_For\_Dashboard

sp\_Select\_Sources\_For\_Dashboard

sp\_Dashboard\_Summary\_Count

sp\_Dashboard\_Summary\_Count\_ByStatus

sp\_Dashboard\_Summary\_Count\_QN

sp\_Dashboard\_Summary\_Performance\_QN

sp\_Search\_For\_Dashboards\_Details

sp\_Search\_For\_Dashboards\_Count

sp\_Search\_For\_Dashboards\_Details\_QN

sp\_Search\_For\_Dashboards\_Count\_QN

**Non-QN**

sp\_SelectFrom\_Coaching\_Log\_MyCompleted

sp\_SelectFrom\_Coaching\_Log\_MyCompleted\_Count

sp\_SelectFrom\_Coaching\_Log\_MyFollowup

sp\_SelectFrom\_Coaching\_Log\_MyFollowup\_Count

sp\_SelectFrom\_Coaching\_Log\_MyPending

sp\_SelectFrom\_Coaching\_Log\_MyPending\_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

**QN**

sp\_SelectFrom\_Coaching\_Log\_MyCompleted\_QN

sp\_SelectFrom\_Coaching\_Log\_MyCompleted\_Count\_QN

sp\_SelectFrom\_Coaching\_Log\_MyPending\_FollowupCoach\_QN. sp\_SelectFrom\_Coaching\_Log\_MyPending\_FollowupCoach\_Count\_QN.

sp\_SelectFrom\_Coaching\_Log\_MyPending\_FollowupPrep\_QN

sp\_SelectFrom\_Coaching\_Log\_MyPending\_FollowupPrep\_Count\_QN

sp\_SelectFrom\_Coaching\_Log\_MyPending\_QN

sp\_SelectFrom\_Coaching\_Log\_MyPending\_Count\_QN

sp\_SelectFrom\_Coaching\_Log\_MySubmitted\_QN

sp\_SelectFrom\_Coaching\_Log\_MySubmitted\_Count\_QN

sp\_SelectFrom\_Coaching\_Log\_MyTeamCompleted\_QN

sp\_SelectFrom\_Coaching\_Log\_MyTeamCompleted\_Count\_QN

sp\_SelectFrom\_Coaching\_Log\_MyTeamPending\_QN

sp\_SelectFrom\_Coaching\_Log\_MyTeamPending\_Count\_QN

sp\_SelectFrom\_Coaching\_Log\_MyPending\_Count\_QNS

sp\_SelectFrom\_Coaching\_Log\_MyPending\_QNS

**--Coaching Log Review and Update**

sp\_SelectRecordStatus

sp\_SelectReviewFrom\_Coaching\_Log

sp\_SelectReviewFrom\_Coaching\_Log\_Reasons

sp\_SelectReviewFrom\_Coaching\_Log\_Quality\_Now

sp\_Select\_Additional\_Calls\_For\_Quality\_Now\_Followup

sp\_SelectReviewFrom\_Warning\_Log

sp\_SelectReviewFrom\_Warning\_Log\_Reasons

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

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

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

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

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

sp\_Update\_Review\_Coaching\_Log\_Quality\_Now\_Summary

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

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

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

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

sp\_ShortCalls\_Get\_SupReivewDetails

sp\_ShortCalls\_getMgrReviewDetails

sp\_ShortCalls\_SupReview\_Submit

sp\_ShortCalls\_MgrReivew\_Submit

sp\_ShortCalls\_Get\_BehaviorList

sp\_ShortCalls\_Get\_Actions

sp\_ShortCalls\_Get\_CallList

**-- 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\_Select\_CoachingReasons\_For\_Dashboard

sp\_Select\_SubCoachingReasons\_For\_Dashboard

sp\_selectfrom\_coaching\_log\_historical\_export

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

**--Historical Dashboard ACL**

sp\_HistoricalDashboardACLInsert

sp\_UpdateHistorical\_Dashboard\_ACL\_Role

sp\_UpdateHistorical\_Dashboard\_ACL\_EndDate

sp\_Select\_Users\_Historical\_Dashboard\_ACL

sp\_Select\_Row\_Historical\_Dashboard\_ACL

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

**--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

**--Outliers Load**

sp\_InsertInto\_Coaching\_Log\_Outlier

sp\_Update\_Outlier\_Coaching\_Stage

sp\_InsertInto\_Outlier\_Rejected

**--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

**--Quality Now Load**

sp\_InsertInto\_Coaching\_Log\_Quality\_Now

sp\_InsertInto\_Quality\_Now\_Rejected

sp\_Update\_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

sp\_InsertInto\_Coaching\_Log\_NPN

**--Quality\_Other Load**

sp\_InsertInto\_Coaching\_Log\_Quality\_Other

sp\_Update\_Quality\_Other\_Coaching\_Stage

**--Training Load**

sp\_InsertInto\_Coaching\_Log\_Training

sp\_Update\_Training\_Coaching\_Stage

**--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

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\_Sites\_By\_User

sp\_AT\_Select\_Status\_By\_Module

sp\_AT\_Warning\_Inactivation\_Reactivation

**--Super User Functionality**

sp\_SelectReviewFrom\_Coaching\_Log\_For\_Delete

sp\_AT\_Select\_Log\_For\_Delete.sql

sp\_AT\_Select\_Log\_For\_Delete\_Review.sql

sp\_AT\_Select\_Coaching\_Log\_For\_Delete\_Review.sql

sp\_AT\_Select\_Warning\_Log\_For\_Delete\_Review.sql

**--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\_rptSitesByRole,sql

sp\_rptWarningSummary.sql

sp\_rptCoachingEmployeesBySiteAndModule.sql

sp\_rptWarningEmployeesBySiteAndModule.sql

sp\_rptEmployeesBySite.sql

**--SOIBean – Upload Bingo logs to Sharepoint**

sp\_Sharepoint\_Upload\_Bingo\_Init

sp\_Sharepoint\_Upload\_Bingo\_Status

sp\_Sharepoint\_Upload\_Bingo\_Trigger

sp\_Sharepoint\_Upload\_Bingo\_Bogalusa

sp\_Sharepoint\_Upload\_Bingo\_Brownsville

sp\_Sharepoint\_Upload\_Bingo\_Chester

sp\_Sharepoint\_Upload\_Bingo\_Hattiesburg

sp\_Sharepoint\_Upload\_Bingo\_Lawrence

sp\_Sharepoint\_Upload\_Bingo\_London

sp\_Sharepoint\_Upload\_Bingo\_Lynnhaven

sp\_Sharepoint\_Upload\_Bingo\_Phoenix

sp\_Sharepoint\_Upload\_Bingo\_sandy

sp\_Sharepoint\_Upload\_Bingo\_Status

sp\_Sharepoint\_Upload\_Bingo\_Tampa

sp\_Sharepoint\_Upload\_Bingo\_Winchester

**--Other**

sp\_InsertInto\_Coaching\_Log\_CRD.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\_intSourceIDFromSource.sql

fn\_intSubCoachReasonIDFromETSRptCode.sql

fn\_intSubCoachReasonIDFromRptCode.sql

fn\_strBingoDescriptionFromCompDesc.sql

fn\_strAchievementsForCoachingId.sql

fn\_strBingoCompetenciesFromCoachingID

fn\_strBingoCompetenciesFromEmpID

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\_strCoachingLogStatictext.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\_strQNEvalSummaryFromCoachingID.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

fn\_strWarningLogStatictext

fn\_strBingoCompetenciesFromCoachingID

fn\_strBingoCompetenciesFromEmpID

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

**Run Once in this release.**

**CCO\_eCoaching\_Log\_DB\_RunOnce\_TFS\_27135\_VerintIds\_In\_AudioIssues\_Logs.txt**

**SQL Agent Jobs**

**No SQL agent jobs affected in this release**

\Code\DB\Jobs\

**(\*\*\*\*\* Connect to ssms as ecljobowner\*\*\*\*\*\*\*\***)

**(\*\*\*\*\* SET** @**environment at top of file to respective Environment\*\*\*\*\*\*\*\***)

jobCoachingSummaryReport.sql

jobCoachingEmployeeHierarchyLoad.sql

jobCoachingETSLoad.sql

jobCoachingGenericLoad.sql

jobCoachingOutliersLoad.sql

jobCoachingQualityLoad.sql

jobCoachingQualityNowLoad.sql

jobCoachingQualityOtherLoad.sql

jobCoachingTrainingLoad.sql

jobCoachingFollowup.sql

jobCoachingReminders.sql

jobCoachingSurveyGenerate.sql

jobCoachingSurveyReminders.sql

jobCoachingSharepointUploadBingo.sql

**PROD SQL Agent Job Details**

**Server: UVAAPADSQL50CCO**

|  |  |
| --- | --- |
| CoachingETSLoad | Type: SQL Server Integration Services Package  Run As: ECLProxy  Source: File System  Package: [\\UVAAPADSQL50CCO\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: [\\UVAAPADSQL50CCO\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: [\\UVAAPADSQL50CCO\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 [\\UVAAPADSQL50CCO\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: [\\UVAAPADSQL50CCO\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: [\\UVAAPADSQL50CCO\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: [\\UVAAPADSQL50CCO\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 [\\UVAAPADSQL50CCO\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: [\\UVAAPADSQL50CCO\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 [\\UVAAPADSQL50CCO\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: [\\UVAAPADSQL50CCO\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: [\\UVAAPADSQL50CCO\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 – UVAADADSQL50CCO - eCoachingDev

Test - UVAADADSQL52CCO - eCoachingTest

Production – UVAAPADSQL50CCO – eCoaching

**Scripts**

DEV - \\UVAADADSQL50CCO\ssis\Coaching\Notifications\

TEST \\UVAADADSQL52CCO\ssis\Coaching\Notifications\

PROD - \\UVAAPADSQL50CCO\ssis\Coaching\Notifications\

**Images**

DEV - \\UVAADADSQL50CCO\ssis\Coaching\Notifications\images\

TEST \\UVAADADSQL52CCO\ssis\Coaching\Notifications\images\

PROD - \\UVAAPADSQL50CCO\ssis\Coaching\Notifications\images\

**SSIS package staging shares**

DEV - \\UVAADADSQL50CCO\ssis\Coaching\Packages

TEST -\\UVAADADSQL52CCO\ssis\Coaching\Packages

PROD - \\UVAAPADSQL50CCO\ssis\Coaching\Packages

**SSIS config file staging shares**

DEV - \\UVAADADSQL50CCO\ssis\Coaching\ConfigFiles

TEST - \\UVAADADSQL52CCO\ssis\Coaching\ConfigFiles

PROD - [\\UVAAPADSQL50CCO\ssis\Coaching\ConfigFiles](file:///\\UVAAPADSQL50CCO\ssis\Coaching\ConfigFiles)

**Bingo Config Files**

DEV - \\UVAADADSQL50CCO\ssis\Coaching\SOIBean\config

TEST - \\UVAADADSQL52CCO\ssis\Coaching\SOIBean\config

PROD - [\\UVAAPADSQL50CCO\ssis\Coaching\SOIBean\config](file:///\\UVAAPADSQL50CCO\ssis\Coaching\SOIBean\config)

**Implementation Steps**

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. **Get Views, Stored Procedures and Functions in Green from TFS**
6. **Open management studio to environment migrating to and execute stored procs / functions**
7. **if any don’t exist change from modify to create and re-run**
8. **Fetch any Scripts files highlighted in Green and stage to location identified above for respective environment.**
9. **Fetch any Image files highlighted in Green and stage to location identified above for respective environment.**
10. **Fetch any SSIS Packages highlighted in green and Migrate to location identified above for respective environment.**
11. **Fetch any SSIS Config File highlighted in green and Migrate to location identified above for respective environment.**
12. **Fetch SOIBean Runbook from Version Manager (TFS) and complete steps listed there.**
13. **Run the SQL Agent Job Create Scripts highlighted in green.**

**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 |
| 11/5/2019 | TFS 15894- eCL Supervisor Forms change Batch Numbering | Susmitha Palacherla |
| 11/5/2019 | TFS 15989 - change to London surveys | Susmitha Palacherla |
| 11/18/2019 | TFS 15803 - changes for warnings workflow in the eCoaching Log application | Susmitha Palacherla |
| 12/3/2019 | TFS 15803 - changes for warnings workflow in the eCoaching Log application. Incorporate StaticTextLogic. | Susmitha Palacherla |
| 12/12/2019 | TFS 16261 - Add WPOP12 to Analyst Role | Susmitha Palacherla |
| 1/7/2020 | TFS 16328 – MyPending summary count bug fix in Manager dashboard | Susmitha Palacherla |
| 1/14/2020 | TFS 16389 - Historical dashboard access to job code WPSM% | Susmitha Palacherla |
| 03/17/2020 | TFS 16529- Changes to handle lan ids for Brownsville | Susmitha Palacherla |
| 03/23/2020 | TFS 16855 – capture CSR Comments for Warning logs | Susmitha Palacherla |
| 4/7/2020 | TFS 16924 - Handle blank evaluator in quality now logs from iqs | Susmitha Palacherla |
| 4/20/2020 | TFS 17030 - Add Evaluation ID to the Quality Now review return. | Susmitha Palacherla |
| 5/1/2020 | TFS 17101 - change link in email notifications to include ad.local | Susmitha Palacherla |
| 5/1/2020 | TFS 17102 - drop down for warning inactivations to include pending employee review status | Susmitha Palacherla |
| 5/6/2020 | TFS 17066 Security & Privacy coaching reason and sub-reasons | Susmitha Palacherla |
| 5/28/2020 | TFS 17263 Work at Home coaching reason | Susmitha Palacherla |
| 7/20/2020 | TFS 17655 - Updated to archive Quality Now, Short Calls and Bingo detail records | Susmitha Palacherla |
| 7/28/2020 | TFS 17770 – Remove SR MGR Dashboard related entries | Susmitha Palacherla |
| 7/28/2020 | TFS 17284 – Admin task to remove obsolete objects | Susmitha Palacherla |
| 7/29/2020 | TFS 17716 - Removed company specific references | Susmitha Palacherla |
| 8/14/2020 | TFS 18062 - Allow senior manager to review logs | Susmitha Palacherla |
| 8/14/2020 | TFS 18062 - Allow senior manager to review logs – Additional Changes | Susmitha Palacherla |
| 8/26/2020 | TFS 18255 - New SubCoaching Reasons to support WAH return to Site | Susmitha Palacherla |
| 9/17/2020 | TFS 18154 – CSR Incentive Discrepancy Feed | Susmitha Palacherla |
| 10/1/2020 | TFS18789 – Incentives data discrepancy logs for mangers | Susmitha Palacherla |
| 10/13/2020 | TFS 18833 - Expand the site field size in feeds | Susmitha Palacherla |
| 11/30/2020 | TFS 19502 - Changes to support AED feed. | Susmitha Palacherla |
| 12/16/2020 | TFS 19526 - Extract bingo logs from ecl and post to share point sites. | Susmitha Palacherla |
| 12/21/2020 | TFS 19526 - Extract bingo logs from ecl and post to share point sites. – Changes from revised requirements | Susmitha Palacherla |
| 1/26/2021 | TFS 19937 - Generate coaching log for CSRs regarding credit card policy | Susmitha Palacherla |
| 3/20/2021 | TFS 20256 - Add Quality Now surveys for additional sites | Susmitha Palacherla |
| 4/15/2021 | TFS 20677 - AD island to AD AWS environment changes | Susmitha Palacherla |
| 5/11/2021 | TFS 21223 - Fix ambiguous column reference during employee selection in submission page. | Susmitha Palacherla |
| 5/24/2021 | TFS 21276 - Updates to support custom compliance and mastery levels for alt channels | Susmitha Palacherla |
| 6/8/2021 | TFS 21496 - eCL feeds strip special characters - review what is stripped and allow more | Susmitha Palacherla |
| 6/9/2021 | TFS 21493 - Written Corr Bingo records in bingo feeds | Susmitha Palacherla |
| 6/21/2021 | TFS 21713 - Revise stored procedures causing deadlocks | Susmitha Palacherla |
| 6/24/2021 | TFS 21796 - change email server from ironport to maxcorp | Susmitha Palacherla |
| 8/2/2021 | TFS 22443 - Add trigger and review performance for Bingo upload job | Susmitha Palacherla |
| 10/5/2021 | TFS 22187 - Quality Now Workflow Enhancement  TFS 23051 - New Coaching Reason for Quality  TFS 23048 - New Written Corr OMR Feed | Susmitha Palacherla |
| 11/01/2021 | TFS 23378 - Virtual East Manager access in ECL Admin tool. | Susmitha Palacherla |
| 11/9/2021 | TFS 23389 - Update email process in user interface | Susmitha Palacherla |
| 01/26/2022 | TFS 23919 - Allow Training Managers to Reassign CSR Module logs | Susmitha Palacherla |
| 3/15/2022 | TFS 23967 - Send alerts if xlsx files staged | Susmitha Palacherla |
| 3/16/2022 | TFS 24201 - Change eCL survey expiration and reminder timeframes. | Susmitha Palacherla |
| 3/18/2022 | TFS 24083 - Updates to LSA Module Coaching and Sub Coaching Reasons. | Susmitha Palacherla |
| 3/25/2022 | TFS 24347 - New data feed for Survey eCLs | Susmitha Palacherla |
| 4/6/2022 | TFS 24460 - Update QN Load Process to reconcile partial batches | Susmitha Palacherla |
| 4/14/2022 | TFS 24519 - Bingo logs upload to SharePoint for any given month | Susmitha Palacherla |
| 5/12/2022 | TFS 24635 - Correct URL in Reminder Notification Script | Susmitha Palacherla |
| 5/17/2022 | TFS 24631 - Removal of Sandy from eCoaching log | Susmitha Palacherla |
| 6/3/2022 | TFS 24715 - Updates to Warnings Reasons and Sub Reasons | Susmitha Palacherla |
| 6/7/2022 | TFS 24711 - Update site to include Netpark and remove Coralville | Susmitha Palacherla |
| 6/10/2022 | TFS 23273 - Team Coaching Log Submission | Susmitha Palacherla |
| 7/20/2022 | TFS 24924- Report access for Early Worklife Supervisors | Susmitha Palacherla |
| 8/31/2022 | TFS 25250 - Fix Value Translation bug for for Quality Coaching Reasons | Susmitha Palacherla |
| 9/12/2022 | TFS 25229 - Add ability to search by formname under Manage Employee Logs in Admin Tool | Susmitha Palacherla |
| 9/16/2022 | TFS 25229 - Add ability to search by formname under Manage Employee Logs in Admin Tool – Added an additional sp AT\_Reassign\_To\_Users | Susmitha Palacherla |
| 10/5/2022 | TFS 25387 Update Search option in the Historical Dashboard | Susmitha Palacherla |
| 10/21/2022 | TFS 25634 - Need to sanitize data before displaying | Susmitha Palacherla |
| 10/24/2022 | TFS 25490 - Employee Load into eCL Failing due to lengthy Email Address | Susmitha Palacherla |
| 10/26/2022 | TFS 25626 - Removal of Winchester from eCoaching log | Susmitha Palacherla |
| 10/27/2022 | TFS 25626 - Removal of Winchester from eCoaching log. Additional update. | Susmitha Palacherla |
| 11/21/2022 | TFS 25731 - Non-Coachable logs not being written to audit tables | Susmitha Palacherla |
| 12/19/2022 | TFS 25961- Update Manager permissions to reactivate Coaching Logs | Susmitha Palacherla |
| 01/04/2023 | TFS 25964 - Move the UI email notifications to the background process | Susmitha Palacherla |
| 02/10/2023 | TFS 26002 - QN Supervisor Evaluation Changes | Susmitha Palacherla |
| 03/08/2023 | TFS 26268 – Logs for an Employee having Aspect status ‘EA’ not getting Inactivated | Susmitha Palacherla |
| 03/23/2023 | TFS 26382 - Highlight the Prepare or Coach links | Susmitha Palacherla |
| 3/24/2023 | TFS 26216 - Expand Reassign To Supervisor list | Susmitha Palacherla |
| 4/3/2023 | TFS 26411 – New coaching reason for Claims View (Medicare Only) | Susmitha Palacherla |
| 4/13/2023 | TFS 26432 - Audio issues in the eCoaching Log | Susmitha Palacherla |
| 5/3/2023 | TFS 26536 - Adding a link on the Quality Now eCLs to the Quality Now Feedback Form | Susmitha Palacherla |
| 6/6/2023 | TFS 26691 - Removal of Bogalusa from eCoaching log | Susmitha Palacherla |
| 10/6/2023 | TFS 27135 - Add the Verint call id for eCL audio issues reported | Susmitha Palacherla |
|  |  |  |