***Contact Center Operations***

eCoaching Log Portal

Implementation Run Book

|  |  |
| --- | --- |
| TFS | 22255 – QN Enhancement;  22642 – Resolve Security Scan Findings;  23137 – Quality new coaching reason (PFD) and PFD date;  23488 – Update email process in user interface; |

##### Revision History

|  |  |  |
| --- | --- | --- |
| Date | Change Description | 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 |

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

**Implementation Steps:**

|  |  |
| --- | --- |
| **Step1:** | Get the following from TFS – $/eCoaching\_V2/Code/ecl\_publish.zip **Changeset 50749** |
| **Step2:** | 1. RDP to production web server with your SA account. 2. Backup folder D:\Sites\eCoachingLog. 3. Under folder D:\Sites\eCoachingLog, make a copy of maintenance.html, and rename the copy to index.html. 4. Go to https://UVAAPADWEB50CCO.ad.local/ecl, maintenance page should display. |
| **Step3:** | ***Configure HTTP to HTTPS Redirect (via URL Rewrite):***  Before modifying settings ensure that the server has SSL Certificate and URL Rewrite installed.     1. Open IIS, select web site, click **URL Rewrite** in main pane. 2. Click **Add Rules.** 3. Select **Blank rule**, click OK. 4. Enter “HTTP Redirect” as the name of the rule. 5. Choose **Matches the Pattern** from the Requested URL dropdown of the Match URL section. 6. Choose **Regular Expressions** in the Using dropdown of the Match URL section. 7. Enter “(.\*)” in the Pattern text box. 8. Mark the Ignore case checkbox. 9. Scroll down to the Conditions section. 10. Select **Match All** from the Logical grouping dropdown. 11. Click the **Add** button.     1. Enter **{HTTPS}** in the Condition input textbox.     2. Select **Matches the Pattern** in the Check if input string dropdown.     3. Enter **^OFF$** in the Pattern textbox.     4. Click **OK.** 12. Scroll down to the Action section and select **Redirect** in the Action type dropdown. 13. Enter **https://{HTTP\_HOST}/{R:1}** in the Redirect URL text box under Action Properties. 14. Mark the Append query string checkbox. 15. Choose **Permanent (301)** from the Redirect type dropdown. 16. Click **Apply.** |
| **Step4:** | ***Configure Remove Server Header Value (via URL Rewrite):***  Before modifying settings ensure that the server has SSL Certificate and URL Rewrite installed.     1. Open IIS, select web site, click **URL Rewrite** in main pane. 2. Click **View Server Variables…** in the Actions pane in the right-hand side.    1. Click **Add…** and enter **RESPONSE\_SERVER** in the text box and click OK.    2. Select **Back to Rules.** 3. Click **Add Rule(s)…** in the Actions pane in the right-hand side.    1. Select **Blank rule** from Outbound rules. 4. Enter “Remove Server” as the name of the rule. 5. Select **<None>** for Precondition. 6. Choose **Server Variable** from the Matching scope dropdown of the Match section. 7. Enter the name of the created variable **RESPONSE\_SERVER** in the Variable name text box. 8. Choose **Matches the Pattern** from the Variable value dropdown. 9. Choose **Regular Expressions** from the Using dropdown. 10. Enter “.\*” in the Pattern text box. 11. Mark the Ignore case checkbox. 12. Choose **Rewrite** from the Action type dropdown. 13. Mark the Replace existing server variable value checkbox. 14. Click **Apply** from the Actions pane. |
| **Step5:** | Continue with **Step2**.   1. Delete **ALL** files under D:\Sites\ eCoachingLog **except for index.html**. 2. Unzip ecl\_publish.zip from step 1 to folder D:\Sites\eCoachingLog. 3. Edit web.config “Prod.VnV.IPs” section, remove all exiting IPs, then add testers’ IPs, separated by comma. 4. Testers should see the site is up. Check with testers to confirm. |
| **Step6:** | 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. Notify program. |