

eCoaching

Test Case Results

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| Last Revision | Last Review | Description |
| 02/13/2018 |  | TFS9321 – eCL - Data Encryption - phase 3 sensitive data |

Prepared by: R&T Date: 02/08/2013

Department: Requirements and Testing

Change History Log

| Date | Change Description | Author |
| --- | --- | --- |
| 2/13/2018 | TFS9321 – eCL - Data Encryption - phase 3 sensitive data | Brian Coughlin |
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Test Case Specification

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| **Test Items: eCoaching Log Modules** |
| **Tested By:** |
| **Environmental Needs: Access to system, ability to switch rolls** |
| Test Case ID: TC1 |
| **Condition Tested:** |

| **Test Case Reference #** | **Test** | **Expected Result** | **Actual Result  (If failed, what was the actual result?)** | **Pass/Fail** |
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| TC1.1 | The eCoaching Log system shall consist of the following modules identified in the functional spec | Modules are available | Not applicable |  |
| TC1.2 | The coaching notes will be retained for 3 years. | Information retained for three years. | Not applicable |  |
| TC1.3 | The text (comments) fields in the database will need to be periodically scanned for Protected Health Information (PHI) / Personally Identifiable Information (PII) data, in accordance with CCO Security Policy and Procedures | Fields scanned for PHI/PII | Not applicable |  |
| TC1.4 | Authentication to the eCL tab is done by validating the users LAN ID against a hierarchy table which is populated by Peoplesoft and eWFM based data. The LAN ID comes from the Peoplesoft feed. | Users are authenticated based on lan id | Not applicable | 1/30/2018 |
| TC1.5 | Each individual Coaching and Warning Logs should contain the necessary information to determine the Employee’s Supervisor and Manager at the time of submission. | Employee’s supervisor and manager identified | Not applicable | 1/30/2018 |
| TC1.6 | Each individual Coaching Log should contain the necessary information to determine the Employee’s Manger who reviewed and signed the log and the Employee’s Supervisor who reviewed and signed the log. | eCoaching logs contain review information for supervisor and/or manager | Not applicable | 1/30/2018 |
| TC1.7 | The form name for eCoaching Logs shall be concatenation as described in the functional spec. | Form name built as described | Not applicable | 1/30/2018 |
| TC1.8 | The form name for eCoaching Logs shall be unique. | Duplicate form names not allowed | Not applicable | 1/30/2018 |
| TC1.9 | The maximum number of coaching reasons that can be selected is 12. | Up to 12 coaching reasons can be selected | Not applicable | 1/30/2018 |

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| **Test Items: Employee (CSR) Module** |
| **Tested By:** |
| **Environmental Needs: Access to system, ability to switch rolls** |
| Test Case ID: TC2 |
| **Condition Tested:** |

| **Test Case Reference #** | **Test** | **Expected Result** | **Actual Result  (If failed, what was the actual result?)** | **Pass/Fail** |
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| TC2.1 | eCoaching Logs will be submitted for Customer Service Representatives/Employees. | eCL submitted in CSR module to employees who are CSRs | Not applicable | 1/31/2018 |
| TC2.2 | Display a list of sites or locations for Employees. | List of sites are displayed | Sites displayed | 1/31/2018 |
| TC2.3 | Only display active sites in the list | Only active sites are displayed | Active sites displayed | 1/31/2018 |
| TC2.4 | Display a list of Employees for the select site that has the following job codes: WACS01, WACS02 and WACS03. | Employees with appropriate job codes are displayed | CSRs displayed | 1/31/2018 |
| TC2.5 | Display the name of the supervisor for the selected Employee. | Employee supervisor name is displayed | Supervisor displayed | 1/31/2018 |
| TC2.6 | Display the name of the manager for the selected Employee. | Employee manager name is displayed | Manager displayed | 1/31/2018 |
| TC2.7 | Allow for selection of Program – Marketplace, Medicare, or N/A. | Program can be selected | Program selected | 1/31/2018 |
| TC2.8 | The delivery options will be:  Direct or Indirect | Delivery option representing direct or indirect may be selected | Direct or indirect selected | 1/31/2018 |
| TC2.9 | Determine if coaching log is for progressive disciplinary warning. | Select if Warning | Not warning | 1/31/2018 |
| TC2.10 | Warning not available if the submitter is not the Employee’s immediate Supervisor or Manager as defined in the Employee Hierarchy or if coaching is Indirect. | Warning question only available if direct from supervisor or manager | Not applicable | 1/31/2018 |
| TC2.11 | Allow for entry of a coaching, event or warning date for the log. | Date can be entered | Not applicable | 1/31/2018 |
| TC2.12 | Dates in the future are not allowed. | Dates in the future can’t be entered | Not applicable | 1/31/2018 |
| TC2.13 | Determine if coaching or event is a CSE. | Select if CSE | Not CSE | 1/31/2018 |
| TC2.14 | CSE related Coaching Reasons will be available if Yes selected. | Only CSE reasons displayed | Not applicable | 1/31/2018 |
| TC2.15 | Allow for the selection of one or more the following Coaching Reasons and Sub-Coaching Reasons. | Appropriate coaching/sub-coaching reasons displayed and can be selected | Coaching/sub-coaching reasons displayed (Supervisor Callback is not displayed) | 1/31/2018 |
| TC2.16 | When coaching is Direct or Indirect and CSE or non-CSE, provide details of behavior to be coached. | Details of behavior may be entered when meeting criteria | Details of behavior entered | 1/31/2018 |
| TC2.17 | Not available if Yes is selected for Progressive Disciplinary Warning. | Details of behavior not available if Warning | Not applicable | 1/31/2018 |
| TC2.18 | When coaching is Direct, CSE or non-CSE, provide the details from the coaching session including action plans developed. | Details of coaching may be entered when meeting criteria | Details of coaching entered when direct | 1/31/2018 |
| TC2.19 | Not available if Yes is selected for Progressive Disciplinary Warning. | Details of coaching not available if Warning | Not applicable | 1/31/2018 |
| TC2.20 | Allow for selection appropriate means of how the coaching opportunity was identified. | Appropriate means of how coaching identified is displayed and can be selected | Source selected | 1/31/2018 |
| TC2.21 | Not available for selection if Yes is selected for Progressive Disciplinary Warning, but should default to Warning. | How coaching identified defaults to Warning | Not applicable | 1/31/2018 |
| TC2.22 | If the coaching log is associated with a Call Record, allow for the entry of call record source and corresponding valid identifier. | If call associated, appropriate source is selected | Not applicable | 1/31/2018 |
| TC2.23 | Submitter must verify that all the information on the form is true and complete to the best of their knowledge. | Verification can be accomplished | Log verified | 1/31/2018 |
| TC2.24 | Not available if Yes is selected for Progressive Disciplinary Warning. | Verification not available if Warning | Not applicable | 1/31/2018 |
| TC2.25 | The status of the eCoaching log shall be as defined in the functional spec | Status is as described | Not applicable | 1/31/2018 |
| TC2.26 | Required fields for submission are defined in the functional spec | Unfiled or unselected required fields generate an error | Not applicable | 1/31/2018 |
| TC2.27 | Employees with the appropriate job codes will have access and ability to submit eCoaching Logs for Employee: | Only employees with appropriate job codes and submit logs | Not applicable | 1/31/2018 |
| TC2.28 | Submitters of logs will not be available for selection from the list | The submitter of a log cannot submit one to themselves | Not applicable | 1/31/2018 |
| TC2.29 | Do now allow duplicate warnings to be submitted. | Warnings cannot be duplicated | Not applicable | 1/31/2018 |
| TC2.30 | Duplicate Warnings are defined in the functional spec | Warnings not matching duplicate definition can be submitted | Not applicable | 1/31/2018 |
| TC2.31 | Display error message if a duplicate warning log is found | Error message if duplicate Warning | Not applicable | 1/31/2018 |
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| **Test Items: Supervisor Module** |
| **Tested By:** |
| **Environmental Needs: Access to system, ability to switch rolls** |
| Test Case ID: TC3 |
| **Condition Tested:** |

| **Test Case Reference #** | **Test** | **Expected Result** | **Actual Result  (If failed, what was the actual result?)** | **Pass/Fail** |
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| TC3.1 | eCoaching Logs will be submitted for Supervisors | eCL submitted in Supervisor module to employees who are Supervisors | Submitted log to Supervisor | 1/31/2018 |
| TC3.2 | Display a list of Employees for the select site that has the following job codes: WACS40 | Employees with appropriate job codes are displayed | Supervisors displayed | 1/31/2018 |
| TC3.3 | Display the name of the supervisor for the selected employee. | Employee supervisor name is displayed | Supervisor displayed | 1/31/2018 |
| TC3.4 | Display the name of the manager for the selected employee. | Employee manager name is displayed | Manager displayed | 1/31/2018 |
| TC3.5 | Allow for selection of Program – Marketplace, Medicare, or N/A. | Program can be selected | Program selected | 1/31/2018 |
| TC3.6 | The delivery options will be:  Direct or Indirect | Delivery option representing direct or indirect may be selected | Direct or indirect selected | 1/31/2018 |
| TC3.7 | Determine if coaching log is for progressive disciplinary warning. | Select if Warning | Not applicable | 1/31/2018 |
|  |  |  |  |  |
| TC3.9 | Allow for entry of a coaching, event or warning date for the log. | Date can be entered | Enter date | 1/31/2018 |
| TC3.10 | Dates in the future are not allowed. | Dates in the future can’t be entered | Not applicable | 1/31/2018 |
| TC3.11 | Determine if coaching or event is a CSE. | Select if CSE | Not CSE | 1/31/2018 |
| TC3.12 | CSE related Coaching Reasons will be available if Yes selected. | Only CSE reasons displayed | Not applicable | 1/31/2018 |
| TC3.13 | Allow for the selection of one or more the following Coaching Reasons and Sub-Coaching Reasons. | Appropriate coaching/sub-coaching reasons displayed and can be selected (Supervisor Callback displayed) | Coaching/sub-coaching reasons displayed | 1/31/2018 |
| TC3.14 | When coaching is Direct or Indirect and CSE or non-CSE, provide details of behavior to be coached. | Details of behavior may be entered when meeting criteria | Details of behavior entered | 1/31/2018 |
| TC3.15 | Not available if Yes is selected for Progressive Disciplinary Warning. | Details of behavior not available if Warning | Not applicable | 1/31/2018 |
| TC3.16 | When coaching is Direct, CSE or non-CSE, provide the details from the coaching session including action plans developed. | Details of coaching may be entered when meeting criteria | Details of coaching entered when direct | 1/31/2018 |
| TC3.17 | Not available if Yes is selected for Progressive Disciplinary Warning. | Details of coaching not available if Warning | Not applicable | 1/31/2018 |
| TC3.18 | Allow for selection appropriate means of how the coaching opportunity was identified. | Appropriate means of how coaching identified is displayed and can be selected | Source selected | 1/31/2018 |
| TC3.19 | Not available for selection if Yes is selected for Progressive Disciplinary Warning, but should default to Warning. | How coaching identified defaults to Warning | Not applicable | 1/31/2018 |
| TC3.20 | If the coaching log is associated with a Call Record, allow for the entry of call record source and corresponding valid identifier. | If call associated, appropriate source is selected | Not applicable | 1/31/2018 |
| TC3.21 | Submitter must verify that all the information on the form is true and complete to the best of their knowledge. | Verification can be accomplished | Log verified | 1/31/2018 |
| TC3.22 | Not available if Yes is selected for Progressive Disciplinary Warning. | Verification not available if Warning | Not applicable | 1/31/2018 |
| TC3.23 | The status of the eCoaching log shall be as defined in the functional spec | Status is as described | Status is as defined | 1/31/2018 |
| TC3.24 | Required fields for submission are defined in the functional spec | Unfiled or unselected required fields generate an error | Errors generated | 1/31/2018 |
| TC3.25 | Employees with the appropriate job codes will have access and ability to submit eCoaching Logs for Supervisors | Only employees with appropriate job codes and submit logs | Used WACS50 | 1/31/2018 |
| TC3.26 | Submitters of logs will not be available for selection from the list | The submitter of a log cannot submit one to themselves | Not applicable | 1/31/2018 |
| TC3.27 | Do now allow duplicate warnings to be submitted. | Warnings cannot be duplicated | Not applicable | 1/31/2018 |
| TC3.28 | Duplicate Warnings are defined in the functional spec | Warnings not matching duplicate definition can be submitted | Not applicable | 1/31/2018 |
| TC3.29 | Display error message if a duplicate warning log is found | Error message if duplicate Warning | Not applicable | 1/31/2018 |
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| **Test Items: Quality Specialists Module** |
| **Tested By:** |
| **Environmental Needs: Access to system, ability to switch rolls** |
| Test Case ID: TC4 |
| **Condition Tested:** |

| **Test Case Reference #** | **Test** | **Expected Result** | **Actual Result  (If failed, what was the actual result?)** | **Pass/Fail** |
| --- | --- | --- | --- | --- |
| TC4.1 | eCoaching Logs will be submitted for Quality Specialists | eCL submitted in Quality module to employees who are Quality Specialists | Not applicable | 1/31/2018 |
| TC4.2 | Display a list of Employees for the select site that has the following job codes: WACQ02, WACQ03, WACQ12 | Employees with appropriate job codes are displayed | Not applicable | N/A |
| TC4.3 | Display the name of the supervisor for the selected employee. | Employee supervisor name is displayed | Not applicable | 1/31/2018 |
| TC4.4 | Display the name of the manager for the selected employee. | Employee manager name is displayed | Not applicable | 1/31/2018 |
| TC4.5 | Allow for selection of Program – Marketplace, Medicare, or N/A. | Program can be selected | Not applicable | 1/31/2018 |
| TC4.6 | The delivery options will be:  Direct or Indirect | Delivery option representing direct or indirect may be selected | Not applicable | 1/31/2018 |
| TC4.7 | Determine if coaching log is for progressive disciplinary warning. | Select if Warning | Not applicable | 1/31/2018 |
|  |  |  |  |  |
| TC4.9 | Allow for entry of a coaching, event or warning date for the log. | Date can be entered | Not applicable | 1/31/2018 |
| TC4.10 | Dates in the future are not allowed. | Dates in the future can’t be entered | Not applicable | 1/31/2018 |
| TC4.11 | Customer Service Escalation not available | Customer Service Escalation not available | Not applicable | 1/31/2018 |
| TC4.12 | Allow for the selection of one or more the following Coaching Reasons and Sub-Coaching Reasons. | Appropriate coaching/sub-coaching reasons displayed and can be selected | Not applicable | 1/31/2018 |
| TC4.13 | When coaching is Direct or Indirect provide details of behavior to be coached. | Details of behavior may be entered when meeting criteria | Not applicable | 1/31/2018 |
| TC4.14 | Not available if Yes is selected for Progressive Disciplinary Warning. | Details of behavior not available if Warning | Not applicable | 1/31/2018 |
| TC4.15 | When coaching is Direct, provide the details from the coaching session including action plans developed. | Details of coaching may be entered when meeting criteria | Not applicable | 1/31/2018 |
| TC4.16 | Not available if Yes is selected for Progressive Disciplinary Warning. | Details of coaching not available if Warning | Not applicable | 1/31/2018 |
| TC4.17 | Allow for selection appropriate means of how the coaching opportunity was identified. | Appropriate means of how coaching identified is displayed and can be selected | Not applicable | 1/31/2018 |
| TC4.18 | Not available for selection if Yes is selected for Progressive Disciplinary Warning, but should default to Warning. | How coaching identified defaults to Warning | Not applicable | 1/31/2018 |
| TC4.19 | If the coaching log is associated with a Call Record, allow for the entry of call record source and corresponding valid identifier. | If call associated, appropriate source is selected | Not applicable | 1/31/2018 |
| TC4.20 | Submitter must verify that all the information on the form is true and complete to the best of their knowledge. | Verification can be accomplished | Not applicable | 1/31/2018 |
| TC4.21 | Not available if Yes is selected for Progressive Disciplinary Warning. | Verification not available if Warning | Not applicable | 1/31/2018 |
| TC4.22 | The status of the eCoaching log shall be as defined in the functional spec | Status is as described | Not applicable | 1/31/2018 |
| TC4.23 | Required fields for submission are defined in the functional spec | Unfiled or unselected required fields generate an error | Not applicable | 1/31/2018 |
| TC4.24 | Employees with the appropriate job codes will have access and ability to submit eCoaching Logs for Quality Specialists | Only employees with appropriate job codes and submit logs | Not applicable | 1/31/2018 |
| TC4.25 | Submitters of logs will not be available for selection from the list | The submitter of a log cannot submit one to themselves | Not applicable | 1/31/2018 |
| TC4.26 | Do now allow duplicate warnings to be submitted. | Warnings cannot be duplicated | Not applicable | 2/1/2018 |
| TC4.27 | Duplicate Warnings are defined in the functional spec | Warnings not matching duplicate definition can be submitted | Not applicable | 2/1/2018 |
| TC4.28 | Display error message if a duplicate warning log is found | Error message if duplicate Warning | Not applicable | 2/1/2018 |
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| **Test Items: Local System Administrator Module** |
| **Tested By:** |
| **Environmental Needs: Access to system, ability to switch rolls** |
| Test Case ID: TC5 |
| **Condition Tested:** |

| **Test Case Reference #** | **Test** | **Expected Result** | **Actual Result  (If failed, what was the actual result?)** | **Pass/Fail** |
| --- | --- | --- | --- | --- |
| TC5.1 | eCoaching Logs will be submitted for LSAs | eCL submitted in LSA module to employees who are LSAs | Not applicable | 2/1/2018 |
|  |  |  |  |  |
| TC5.3 | Display the name of the supervisor for the selected employee. | Employee supervisor name is displayed | Not applicable | 2/1/2018 |
| TC5.4 | Display the name of the manager for the selected employee. | Employee manager name is displayed | Not applicable | 2/1/2018 |
|  |  |  |  |  |
| TC5.6 | The delivery options will be:  Direct or Indirect | Delivery option representing direct or indirect may be selected | Not applicable | 2/2/2018 |
| TC5.7 | Determine if coaching log is for progressive disciplinary warning. | Select if Warning | Not applicable | 2/2/2018 |
| TC5.8 | Warning not available if the submitter is not the Employee’s immediate Supervisor or Manager as defined in the Employee Hierarchy or if coaching is Indirect. | Warning question only available if direct from supervisor or manager | Not applicable | 2/2/2018 |
| TC5.9 | Allow for entry of a coaching, event or warning date for the log. | Date can be entered | Not applicable | 2/2/2018 |
| TC5.10 | Dates in the future are not allowed. | Dates in the future can’t be entered | Not applicable | 2/2/2018 |
| TC5.11 | Customer Service Escalation not available | Customer Service Escalation not available | Not applicable | 2/2/2018 |
| TC5.12 | Allow for the selection of one or more the following Coaching Reasons and Sub-Coaching Reasons. | Appropriate coaching/sub-coaching reasons displayed and can be selected | Not applicable | 2/2/2018 |
| TC5.13 | When coaching is Direct or Indirect provide details of behavior to be coached. | Details of behavior may be entered when meeting criteria | Not applicable | 2/2/2018 |
| TC5.14 | Not available if Yes is selected for Progressive Disciplinary Warning. | Details of behavior not available if Warning | Not applicable | 2/2/2018 |
| TC5.15 | When coaching is Direct, provide the details from the coaching session including action plans developed. | Details of coaching may be entered when meeting criteria | Not applicable | 2/2/2018 |
| TC5.16 | Not available if Yes is selected for Progressive Disciplinary Warning. | Details of coaching not available if Warning | Not applicable | 2/2/2018 |
| TC5.17 | Allow for selection appropriate means of how the coaching opportunity was identified. | Appropriate means of how coaching identified is displayed and can be selected | Not applicable | 2/2/2018 |
| TC5.18 | Not available for selection if Yes is selected for Progressive Disciplinary Warning, but should default to Warning. | How coaching identified defaults to Warning | Not applicable | 2/2/2018 |
|  |  |  |  |  |
| TC5.20 | Submitter must verify that all the information on the form is true and complete to the best of their knowledge. | Verification can be accomplished | Not applicable | 2/2/2018 |
| TC5.21 | Not available if Yes is selected for Progressive Disciplinary Warning. | Verification not available if Warning | Not applicable | 2/2/2018 |
| TC5.22 | The status of the eCoaching log shall be as defined in the functional spec | Status is as described | Not applicable | 2/2/2018 |
| TC5.23 | Required fields for submission are defined in the functional spec | Unfiled or unselected required fields generate an error | Not applicable | 2/2/2018 |
| TC5.24 | Employees with the appropriate job codes will have access and ability to submit eCoaching Logs for LSAs | Only employees with appropriate job codes and submit logs | Not applicable | 2/2/2018 |
| TC5.25 | Submitters of logs will not be available for selection from the list | The submitter of a log cannot submit one to themselves | Not applicable | 2/2/2018 |
| TC5.26 | Do now allow duplicate warnings to be submitted. | Warnings cannot be duplicated | Not applicable | 2/2/2018 |
| TC5.27 | Duplicate Warnings are defined in the functional spec | Warnings not matching duplicate definition can be submitted | Not applicable | 2/2/2018 |
| TC5.28 | Display error message if a duplicate warning log is found | Error message if duplicate Warning | Not applicable | 2/2/2018 |
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| **Test Items: Training Module** |
| **Tested By:** |
| **Environmental Needs: Access to system, ability to switch rolls** |
| Test Case ID: TC6 |
| **Condition Tested:** |

| **Test Case Reference #** | **Test** | **Expected Result** | **Actual Result  (If failed, what was the actual result?)** | **Pass/Fail** |
| --- | --- | --- | --- | --- |
| TC6.1 | eCoaching Logs will be submitted for Trainers | eCL submitted in Training module to employees who are Trainers | Not applicable | 2/5/2018 |
| TC6.2 | Display a list of Employees for the select site that has the following job codes: WTTR02, WTTI02, WTTR12, WTTR13, WTID13 | Employees with appropriate job codes are displayed | Not applicable | 2/5/2018 |
| TC6.3 | Display the name of the supervisor for the selected employee. | Employee supervisor name is displayed | Not applicable | 2/5/2018 |
| TC6.4 | Display the name of the manager for the selected employee. | Employee manager name is displayed | Not applicable | 2/5/2018 |
| TC6.5 | Allow for selection of Behavior – Production, Training, Other | Behavior can be selected | Not applicable | 2/5/2018 |
| TC6.6 | The delivery options will be:  Direct or Indirect | Delivery option representing direct or indirect may be selected | Not applicable | 2/5/2018 |
| TC6.7 | Determine if coaching log is for progressive disciplinary warning. | Select if Warning | Not applicable | 2/5/2018 |
|  |  |  |  |  |
| TC6.9 | Allow for entry of a coaching, event or warning date for the log. | Date can be entered | Not applicable | 2/5/2018 |
| TC6.10 | Dates in the future are not allowed. | Dates in the future can’t be entered | Not applicable | 2/5/2018 |
| TC6.11 | Determine if coaching or event is a CSE. | Select if CSE | Not applicable | 2/5/2018 |
| TC6.12 | CSE related Coaching Reasons will be available if Yes selected. | Only CSE reasons displayed | Not applicable | 2/5/2018 |
| TC6.13 | Allow for the selection of one or more the following Coaching Reasons and Sub-Coaching Reasons. | Appropriate coaching/sub-coaching reasons displayed and can be selected | Not applicable | 2/5/2018 |
| TC6.14 | When coaching is Direct or Indirect and CSE or non-CSE, provide details of behavior to be coached. | Details of behavior may be entered when meeting criteria | Not applicable | 2/5/2018 |
| TC6.15 | Not available if Yes is selected for Progressive Disciplinary Warning. | Details of behavior not available if Warning | Not applicable | 2/5/2018 |
| TC6.16 | When coaching is Direct, CSE or non-CSE, provide the details from the coaching session including action plans developed. | Details of coaching may be entered when meeting criteria | Not applicable | 2/5/2018 |
| TC6.17 | Not available if Yes is selected for Progressive Disciplinary Warning. | Details of coaching not available if Warning | Not applicable | 2/5/2018 |
| TC6.18 | Allow for selection appropriate means of how the coaching opportunity was identified. | Appropriate means of how coaching identified is displayed and can be selected | Not applicable | 2/5/2018 |
| TC6.19 | Not available for selection if Yes is selected for Progressive Disciplinary Warning, but should default to Warning. | How coaching identified defaults to Warning | Not applicable | 2/5/2018 |
| TC6.20 | If the coaching log is associated with a Call Record, allow for the entry of call record source and corresponding valid identifier. | If call associated, appropriate source is selected | Not applicable | 2/5/2018 |
| TC6.21 | Submitter must verify that all the information on the form is true and complete to the best of their knowledge. | Verification can be accomplished | Not applicable | 2/5/2018 |
| TC6.22 | Not available if Yes is selected for Progressive Disciplinary Warning. | Verification not available if Warning | Not applicable | 2/5/2018 |
| TC6.23 | The status of the eCoaching log shall be as defined in the functional spec | Status is as described | Not applicable | 2/5/2018 |
| TC6.24 | Required fields for submission are defined in the functional spec | Unfiled or unselected required fields generate an error | Not applicable | 2/5/2018 |
| TC6.25 | Employees with the appropriate job codes will have access and ability to submit eCoaching Logs for Supervisors | Only employees with appropriate job codes and submit logs | Not applicable | 2/5/2018 |
| TC6.26 | Submitters of logs will not be available for selection from the list | The submitter of a log cannot submit one to themselves | Not applicable | 2/5/2018 |
| TC6.27 | Do now allow duplicate warnings to be submitted. | Warnings cannot be duplicated | Not applicable | 2/5/2018 |
| TC6.28 | Duplicate Warnings are defined in the functional spec | Warnings not matching duplicate definition can be submitted | Not applicable | 2/5/2018 |
| TC6.29 | Display error message if a duplicate warning log is found | Error message if duplicate Warning | Not applicable | 2/5/2018 |
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| **Test Items: Dashboard Display** |
| **Tested By:** |
| **Environmental Needs: Access to system, ability to switch rolls** |
| Test Case ID: TC11 |
| **Condition Tested:** |

| **Test Case Reference #** | **Test** | **Expected Result** | **Actual Result  (If failed, what was the actual result?)** | **Pass/Fail** |
| --- | --- | --- | --- | --- |
| TC11.1 | Access to dashboard tabs will be dependent upon the employee or users job code | As described by job code | As described for manager, supervisor, csr, tester | 2/5/2018 |
| TC11.2 | Access to eCoaching Log My Dashboard is defined in the functional spec | As described by job code | As described for manager, supervisor, csr, tester | 2/5/2018 |
| TC11.3 | Access to eCoaching Log My Submissions is defined in the functional spec | As described by job code | As described for manager, supervisor, csr, tester | 2/5/2018 |
| TC11.4 | Access to eCoaching Log Historical Dashboard is defined in the functional spec | As described by job code | As described for manager, supervisor, csr, tester | 2/5/2018 |
| TC11.5 | The dashboard is filtered by each user so users cannot view other’s records unless authorized to do so | Only view other’s eCLs if authorized | Only see my or my direct report logs | 2/5/2018 |
| TC11.6 | Verbal Warning, Written Warning and Final Written Warning logs will appear on the dashboard for supervisors and managers identified in the employee hierarchy | Warnings available for supervisors, and managers in hierarchy | Not applicable | 2/5/2018 |
| TC11.7 | This will include senior managers, deputy directors, and regional managers who are higher in the employee hierarchy | Warnings available for those designated as senior managers | Not applicable | 2/5/2018 |
| TC11.8 | Human Resources will have access to the Historical Dashboard and all Coaching and Warning logs. Warning logs will not be available for anyone else on the Historical Dashboard. | Only those with human resources job code may view Warnings on historical dashboard | Not applicable | 2/5/2018 |
| TC11.9 | Senior managers will have access to eCoaching logs and Warning logs for employees within their hierarchy structure even if not direct reports. Senior managers are defined by those who have a job code of WACS60. | As described | Not applicable | 2/5/2018 |
| TC11.10 | If a coaching log record is Inactive, it should not be displayed on any dashboard | Only active logs displayed | Not applicable | 2/5/2018 |
| TC11.11 | The Dashboard filters will contain the values defined in the functional spec | As described | Not applicable | 2/5/2018 |
| TC11.12 | This dashboard allows the Employee to view their pending and completed eCLs. The employee generally represents the level 1 recipient of the log regardless of job code or module.  The Created Date will be the date and time the record is created and shall be displayed noting the web server time zone (e.g. PDT for Pacific Daylight Time). | Employee’s view their logs | As described | 2/5/2018 |
| TC11.13 | Employee dashboard does not have any additional filters | No filters on employee dashboard | Not applicable | 2/5/2018 |
| TC11.14 | This dashboard allows the Supervisor (or manager acting as supervisor) to view their direct reports pending and completed as well as their own pending eCLs. Supervisors will be able to view Warning eCoaching Logs for their direct reports. Any eCoaching logs which have been reassigned to a Supervisor, will also appear on their dashboard. The supervisor generally represents the level 2 reviewer of the log regardless of job code or module (immediate supervisor of the recipient).  The Created Date will be the date and time the record is created and shall be displayed noting the web server time zone (e.g. PDT for Pacific Daylight Time). | Supervisor sees logs for them and their direct reports | As described | 2/5/2018 |
| TC11.15 | Supervisors will be able to view Warning eCoaching Logs for their direct reports. | Warnings appear on supervisors dashboard | Not applicable | 2/5/2018 |
| TC11.16 | The Supervisor dashboard contains the additional filters as defined in the functional spec | As described | Not applicable | 2/5/2018 |
| TC11.17 | This dashboard allows the Manager (or supervisor acting as manager) to view their direct reports pending and completed as well as their own pending eCLs. Managers will be able to view Warning eCoaching Logs for their direct reports. Any eCoaching logs which have been reassigned to a Manager, will also appear on their dashboard. The manager generally represents the level 3 reviewer of the log regardless of job code or module (immediate supervisor of the recipient’s supervisor).  The Created Date will be the date and time the record is created and shall be displayed noting the web server time zone (e.g. PDT for Pacific Daylight Time) | Managers sees logs for them and their direct reports | As described | 2/5/2018 |
| TC11.18 | Managers will be able to view Warning eCoaching Logs for their direct reports. | Warnings appear on supervisors dashboard | Not applicable | 2/5/2018 |
| TC11.19 | Any eCoaching logs which have been reassigned to a Manager, will also appear on their dashboard. | Logs also appear on dashboard for reassigned manger | Not applicable | 2/5/2018 |
| TC11.20 | The Manager dashboard contains the additional filters as defined in the functional spec | As described | Not applicable | 2/5/2018 |
| TC11.21 | The dashboard allows the Quality or Training Supervisor to view their direct reports pending and completed as well as their own pending eCLs. The title of the Dashboard is “Welcome to the eCL Dashboard”. The Created Date will be the date and time the record is created and shall be displayed noting the web server time zone (e.g. PDT for Pacific Daylight Time). | Quality or Training supervisor can see logs of their direct reports | Not applicable | 2/5/2018 |
| TC11.22 | The Quality\Training Supervisor dashboard contains the additional filters as defined in the functional spec | As described | Not applicable | 2/5/2018 |
| TC11.23 | The dashboard allows support staff who submitted indirect eCLs to view the status of pending and completed records. The Created Date will be the date and time the record is created and shall be displayed noting the web server time zone (e.g. PDT for Pacific Daylight Time). | Support Staff can see logs of they submitted | Not applicable | 2/5/2018 |
| TC11.24 | The Support Staff dashboard contains additional filters as defined in the functional spec | As described | Not applicable | 2/5/2018 |
| TC11.25 | The dashboard enables supervisors and managers to view all past and historical eCLs for their current Employee direct reports, regardless of the Employee’s past reporting structure. The Created Date will be the date and time the record is created and shall be displayed noting the web server time zone (e.g. PDT for Pacific Daylight Time). | Past and historical eCLs may be viewed | Not applicable | 2/5/2018 |
| TC11.26 | This Historical dashboard contains additional filters as defined in the functional spec | As described | Not applicable | 2/5/2018 |
| TC11.27 | A means to extract data from the Historical Dashboard to Excel should be provided. | Generate a report from historical dashboard | Not applicable | 2/5/2018 |
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| TC11.30 | This dashboard enables those designated as Senior Managers to view summary as well as detail information of eCoaching logs and Warning logs for those employees in their reporting structure, even if not direct reports. The date and time shall be displayed noting the web server time zone (e.g. PDT for Pacific Daylight Time). | Senior Manager can view coaching and warning logs. Date time displayed as PDT | Not applicable | 2/5/2018 |
| TC11.31 | The data to be displayed shall be determined by filter criteria. | Data displayed based on criteria | Not applicable | 2/5/2018 |
| TC11.32 | The data to be displayed shall default to the current month. The previous 11 months may be selected and corresponding data displayed. Months in the future will not be available. | Data defaults to current month, pervious 11 months can be selected, but future months can’t | Not applicable | 2/5/2018 |
| TC11.33 | The month time period shall be from the first day to the last day. | Month is first day to last day | Not applicable | 2/5/2018 |
| TC11.34 | A week shall be defined as starting on a Sunday or first day of a month and ending on the following Saturday or last day of the month. | Week defined as documented | Not applicable | 2/5/2018 |
| TC11.35 | The date of the eCoaching log shall be determined by the log’s Submitted Date. The completed date of the eCoaching log shall be determined by the CSR Review Auto Date. | Submitted date used to | Not applicable | 2/5/2018 |
| TC11.36 | The data to be displayed shall be from the CSR and Supervisor modules. | CSR and Supervisor modules used for data | Not applicable | 2/5/2018 |
| TC11.37 | Present the Senior Manager with a high-level summary of the count of eCoaching logs and Warning logs. The data for the view shall default to the current month. Previous months shall be selected and corresponding data displayed. | Summary information as described | Not applicable | 2/5/2018 |