***Contact Center Operations***

eCoaching Log Web Application

Implementation Run Book

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| Description | **TFS 11839 – Add maintenance page;**  **TFS 11841- Multiple clicks on Survey submit btn;**  **TFS 11843 – Use bootstrap locally instead of from CDN;** |

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##### Revision History

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| 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 |

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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 GDIT-developed changes for eCoaching Log Web Application per TFS 11839, 11841, and 11843. |
| Change Summary: |  |
| Dependencies: | None |
| Affected Server(s): | PROD SERVER: f3420-mwbp11.vangent.local |
| Security Impact: | None |
| Access Level Needed: | Implementer needs:   * TFS access |

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| Implementation Steps |

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| Purpose/Scope: | This process describes the steps taken to implement changes to eCoaching Log Web Application in the production environment for TFS 11839, 11841, and 11843. |
| Responsibility: |  |
| References / forms/ documents: |  |
| Preconditions: | None |
| Procedure: |  |
| Step 1: | Get the following two files from TFS –  $/eCoaching\_V2/UI Code/**eCoaching.zip** - **Changeset 40665**  $/eCoaching\_V2/UI Code/**web\_ecl\_prod.config** - **Changeset 40677** |
| Step 2: | **For Production implementation only:**   * RDC to Production server: f3420-mwbp11.vangent.local; * Backup folder **D:\inetpub\wwwroot\eCoachingLog**; * Under folder D:\inetpub\wwwroot\eCoachingLog:   Make a copy of maintenance.html, and rename the copy as index.html   * Go to <https://f3420-mwbp11.vangent.local/eCoachingLog>, maintenance page should **display** * Delete **web.config** file under D:\inetpub\wwwroot\eCoachingLog; * Copy **web\_ecl\_prod.config** to D:\inetpub\wwwroot\eCoachingLog; * Rename **web\_ecl\_prod.config** to **web.config** under D:\inetpub\wwwroot\eCoachingLog; * Edit **D:\inetpub\wwwroot\eCoachingLog\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" />**   * Delete all files under D:\inetpub\wwwroot\eCoachingLog except:   + **web.config**   + **maintenance.html**   + **index.html** * Unzip **eCoaching.zip** from Step 1 to folder **D:\inetpub\wwwroot\eCoachingLog**, **do not overwrite web.config and maintenance.html** |
| 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:\inetpub\wwwroot\eCoachingLog** |
| Step 6: | **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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