***Contact Center Operations***

eCL AdminWeb Application

Implementation Run Book

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| Description | **TFS 14679 - Followup;**  **TFS 15600 - London Alternate Channels Bingo;**  **TFS 15653 - Display Pending Follow-up logs on CSRs dashboard;** |

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##### Revision History

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| Date | Change Description | Author |
| 06/06/2016 | TFS 2527 - eCL Admin Tool.  (Inactivate/Reactivate/Reassign logs) | Lili Huang |
| 12/02/2016 | TFS 3841 (Parent 3027) – Added Sr. Mgr. Dashboard | Lili Huang |
| 4/24/2017 | TFS 5421 - Delete logs;  TFS 5420 - Reporting;  TFS 5621 - Initial Reporting. | Lili Huang |
| 05/01/2017 | TFS 5919 – Move the functionality of the current Access Control List to the Admin Tool | Lili Huang |
| 07/11/2017 | TFS 7346 - Allow for Inactivation of completed logs. | Lili Huang |
| 01/19/2018 | TFS 7856 – Encryption/Decryption | Lili Huang |
| 03/30/2018 | TFS 10566 – stored procedure in admin tool needs schema designator | Lili Huang |
| 7/19/2018 | TFS 7136 – New Submission;  TFS 7137 – My Dashboard;  TFS 7138 – Historical Dashboard;  TFS 10904 – Survey; | Lili Huang |
| 08/24/2018 | TFS11705 – Update SSRS URLs;  TFS 11896 – Create maintenance page; | Lili Huang |
| 08/31/2018 | TFS 11983 – Include a link to ecl sharepoint site to report issues; | Lili Huang |
| 11/29/2018 | TFS 12567 – Add IIS activity Reporting function to eCoaching Admin Portal; | Lili Huang |
| 12/18/2018 | TFS 12962 – IIS log reporting performance tweak; | Lili Huang |
| 02/15/2019 | TFS 13450 – Migrate Dev web server to ad.local domain | Lili Huang |
| 03/08/2019 | TFS 13716 – Add Dual as a Program and change Module label | Lili Huang |
| 04/15/2019 | TFS 14117 – Quality Now SSRS | Lili Huang |
| 05/08/2019 | TFS 13918 – Change ‘From’ email address to ‘@maximus.com’; Email format change; | Lili Huang |
| 06/25/2019 | TFS 14787 – Update to Maximus mail relay mail server; | Lili Huang |
| 07/09/2019 | TFS 14849 – Update GDIT links to Maximus ones;  TFS 14787 – Update SMTP mail relay to Maximus server; | Lili Huang |
| 10/04/2019 | TFS 14679 - Followup;  TFS 15600 - London Alternate Channels Bingo;  TFS 15653 - Display Pending Follow-up logs on CSRs dashboard; | Lili Huang |

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| Overview |

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| Purpose: | The purpose of this run book is to provide a documented process and instruction on how authorized CCO Engineers should implement changes for eCL Admin Web Application per TFS 14679, 15600, and 15653. |
| Change Summary: |  |
| Dependencies: | None |
| Affected Server(s): | PROD Web Server: f3420-mwbp11  PROD Database Server: F3420-ECLDBP01 |
| Security Impact: | None |
| Access Level Needed: | Implementer needs:   * TFS access |

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| Implementation Steps |

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| Responsibility: |  |
| References / forms/ documents: | In TFS:   * **<**eCoaching\_V2\UI Code\**eCoaching\_Admin.zip**> - ***Changeset 43659*** |
| Preconditions: |  |
| Procedure: |  |
| Step 1: | **For Production implementation only:**  RDP to Production server: f3420-mwbp11; |
| Step 2: | **For Production implementation only:**   * RDC to Production server: f3420-mwbp11; * Backup folder **D:\Sites\eCLAdmin**; * Under folder D:\Sites\eCLAdmin:   Make a copy of maintenance.html, and rename the copy as index.html   * Delete all files under D:\Sites\ eCLAdmin except:   + **index.html**   + **web.config** * Go to <https://f3420-mwbp11/eCLAdmin>, maintenance page should display; * Unzip **eCoaching\_Admin.zip** to folder **D:\Sites\eCLAdmin;** * Edit **D:\Sites\** **eCLAdmin\web.config**: add IP address of those who are going to work on post prod V&V, separated by comma:   **<add key="Prod.VnV.IPs” value="xx.xx.xx.xxx, yy.yy.yy.yyy" />** |
| Step 3: | **For Production implementation only:**   * Notify those who are going to work on post prod V&V that it is ready for them to test |
| Step 4: | **For Production implementation only:**   * Once post prod V&V is passed, delete **index.html under D:\Sites\eCLAdmin folder;** * Site should be up for all users; |
| Step 5: | **For Production implementation only:**   * Notify program. |
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| Post-conditions: | None |
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| Important Notes |

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