***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 |
| 07/11/2024 | TFS 28332 - Motivate and increase csr-level promotions.  NPE fix. | ecl\_ui\_20240612 |  | 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 54000**; |
| **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. Until database changes are deployed, continue to **4**. 4. Edit web.config “Prod.VnV.IPs” section: remove all exiting IPs, then add testers’ IPs, separated by comma. 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. |