***Contact Center Operations***

eCoaching Log Portal

Implementation Run Book

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| TFS | 28332 – Motivate and increase csr-level promotions. |

##### Revision History

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| --- | --- | --- | --- | --- |
| Date | Change Description | Code Label | Release Date | Author |
| 07/19/2018 | TFS 7136 – New Submission;  TFS 7137 – My Dashboard;  TFS 7138 – Historical Dashboard;  TFS 10904 – Survey; |  |  | Lili Huang |
| 08/01/2018 | TFS 11576 – New feed (PBH);  TFS 11602 – More explicit message is needed when sub-coaching reason is not selected; |  |  | Lili Huang |
| 08/27/2018 | TFS 11839 – Add maintenance page;  TFS 11841- Multiple clicks on Survey submit btn;  TFS 11843 – Use bootstrap locally instead of from CDN;  TFS 11743 – Limit the number of records to be exported to excel;  TFS 11767 – New Submission page Cancel button issue; |  |  | Lili Huang |
| 08/31/2018 | TFS 11983 – Include a link to ecl sharepoint site to report issues; |  |  | Lili Huang |
| 09/07/2018 | TFS 12059 – Employee IDs need to be case insensitive; |  |  | Lili Huang |
| 09/18/2018 | TFS 12168 – Submission page issue with selected employees whose emp IDs have letter(s) |  |  | Lili Huang |
| 09/25/2018 | TFS 12182 – Survey submission duplicate key error |  |  | Lili Huang |
| 10/22/2018 | TFS 12447 – Typo on New Submission page |  |  | Lili Huang |
| 12/03/2018 | TFS 12835 – OverTurned quality Appeal coaching logs; |  |  | Lili Huang |
| 12/18/2018 | TFS 12964 – Review Page: “Failed to update the log [xxxxxx].” displays incorrectly; |  |  | Lili Huang |
| 02/12/2019 | TFS 13512 - Coaching entry field appear for supervisor when in pending manager review status; |  |  | 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 |
| 03/13/2019 | TSF 13808 – New Submission: Changing Program resets Direct/Indirect btn; |  |  | Lili Huang |
| 04/15/2019 | TFS 13661 – Quality Now; |  |  | Lili Huang |
| 04/19/2019 | TFS 14226 – Add Hot Topic on Survey Page; |  |  | Lili Huang |
| 05/15/2019 | TFS 14441 – Review Page: MSR logs display static text based on sources. |  |  | Lili Huang |
| 06/25/2019 | TFS 14787 – Update to Maximus mail relay server; |  |  | Lili Huang |
| 07/08/2019 | TFS 14849 – Update GDIT links to Maximus ones;  TFS 14787 – Update SMTP mail relay to Maximus server; |  |  | Lili Huang |
| 07/30/2019 | TFS 14699 – Short Calls |  |  | Lili Huang |
| 08/29/2019 | TFS 15231 – Attendance Policy Earnback;  TFS 15358 – Quality Now Bingo; |  |  | 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 |
| 12/09/2019 | TFS 15833 – Warning Log Workflow Change |  |  | Lili Huang |
| 01/08/2020 | TFS 16370 - Director dashboard error due to follow-up code change |  |  | Lili Huang |
| 03/25/2020 | TFS 15883 – Warning: change work flow;  TFS 16892 – Warning: allow employee to enter comments |  |  | Lili Huang |
| 04/21/2020 | TFS 17037 – Unique identifier needed to display evaluations with duplicate verint id |  |  | Lili Huang |
| 05/04/2020 | TFS 17123 – Add “ad.local” in application url |  |  | Lili Huang |
| 08/18/2020 | TFS 18175 – Allow senior managers to view log details |  |  | Lili Huang |
| 08/28/2020 | TFS 18321 – Work at Home (Return to Site Only)  (eCL\_UI\_20200827) |  |  | Lili Huang |
| 09/24/2020 | TFS 18448 – CSR Incentive Data Feed (IDD) |  |  | Lili Huang |
| 04/15/2021 | TFS 20973 – New servers |  |  | Lili Huang |
| 05/24/2021 | TFS 21484 - update alternate channel quality now compliance and mastery levels |  |  | Lili Huang |
| 06/29/2021 | TFS 22056 - APS static text change |  |  | Lili Huang |
| 07/08/2021 | TFS 21991 – smtp switch from ironport to maxcorp |  |  | Lili Huang |
| 10/06/2021 | TFS 22255 – QN Enhancement;  TFS 22642 – Resolve Security Scan Findings;  TFS 23137 – Quality new coaching reason (PFD) and PFD date; |  |  | Lili Huang |
| 11/09/2021 | TFS 23488 – Update email process in user interface |  |  | Lili Huang |
| 01/03/2022 | TFS 23844 - Error with Pending Mgr Review logs;  (Managers not able to enter review info when logs @ Pending Manager Review) |  |  | Lili Huang |
| 03/11/2022 | TFS 24041 – PDT to EST.  TFS 24325 – Logs not displaying some fields properly. |  |  | Lili Huang |
| 03/21/2022 | TFS 24396- Reverting back to 11 shift earn back;  TFS 24370 - Survey data feed. |  |  | Lili Huang |
| 06/07/2022 | TFS 24586 – Web Security Scan 4/5/2022;  TFS 24715 – Quality Warning Sub-Reason. |  |  | Lili Huang |
| 06/21/2022 | TFS 24867 – Web Security Scan 6/7/2022 ;  TFS 24732 – CSR Team Submission. |  |  | Lili Huang |
| 07/12/2022 | TFS 25016 - My Dashboard warning issued date and created date display flipped. |  |  | Lili Huang |
| 08/15/2022 | TFS 25205 – New Submission: display log name with success message for single log submission. |  |  | Lili Huang |
| 08/24/2022 | TFS 25205;  Included web scan fix – moment.js version update |  |  | Lili Huang |
| 10/13/2022 | TFS 25431 - Historical page: add searching by reason/sub reason; |  |  | Lili Huang |
| 11/01/2022 | TFS 25654 - sanitize data (input/output); |  |  | Lili Huang |
| 01/09/2023 | TFS 25997 – Move email notification from UI to backend; |  |  | Lili Huang |
| 03/09/2023 | TFS 26094 – QNS change; |  |  | Lili Huang |
| 03/28/2023 | TFS 26406 - eCL: Highlight the Prepare or Coach links. |  |  | Lili Huang |
| 04/24/2023 | TFS 26419 - New Coaching Reason: Claims View (Medicare Only).  TFS 26444 - Audio Issue Coaching Logs. |  |  | Lili Huang |
| 05/09/2023 | TFS 26567 - Add a link on the Quality Now eCLs to the Quality Now Feedback Form.  TFS 26615 - Sups not being included on e-mails for completed logs from CSRs. | ecl\_ui\_20230501 | 05/18/2023 | Lili Huang |
| 09/06/2023 | TFS 27044 - Display feedback text/link on Review page for current reviewers (people who do the coaching). | ecl\_ui\_20230831 | 09/19/2023 | Lili Huang |
| 10/05/2023 | TFS 27222 - Review Page (Audio Issue Log): display verint id for supervisor when log is Pending Supervisor Review. | ecl\_ui\_20231003 | 10/24/2023 | Lili Huang |
| 11/16/2023 | TFS 27395 – Review Page: Static text not displaying | ecl\_ui\_20231116 | 12/12/2023 | Lili Huang |
| 11/30/2023 | TFS 27415 - NGD System login outside shift. | ecl\_ui\_20231116 | 12/12/2023 | Lili Huang |
| 12/04/2023 | TFS 27483 - WAH coaching reason text change, subcoaching reason update;  Add WFH (Return to Site) for Quality module. | ecl\_ui\_20231116 | 12/12/2023 | Lili Huang |
| 03/28/2024 | TFS 27694 – Subcontractor.  TFS 27929 – QN Olympic Rewards. | ecl\_ui\_20240123 |  | Lili Huang |
| 06/10/2024 | TFS 28133 - No Warning logs for subcontractors;  TFS 28207 - Added ISG module; Added mass submission for Supervisor and Quality modules. | ecl\_ui\_20240501 | 6/13/2024 | Lili Huang |
| 07/02/2024 | TFS 28332 - Motivate and increase csr-level promotions. | ecl\_ui\_20240612 | 7/11/2024 | Lili Huang |
| Date | Change Description | Code Label | Release Date | Author |

**Affected Server:** UVAAPADWEB50CCO*(production web server)*

**Implementation Steps:**

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| **Step1:** | 1. Get the following from TFS – $/eCoaching\_V2/UI Code/ecl\_publish.zip **Changeset 53977**; |
| **Step2:** | 1. RDP to production web server with your SA account. 2. Backup folder D:\Sites\eCoachingLog. 3. Under folder D:\Sites\eCoachingLog, make a copy of maintenance.html, and rename the copy to index.html. 4. Go to <https://UVAAPADWEB50CCO.ad.local/ecl>, maintenance page should display. |
| **Step3:** | 1. Delete **ALL** files under D:\Sites\ eCoachingLog **except for index.html AND web.config**. 2. Unzip ecl\_publish.zip from step1 (1) to folder D:\Sites\eCoachingLog. **Do NOT overwrite web.config.** 3. Edit web.config “Prod.VnV.IPs” section: remove all exiting IPs, then add testers’ IPs, separated by comma. 4. Until database changes are deployed, continue to 5. 5. Testers should see the site is up. Check with testers to confirm. |
| **Step4:** | 1. Notify those who are going to work on post prod V&V that it is ready for them to test. 2. Once post prod V&V is passed, **delete index.html** under D:\Sites\eCoachingLog. 3. Go to <https://UVAAPADWEB50CCO.ad.local/ecl>, site should be up. 4. Notify program. |