***Contact Center Operations***

eCoaching Log Portal

Implementation Run Book

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| Description | **TFS 21484 – update alternate channel quality now compliance and mastery levels** |

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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 |
| 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 |

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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 eCoaching Log Web Application per TFS 21484. |
| Change Summary: |  |
| Dependencies: | None |
| Affected Server(s): | PROD WEB SERVER: UVAAPADWEB50CCO |
| Security Impact: | None |
| Access Level Needed: | Implementer needs:   * TFS access |

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| Implementation Steps |

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| Responsibility: |  |
| References / forms/ documents: |  |
| Preconditions: | None |
| Procedure: |  |
| Step 1: | Get the following from TFS –  $/eCoaching\_V2/Code/ecl\_publish.zip **Changeset 49460** |
| Step 2: | **For Production implementation only:**   * RDC to Production server: UVAAPADWEB50CCO; * Backup folder D:\Sites\eCoachingLog; * Under folder D:\Sites\eCoachingLog:   Make a copy of maintenance.html, and rename the copy to index.html   * Go to <https://UVAAPADWEB50CCO.ad.local/ecl>, maintenance page should display; * Delete all files under D:\Sites\ eCoachingLog except:   + **index.html**   + **web.config** * Unzip **ecl\_publish.zip from step 1** to folder **D:\Sites\eCoachingLog;** * Edit **web.config**:   “**Prod.VnV.IPs**”, remove all exiting IPs, then add testers’ IPs, separated by comma;   * Testers should see the site is up. Check with testers to confirm. |
| 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\eCoachingLog** |
| Step 5: | Go to <https://UVAAPADWEB50CCO.ad.local/e>cl;   * Site should be up |
| 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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