

eCoaching

Test Case Results

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| Last Revision | Last Review | Description |
| 01/02/2018 |  | TFS9573 – eCoaching - Add new SubCoaching Reason to Supervisor Module |

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

Department: Requirements and Testing

Change History Log

| Date | Change Description | Author |
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| 1/02/2018 | TFS9573 -eCoaching - Add new SubCoaching Reason to Supervisor Module | 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 |  |
| 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 |  |
| 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 |  |
| TC1.7 | The form name for eCoaching Logs shall be concatenation as described in the functional spec. | Form name built as described | Not applicable |  |
| TC1.8 | The form name for eCoaching Logs shall be unique. | Duplicate form names not allowed | Not applicable |  |
| TC1.9 | The maximum number of coaching reasons that can be selected is 12. | Up to 12 coaching reasons can be selected | Not applicable |  |

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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 |  |
| TC2.2 | Display a list of sites or locations for Employees. | List of sites are displayed | Sites displayed | 01/02/2018 Pass |
| TC2.3 | Only display active sites in the list | Only active sites are displayed | Active sites displayed | 01/02/2018 Pass |
| 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 | 01/02/2018 Pass |
| TC2.5 | Display the name of the supervisor for the selected Employee. | Employee supervisor name is displayed | Supervisor displayed | 01/02/2018 Pass |
| TC2.6 | Display the name of the manager for the selected Employee. | Employee manager name is displayed | Manager displayed | 01/02/2018 Pass |
| TC2.7 | Allow for selection of Program – Marketplace, Medicare, or N/A. | Program can be selected | Program selected | 01/02/2018 Pass |
| TC2.8 | The delivery options will be:  Direct or Indirect | Delivery option representing direct or indirect may be selected | Direct or indirect selected | 01/02/2018 Pass |
| TC2.9 | Determine if coaching log is for progressive disciplinary warning. | Select if Warning | Not warning | 01/02/2018 Pass |
| 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 |  |
| TC2.11 | Allow for entry of a coaching, event or warning date for the log. | Date can be entered | Not applicable |  |
| TC2.12 | Dates in the future are not allowed. | Dates in the future can’t be entered | Not applicable |  |
| TC2.13 | Determine if coaching or event is a CSE. | Select if CSE | Not CSE | 01/02/2018 Pass |
| TC2.14 | CSE related Coaching Reasons will be available if Yes selected. | Only CSE reasons displayed | Not applicable |  |
| 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) | 01/02/2018 Pass |
| 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 | 01/02/2018 Pass |
| TC2.17 | Not available if Yes is selected for Progressive Disciplinary Warning. | Details of behavior not available if Warning | Not applicable |  |
| 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 | 01/02/2018 Pass |
| TC2.19 | Not available if Yes is selected for Progressive Disciplinary Warning. | Details of coaching not available if Warning | Not applicable |  |
| 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 | 01/02/2018 Pass |
| 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 |  |
| 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 |  |
| 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 | 01/02/2018 Pass |
| TC2.24 | Not available if Yes is selected for Progressive Disciplinary Warning. | Verification not available if Warning | Not applicable |  |
| TC2.25 | The status of the eCoaching log shall be as defined in the functional spec | Status is as described | Not applicable |  |
| TC2.26 | Required fields for submission are defined in the functional spec | Unfiled or unselected required fields generate an error | Not applicable |  |
| 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 |  |
| 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 |  |
| TC2.29 | Do now allow duplicate warnings to be submitted. | Warnings cannot be duplicated | Not applicable |  |
| TC2.30 | Duplicate Warnings are defined in the functional spec | Warnings not matching duplicate definition can be submitted | Not applicable |  |
| TC2.31 | Display error message if a duplicate warning log is found | Error message if duplicate Warning | Not applicable |  |
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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 | 01/02/2018 Pass |
| 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 | 01/02/2018 Pass |
| TC3.3 | Display the name of the supervisor for the selected employee. | Employee supervisor name is displayed | Supervisor displayed | 01/02/2018 Pass |
| TC3.4 | Display the name of the manager for the selected employee. | Employee manager name is displayed | Manager displayed | 01/02/2018 Pass |
| TC3.5 | Allow for selection of Program – Marketplace, Medicare, or N/A. | Program can be selected | Program selected | 01/02/2018 Pass |
| TC3.6 | The delivery options will be:  Direct or Indirect | Delivery option representing direct or indirect may be selected | Direct or indirect selected | 01/02/2018 Pass |
| TC3.7 | Determine if coaching log is for progressive disciplinary warning. | Select if Warning | Not applicable |  |
| TC3.8 | 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 |  |
| TC3.9 | Allow for entry of a coaching, event or warning date for the log. | Date can be entered | Enter date | 01/02/2018 Pass |
| TC3.10 | Dates in the future are not allowed. | Dates in the future can’t be entered | Not applicable |  |
| TC3.11 | Determine if coaching or event is a CSE. | Select if CSE | Not CSE | 01/02/2018 Pass |
| TC3.12 | CSE related Coaching Reasons will be available if Yes selected. | Only CSE reasons displayed | Not applicable |  |
| 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 | 01/02/2018 Pass |
| 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 | 01/02/2018 Pass |
| TC3.15 | Not available if Yes is selected for Progressive Disciplinary Warning. | Details of behavior not available if Warning | Not applicable |  |
| 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 | 01/02/2018 Pass |
| TC3.17 | Not available if Yes is selected for Progressive Disciplinary Warning. | Details of coaching not available if Warning | Not applicable |  |
| 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 | 01/02/2018 Pass |
| 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 |  |
| 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 |  |
| 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 | 01/02/2018 Pass |
| TC3.22 | Not available if Yes is selected for Progressive Disciplinary Warning. | Verification not available if Warning | Not applicable |  |
| TC3.23 | The status of the eCoaching log shall be as defined in the functional spec | Status is as described | Status is as defined | 01/02/2018 Pass |
| TC3.24 | Required fields for submission are defined in the functional spec | Unfiled or unselected required fields generate an error | Errors generated | 01/02/2018 Pass |
| 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 | 01/02/2018 Pass |
| 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 |  |
| TC3.27 | Do now allow duplicate warnings to be submitted. | Warnings cannot be duplicated | Not applicable |  |
| TC3.28 | Duplicate Warnings are defined in the functional spec | Warnings not matching duplicate definition can be submitted | Not applicable |  |
| TC3.29 | Display error message if a duplicate warning log is found | Error message if duplicate Warning | Not applicable |  |
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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** |
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| TC4.1 | eCoaching Logs will be submitted for Quality Specialists | eCL submitted in Quality module to employees who are Quality Specialists | Not applicable |  |
| 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 |  |
| TC4.3 | Display the name of the supervisor for the selected employee. | Employee supervisor name is displayed | Not applicable |  |
| TC4.4 | Display the name of the manager for the selected employee. | Employee manager name is displayed | Not applicable |  |
| TC4.5 | Allow for selection of Program – Marketplace, Medicare, or N/A. | Program can be selected | Not applicable |  |
| TC4.6 | The delivery options will be:  Direct or Indirect | Delivery option representing direct or indirect may be selected | Not applicable |  |
| TC4.7 | Determine if coaching log is for progressive disciplinary warning. | Select if Warning | Not applicable |  |
| TC4.8 | 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 |  |
| TC4.9 | Allow for entry of a coaching, event or warning date for the log. | Date can be entered | Not applicable |  |
| TC4.10 | Dates in the future are not allowed. | Dates in the future can’t be entered | Not applicable |  |
| TC4.11 | Customer Service Escalation not available | Customer Service Escalation not available | Not applicable |  |
| 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 |  |
| 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 |  |
| TC4.14 | Not available if Yes is selected for Progressive Disciplinary Warning. | Details of behavior not available if Warning | Not applicable |  |
| 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 |  |
| TC4.16 | Not available if Yes is selected for Progressive Disciplinary Warning. | Details of coaching not available if Warning | Not applicable |  |
| 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 |  |
| 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 |  |
| 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 |  |
| 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 |  |
| TC4.21 | Not available if Yes is selected for Progressive Disciplinary Warning. | Verification not available if Warning | Not applicable |  |
| TC4.22 | The status of the eCoaching log shall be as defined in the functional spec | Status is as described | Not applicable |  |
| TC4.23 | Required fields for submission are defined in the functional spec | Unfiled or unselected required fields generate an error | Not applicable |  |
| 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 |  |
| 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 |  |
| TC4.26 | Do now allow duplicate warnings to be submitted. | Warnings cannot be duplicated | Not applicable |  |
| TC4.27 | Duplicate Warnings are defined in the functional spec | Warnings not matching duplicate definition can be submitted | Not applicable |  |
| TC4.28 | Display error message if a duplicate warning log is found | Error message if duplicate Warning | Not applicable |  |
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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 |  |
| TC5.2 | Display a list of Employees for the select site that has the following job codes: WIHD01, WIHD02, WIHD03, WIHD04, WABA11, WISA03 | Employees with appropriate job codes are displayed | Not applicable |  |
| TC5.3 | Display the name of the supervisor for the selected employee. | Employee supervisor name is displayed | Not applicable |  |
| TC5.4 | Display the name of the manager for the selected employee. | Employee manager name is displayed | Not applicable |  |
| TC5.5 | Program selection not available | Program selection not available | Not applicable |  |
| TC5.6 | The delivery options will be:  Direct or Indirect | Delivery option representing direct or indirect may be selected | Not applicable |  |
| TC5.7 | Determine if coaching log is for progressive disciplinary warning. | Select if Warning | Not applicable |  |
| 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 |  |
| TC5.9 | Allow for entry of a coaching, event or warning date for the log. | Date can be entered | Not applicable |  |
| TC5.10 | Dates in the future are not allowed. | Dates in the future can’t be entered | Not applicable |  |
| TC5.11 | Customer Service Escalation not available | Customer Service Escalation not available | Not applicable |  |
| 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 |  |
| 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 |  |
| TC5.14 | Not available if Yes is selected for Progressive Disciplinary Warning. | Details of behavior not available if Warning | Not applicable |  |
| 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 |  |
| TC5.16 | Not available if Yes is selected for Progressive Disciplinary Warning. | Details of coaching not available if Warning | Not applicable |  |
| 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 |  |
| 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 |  |
| TC5.19 | Call association is not available | Call association is not available | Not applicable |  |
| 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 |  |
| TC5.21 | Not available if Yes is selected for Progressive Disciplinary Warning. | Verification not available if Warning | Not applicable |  |
| TC5.22 | The status of the eCoaching log shall be as defined in the functional spec | Status is as described | Not applicable |  |
| TC5.23 | Required fields for submission are defined in the functional spec | Unfiled or unselected required fields generate an error | Not applicable |  |
| 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 |  |
| 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 |  |
| TC5.26 | Do now allow duplicate warnings to be submitted. | Warnings cannot be duplicated | Not applicable |  |
| TC5.27 | Duplicate Warnings are defined in the functional spec | Warnings not matching duplicate definition can be submitted | Not applicable |  |
| TC5.28 | Display error message if a duplicate warning log is found | Error message if duplicate Warning | Not applicable |  |
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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 |  |
| 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 |  |
| TC6.3 | Display the name of the supervisor for the selected employee. | Employee supervisor name is displayed | Not applicable |  |
| TC6.4 | Display the name of the manager for the selected employee. | Employee manager name is displayed | Not applicable |  |
| TC6.5 | Allow for selection of Behavior – Production, Training, Other | Behavior can be selected | Not applicable |  |
| TC6.6 | The delivery options will be:  Direct or Indirect | Delivery option representing direct or indirect may be selected | Not applicable |  |
| TC6.7 | Determine if coaching log is for progressive disciplinary warning. | Select if Warning | Not applicable |  |
| TC6.8 | 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 |  |
| TC6.9 | Allow for entry of a coaching, event or warning date for the log. | Date can be entered | Not applicable |  |
| TC6.10 | Dates in the future are not allowed. | Dates in the future can’t be entered | Not applicable |  |
| TC6.11 | Determine if coaching or event is a CSE. | Select if CSE | Not applicable |  |
| TC6.12 | CSE related Coaching Reasons will be available if Yes selected. | Only CSE reasons displayed | Not applicable |  |
| 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 |  |
| 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 |  |
| TC6.15 | Not available if Yes is selected for Progressive Disciplinary Warning. | Details of behavior not available if Warning | Not applicable |  |
| 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 |  |
| TC6.17 | Not available if Yes is selected for Progressive Disciplinary Warning. | Details of coaching not available if Warning | Not applicable |  |
| 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 |  |
| 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 |  |
| 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 |  |
| 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 |  |
| TC6.22 | Not available if Yes is selected for Progressive Disciplinary Warning. | Verification not available if Warning | Not applicable |  |
| TC6.23 | The status of the eCoaching log shall be as defined in the functional spec | Status is as described | Not applicable |  |
| TC6.24 | Required fields for submission are defined in the functional spec | Unfiled or unselected required fields generate an error | Not applicable |  |
| 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 |  |
| 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 |  |
| TC6.27 | Do now allow duplicate warnings to be submitted. | Warnings cannot be duplicated | Not applicable |  |
| TC6.28 | Duplicate Warnings are defined in the functional spec | Warnings not matching duplicate definition can be submitted | Not applicable |  |
| TC6.29 | Display error message if a duplicate warning log is found | Error message if duplicate Warning | Not applicable |  |
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| **Test Items: Notification eCoaching Logs** |
| **Tested By:** |
| **Environmental Needs: Access to system, ability to switch rolls** |
| Test Case ID: TC7 |
| **Condition Tested:** |

| **Test Case Reference #** | **Test** | **Expected Result** | **Actual Result  (If failed, what was the actual result?)** | **Pass/Fail** |
| --- | --- | --- | --- | --- |
| TC7.1 | Details the email formatting and how the conditions fill the email header and body is described in the functional spec | eMail notification are as described | eMail notification as described | 01/02/2018 Pass |
| TC7.2 | When an eCoaching Log is submitted and the coaching is Direct or Indirect and is not a Customer Service Escalation and the status is Pending Employee Review, the employee receives a system generated eMail notification. | eMail notification are as described | eMail notification as described | 01/02/2018 Pass |
| TC7.3 | When an eCoaching Log is submitted and the coaching is Indirect and is not a Customer Service Escalation and the status is Pending Supervisor Review, the immediate supervisor of the Employee receives a system generated eMail notification. | eMail notification are as described | eMail notification as described | 01/02/2018 Pass |
| TC7.4 | The following will be substituted for Pending Supervisor Review in the following modules | Substitutions are as described | Substitution for supervisor log | 01/02/2018 Pass |
| TC7.5 | When an eCoaching Log is submitted and the coaching is Direct and is a Customer Service Escalation and the status is Pending Manager Review, the manager of the employee receives a system generated eMail notification. | eMail notification are as described | Not applicable |  |
| TC7.6 | The following will be substituted for Pending Manager Review in the following modules | Substitutions are as described | Not applicable |  |
| TC7.7 | When an eCoaching Log is submitted and the coaching is Indirect and is a Customer Service Escalation and the status is Pending Sr. Manager Review, the immediate Sr. Manager of the Employee (Supervisor) receives a system generated eMail notification. | eMail notification are as described | Not applicable |  |
| TC7.8 | The following will be substituted for Pending Manager Review in the following modules | Substitutions are as described | Not applicable |  |
| TC7.9 | No email notification is sent for Progressive Disciplinary eCoaching Logs | No email sent | Not applicable |  |
| TC7.10 | Removed as no longer required | Removed as no longer required | Not applicable |  |
| TC7.11 | The general format of eMails generated from OMR are the same as those through Notification of Submitted eCoaching Logs | eMail notification are as described | Not applicable |  |
| TC7.12 | The subject and message for OMR Pending Employee Review eMails are the same as described in Notification of Submitted eCoaching Logs Pending Employee Review except the condition will be Indirect instead of Direct. | eMail notification are as described | Not applicable |  |
| TC7.13 | The condition, subject, and message for OMR Pending Supervisor Review eMails are the same as described in Notification of Submitted eCoaching Logs Pending Supervisor Review. | eMail notification are as described | Not applicable |  |
| TC7.14 | Exception for IAE/IAT: When an eCoaching Log is submitted for an IAE (Inappropriate ARC Escalation) or IAT (Inappropriate ARC Transfer) report item, the status is Pending Supervisor Review, the Supervisor receives a system generated eMail notification. | eMail notification are as described | Not applicable |  |
| TC7.14.1 | Substitution for status as described in the functional spec | eMail subject status as described | Not applicable |  |
| TC7.15 | The condition, subject, and message for OMR Pending Manager eMails are the same as described in Notification of Submitted eCoaching Logs Pending Manager Review for Indirect logs | eMail notification are as described | Not applicable |  |
| TC7.16 | When an OMR eCoaching Log is submitted, the coaching is Indirect the status is Pending Acknowledgement, the employee receives a system generated eMail notification while the immediate supervisor is copied on the email. | eMail notification are as described | Not applicable |  |
| TC7.17 | System will generate emails when eCoaching Logs are submitted through the Interface to Quality Systems (IQS) or Quality Reports data feed. eCoaching Logs from IQS are considered to be Indirect in the CSR module only. Quality Reports eCoaching logs may be in the CSR or Supervisor module. | eMail notification are as described | Not applicable |  |
| TC7.18 | The general format of eMails generated from IQS are the same as those through Notification of Submitted eCoaching Logs. | eMail notification are as described | Not applicable |  |
| TC7.19 | The condition, subject, and message for IQS Pending Supervisor Review eMails are the same as described in Notification of Submitted eCoaching Logs Pending Supervisor Review. | eMail notification are as described | Not applicable |  |
| TC7.20 | The condition, subject, and message for IQS Pending Manager eMails are the same as described in Notification of Submitted eCoaching Logs Pending Manager Review for Indirect logs | eMail notification are as described | Not applicable |  |
| TC7.21 | The condition, subject, and message for IQS Pending Acknowledgement eMails are the same as described in Outlier Management Reporting eCoaching Logs Pending Acknowledgement | eMail notification are as described | Not applicable |  |
| TC7.22 | System will generate emails when eCoaching Logs are submitted through the Electronic Timekeeping System (ETS) data feed. eCoaching Logs from ETS are considered to be Indirect in the CSR and Supervisor module. | eMail notification are as described | Not applicable |  |
| TC7.23 | The general format of eMails generated from ETS are the same as those through Notification of Submitted eCoaching Logs | eMail notification are as described | Not applicable |  |
| TC7.24 | Email notifications for ETS data feed eCoaching Logs from report codes EOT, EA, HOL, ITD, ITI, FWH, HNC, ICC shall follow the same form as those submitted though the user interface as Pending Supervisor Review. The current employee hierarchy will be used to determine the employee’s supervisor and manager. | eMail notification are as described | Not applicable |  |
| TC7.25 | Email notifications for ETS eCoaching Logs from report codes EOT, EA, HOLA, ITDA, ITIA, FWHA shall follow the same form as those submitted though the user interface as Pending Manager Review. The current employee hierarchy will be used to determine the employee’s supervisor and manager | eMail notification are as described | Not applicable |  |
| TC7.26 | The general format of eMails generated from ETS are the same as those through Notification of Submitted eCoaching Logs. | eMail notification are as described | Not applicable |  |
| TC7.27 | When an eCoaching Log is submitted for an OAE report item in the CSR module, the status is Pending Supervisor Review, the Supervisor receives a system generated eMail notification | eMail notification are as described | Not applicable |  |
| TC7.28 | The following will be substituted for Pending Supervisor Review in the following modules when the log is submitted an OAE or OAS report item: | Substitutions are as described | Not applicable |  |
| TC7.29 | System will generate emails when eCoaching Logs meeting the selection criteria have not yet been reviewed and coached. | Reminder emails sent based on selection criteria | Not applicable |  |
| TC7.30 | The general format of eMails generated for reminders are the same as those through Notification of Submitted eCoaching Logs. | eMail format is as described | Not applicable |  |
| TC7.31 | The eCoaching logs subject to reminders will those which meet the criteria defined in the functional spec. | Logs subject to reminders are as described | Not applicable |  |
| TC7.32 | The eCoaching log reminder email will be sent using the time frames as defined in the functional spec. | Time frames for reminders are as described | Not applicable |  |
| TC7.33 | The eCoaching log reminder email will be sent with High Importance setting. | eMail sent with High Importance | Not applicable |  |
| TC7.34 | The eCoaching log reminder email will be sent to those identified in the functional spec. | eMail sent to those as described | Not applicable |  |
| TC7.35 | The subject line of the email reminder will be as described in the functional spec. | eMail subject is as described | Not applicable |  |
| TC7.36 | The message body of the email reminder will include the text as described in the functional spec. | eMail body is as described | Not applicable |  |
| TC7.37 | System will generate emails when eCoaching Logs have been reactivated. | Reactivated logs generate emails | Not applicable |  |
| TC7.38 | The general format of eMails generated when reactivated are the same as those through Notification of Submitted eCoaching Logs. | eMail notifications are as described | Not applicable |  |
| TC7.39 | The eCoaching log email will be sent to the appropriate employee, supervisor or manager in the current hierarchy depending on the status of the log when reactivated. | Email sent to appropriate person | Not applicable |  |
| TC7.40 | The subject line of the email will be as described in the functional spec | As described | Not applicable |  |
| TC7.41 | The message body of the email will be as described in the functional spec | As described | Not applicable |  |
| TC7.42 | Reactivated Warning Logs will not send notification emails. | No emails for warnings | Not applicable |  |
| TC7.43 | System will generate emails when eCoaching Logs have been reassigned. | Reassigned logs generate emails | Not applicable |  |
| TC7.44 | The general format of eMails generated when reassigned are the same as those through Notification of Submitted eCoaching Logs. | eMail notifications are as described | Not applicable |  |
| TC7.45 | The eCoaching log email will be sent to the person the log is being reassigned to. A Carbon Copy email will be sent to the person the log is being reassigned from. | Email sent to appropriate person | Not applicable |  |
| TC7.46 | The subject line of the email will be as described in the functional spec. | As described | Not applicable |  |
| TC7.47 | The message body of the email will be as described in the functional spec | As described | Not applicable |  |
| TC7.48 | System will generate emails when eCoaching Logs have been completed. | As described | Not applicable |  |
| TC7.49 | The general format of eMails generated when completed are the same as those through Notification of Submitted eCoaching Logs. | Format of emails same as other eCL emails | Not applicable |  |
| TC7.50 | The eCoaching log email will be sent to the supervisor and manager in the hierarchy of the log’s recipient/owner. | Email sent to supervisor and manager | Not applicable |  |
| TC7.51 | The subject line of the email is as defined in the functional spec | As described | Not applicable |  |
| TC7.52 | The message body of the email is as defined in the functional spec | As described | Not applicable |  |
| TC7.53 | The completion notification will be for eCoaching log in the CSR module only. | CSR module only | Not applicable |  |
| TC7.54 | All eCoaching logs regardless of source, reason, sub-reason, or value will send email notification upon completion. | All coaching logs | Not applicable |  |
| TC7.55 | The email notification will be sent immediately when the log is submitted as complete. | Sent when completed | Not applicable |  |
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| **Test Items: Outlier Management Reporting** |
| **Tested By:** |
| **Environmental Needs: Access to system, ability to switch rolls** |
| Test Case ID: TC8 |
| **Condition Tested:** |

| **Test Case Reference #** | **Test** | **Expected Result** | **Actual Result  (If failed, what was the actual result?)** | **Pass/Fail** |
| --- | --- | --- | --- | --- |
| TC8.1 | The eCoaching Logs for OMR will be initiated in the CSR module except as indicated in the functional spec. | OMR eCLs will be in the CSR module except as described | Not applicable |  |
| TC8.2 | The generic OMR data feed reports are as defined in the functional spec. | The generic OMR data feed reports are as described | Not applicable |  |
| TC8.3 | The OMR data feed reports for assignment to a specific assigned manger to review | The assigned manager OMR data feed reports are as described | Not applicable |  |
| TC8.4 | The OMR data feed reports for assignment to the employee’s supervisor to review | The assigned supervisor OMR data feed reports are as described | Not applicable |  |
| TC8.5 | The report files will be a comma separated value (CSV) file and the layout matches that as defined in the layout document | File is CSV and layout matches document | Not applicable |  |
| TC8.6 | Location of the file is defined in the functional spec | Location of file is as described | Not applicable |  |
| TC8.7 | The naming convention is defined in the functional spec | Naming convention of the file is as described | Not applicable |  |
| TC8.8 | Records from the feed file which cannot be processed will be identified | Invalid records not processed and identified | Not applicable |  |
| TC8.9 | The source of the coaching log shall be OMR except as indicated in the functional spec | Source is as described | Not applicable |  |
| TC8.10 | The Program (Medicare or Marketplace) shall be determined from the input feed | Program is from feed file | Not applicable |  |
| TC8.11 | Delivery will be indirect | Indirect delivery | Not applicable |  |
| TC8.12 | The date of coaching or event will be the Event Date from the input feed | Date is from feed file | Not applicable |  |
| TC8.13 | The coaching reasons, sub-coaching reasons, and opportunity/reinforcement for report codes are defined in the functional spec | Coaching reasons, sub-coaching reasons corresponding to the report code as described | Not applicable |  |
| TC8.14 | The report details will be the text description from the input feed for generic reports | Report details as described | Not applicable |  |
| TC8.15 | The report details for LCS will be as defined in the functional spec | Report details as described | Not applicable |  |
| TC8.16 | The report details for IAE/IAT will be as defined in the functional spec | Report details as described | Not applicable |  |
| TC8.17 | Description text will be report details | Description text as described | Not applicable |  |
| TC8.18 | The status of the eCoaching Log will be determined as described in the functional spec | Status of log as described | Not applicable |  |
| TC8.19 | The current employee hierarchy will be used to determine the employee’s supervisor and manager | Reviewer is current employee hierarchy | Not applicable |  |
| TC8.20 | For LCS (Low CSAT), the current employee hierarchy will be used to determine the employee’s supervisor. The manager who will review the log will be designated in the input feed. The assigned reviewer shall be an active employee on file and with the appropriate job code. | Exception for LCS where manager reviewer is from feed file and is an active employee with correct job code | Not applicable |  |
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| **Test Items: Interface to Quality Systems** |
| **Tested By:** |
| **Environmental Needs: Access to system, ability to switch rolls** |
| Test Case ID: TC9 |
| **Condition Tested:** |

| **Test Case Reference #** | **Test** | **Expected Result** | **Actual Result  (If failed, what was the actual result?)** | **Pass/Fail** |
| --- | --- | --- | --- | --- |
| TC9.1 | The eCoaching Logs for IQS will be initiated in the CSR module except for those with ATA in the form name which will be initiated in the Quality module. | IQS eCLs will be in the CSR module but ATA will be in Quality module | Not applicable |  |
| TC9.2 | The IQS data file will contain records from each channel. | eCLs related to each channel | Not applicable |  |
| TC9.3 | Records will be included in the eCoaching Log Scorecard Data File when there is a valid Coaching Date or a valid Appeals End Date in the evaluation record | Valid coaching and/or appeals date | Not applicable |  |
| TC9.4 | Records will contain active evaluations only | Only active evaluations | Not applicable |  |
| TC9.5 | The IQS data file will be encrypted | Data file encrypted | Not applicable |  |
| TC9.6 | The IQS file will be sent on a daily basis, including holidays and weekends. If there are no new or changed records, the file should be empty. A zero byte file will be created and sent on the weekends (Saturday and Sunday). The Monday file will include weekend changes and additions | File received daily | Not applicable |  |
| TC9.7 | Scorecard Types in the data file are defined in the functional spec | As described | Not applicable |  |
| TC9.8 | Records from the feed file which cannot be processed will be identified | Invalid records not processed and identified | Not applicable |  |
| TC9.9 | Scorecards from the quality data feed which match an existing record in the system will not be loaded, but instead updated. Updated logs may be in any status and the fields to be updated are Opportunity/Reinforcement, Description, Coaching Monitor. Matching records are those which have the same Evaluation ID. | Existing logs updated from feed | Not applicable |  |
| TC9.10 | The report files will be a pipe delimited (|) file and the layout matches that as defined in the layout document | File is pipe delimited and layout matches document | Not applicable |  |
| TC9.11 | Location of the file is defined in the functional spec | Location of file is as described | Not applicable |  |
| TC9.12 | The naming convention is defined in the functional spec | Naming convention of the file is as described | Not applicable |  |
| TC9.13 | The source of the coaching log is defined in the functional spec | As described | Not applicable |  |
| TC9.14 | The Program (Medicare or Marketplace) shall be determined from the input feed | Program is from feed file | Not applicable |  |
| TC9.15 | Delivery option will be Indirect | Indirect delivery | Not applicable |  |
| TC9.16 | The date of coaching or event will be the Call Date/Time from the input feed | Date is from feed file | Not applicable |  |
| TC9.17 | The coaching reasons, sub-coaching reasons, and opportunity/reinforcement are defined in the functional spec | As described | Not applicable |  |
| TC9.18 | The report details will be the summary of caller’s issues from the input feed. | As described | Not applicable |  |
| TC9.19 | The status of the eCoaching Log will be determined from the input feed as defined in the functional spec | Status determined as described | Not applicable |  |
| TC9.20 | The current employee hierarchy will be used to determine the employee’s supervisor and manager. | Current employee hierarchy used for review | Not applicable |  |
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| **Test Items: Electronic Timekeeping System** |
| **Tested By:** |
| **Environmental Needs: Access to system, ability to switch rolls** |
| Test Case ID: TC10 |
| **Condition Tested:** |

| **Test Case Reference #** | **Test** | **Expected Result** | **Actual Result  (If failed, what was the actual result?)** | **Pass/Fail** |
| --- | --- | --- | --- | --- |
| TC10.1 | The ETS eCoaching Logs will be initiated in either the CSR module or the Supervisor module | ETS eCLs will be in the CSR or Supervisor module | Not applicable |  |
| TC10.2 | CSR module will have the ETS reports as defined in the functional spec | ETS reports for CSRs as described | Not applicable |  |
| TC10.2.1 | CSR module or the Supervisor module will have the ETS reports as defined in the functional spec | ETS reports for CSRs or Supervisors as described |  |  |
| TC10.3 | Supervisor module will have the ETS reports as defined in the functional spec | ETS reports for Supervisors as described | Not applicable |  |
| TC10.4 | The report files will be a comma separated value (CSV) file and the layout matches that as defined in the layout document | File is CSV and layout matches document | Not applicable |  |
| TC10.5 | Location of the file is defined in the functional spec | Location of file is as described | Not applicable |  |
| TC10.6 | The naming convention is defined in the functional spec | Naming convention of the file is as described | Not applicable |  |
| TC10.7 | The eCoaching Log will be initiated in the CSR module when the Employee in the feed file has a job code of WACS01, WACS02, WACS03. | eCLs in CSR module when have appropriate job code | Not applicable |  |
| TC10.8 | If the Employee in the feed file has a job code of WACS40 the eCoaching Log will be initiated in the Supervisor module. Note: only Supervisors are expected to be in the Approver and OAS reports. | eCLs in Supervisor module when have appropriate job code | Not applicable |  |
| TC10.9 | The source of the coaching log shall be ETS. | Source is ETS | Not applicable |  |
| TC10.10 | The Program shall be determined based on the value in the employee hierarchy record. | Program determined from employee | Not applicable |  |
| TC10.11 | The Delivery Option shall be considered to be Indirect | Indirect delivery option | Not applicable |  |
| TC10.12 | The date of coaching or event will be the Friday End Date in the feed file. | Date from feed file as described | Not applicable |  |
| TC10.13 | For Outstanding Action (Employee) and Outstanding Action (Supervisor) reports, the date of coaching or event will be the Time Period | Date from feed file as described | Not applicable |  |
| TC10.13.1 | For HNC, ICC reports, the date of coaching or event will be the WE Date | Date from feed file as described | Not applicable |  |
| TC10.14 | The coaching reasons, sub-coaching reasons, and opportunity/reinforcement are defined in the functional spec | As described | Not applicable |  |
| TC10.15 | The report details will be the fields defined in the functional spec | As described | Not applicable |  |
| TC10.16 | The description text displayed shall be different for each CSR report or type of infraction and is defined in the functional spec. | As described | Not applicable |  |
| TC10.17 | The status of the coaching log shall be Pending Supervisor Review in the CSR module and Pending Manager Review in the Supervisor module. | Status determined as described | Not applicable |  |
| TC10.18 | Email notifications will be sent to the appropriate reviewer in the employee’s hierarchy. | Emails sent as described | Not applicable |  |
| TC10.19 | Other information will be as described in the functional spec | As described | Not applicable |  |
| TC10.20 | Records from the feed file which cannot be processed will be identified. | Error records identified | Not applicable |  |
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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 | 01/02/2018 Pass |
| 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 | 01/02/2018 Pass |
| 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 | 01/02/2018 Pass |
| 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 | 01/02/2018 Pass |
| 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 | 01/02/2018 Pass |
| 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 |  |
| 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 |  |
| 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 |  |
| 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 |  |
| TC11.10 | If a coaching log record is Inactive, it should not be displayed on any dashboard | Only active logs displayed | Not applicable |  |
| TC11.11 | The Dashboard filters will contain the values defined in the functional spec | As described | Not applicable |  |
| 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 | 01/02/2018 Pass |
| TC11.13 | Employee dashboard does not have any additional filters | No filters on employee dashboard | Not applicable |  |
| 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 | 01/02/2018 Pass |
| TC11.15 | Supervisors will be able to view Warning eCoaching Logs for their direct reports. | Warnings appear on supervisors dashboard | Not applicable |  |
| TC11.16 | The Supervisor dashboard contains the additional filters as defined in the functional spec | As described | Not applicable |  |
| 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 | 01/02/2018 Pass |
| TC11.18 | Managers will be able to view Warning eCoaching Logs for their direct reports. | Warnings appear on supervisors dashboard | Not applicable |  |
| 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 |  |
| TC11.20 | The Manager dashboard contains the additional filters as defined in the functional spec | As described | Not applicable |  |
| 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 |  |
| TC11.22 | The Quality\Training Supervisor dashboard contains the additional filters as defined in the functional spec | As described | Not applicable |  |
| 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 |  |
| TC11.24 | The Support Staff dashboard contains additional filters as defined in the functional spec | As described | Not applicable |  |
| 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 |  |
| TC11.26 | This Historical dashboard contains additional filters as defined in the functional spec | As described | Not applicable |  |
| TC11.27 | A means to extract data from the Historical Dashboard to Excel should be provided. | Generate a report from historical dashboard | Not applicable |  |
| TC11.28 | Reactivated eCoaching and Warning logs will be displayed in the appropriate normal dashboards based on the log’s status and the current hierarchy of the log recipient. | Reactivated logs displayed on dashboards | Not applicable |  |
| TC11.29 | Reassigned eCoaching will be displayed in the appropriate normal dashboards based on the log’s status and the current hierarchy of who the logs is reassigned to. The log work flow after reassignment will use the recipient’s current hierarchy. | Reassigned logs displayed on dashboards | Not applicable |  |
| 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 |  |
| TC11.31 | The data to be displayed shall be determined by filter criteria. | Data displayed based on criteria | Not applicable |  |
| 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 |  |
| 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 |  |
| 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 |  |
| 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 |  |
| TC11.36 | The data to be displayed shall be from the CSR and Supervisor modules. | CSR and Supervisor modules used for data | Not applicable |  |
| 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 |  |
| TC11.38 | Display a count of eCoaching logs in a Pending status in the CSR and Supervisor modules combined when the log’s submitted date is within the selected month. | Count of pending logs | Not applicable |  |
| TC11.39 | Display a count of eCoaching logs in a Completed status in the CSR and Supervisor modules combined when the log’s submitted date is within the selected month. | Count of completed logs | Not applicable |  |
| TC11.40 | Display a count of Warning logs in an Active state in the CSR and Supervisor modules combined regardless of when submitted or the selected month. | Count of warning logs | Not applicable |  |
| TC11.41 | Present the Senior Manager with an intermediate-level summary of the count of eCoaching and Warning logs in the various statuses and types of warnings. | Summary counts of logs by status | Not applicable |  |
| TC11.42 | The display of counts of eCoaching logs in Pending statuses is as described in the functional spec | Count of pending logs by status | Not applicable |  |
| TC11.43 | The display of counts of eCoaching logs in Completed status is as described in the functional spec | Count of completed logs by status | Not applicable |  |
| TC11.44 | The display of counts of Warning logs in Active status is as described in the functional spec | Count of warning logs by status | Not applicable |  |
| TC11.45 | Present the Senior Manager with a detail-level table view of the selected logs. | Detail view of logs | Not applicable |  |
| TC11.46 | The information described for displaying detail for pending and completed coaching logs is as described in the functional spec | Detail displayed as described | Not applicable |  |
| TC11.47 | Display those logs in Pending Senior Manager Review first in the list. These are logs pending action by the Senior Manager. | Pending Sr Manager Review logs listed first | Not applicable |  |
| TC11.48 | The information described for displaying detail for warning logs is as described in the functional spec | Detail displayed as described | Not applicable |  |
| TC11.49 | Allow searching and filtering of the detail logs by Employee, Supervisor or Manager name. | Search and filter by employee, supervisor, manager name | Not applicable |  |
| TC11.50 | eCoaching and Warning logs can be selected from the Dashboard and its corresponding information displayed and reviewed. | Coaching/warning logs selected and displayed | Not applicable |  |
| TC11.51 | The information described for displaying log detail is as described in the functional spec | Review page display as described | Not applicable |  |
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| **Test Items: eCoaching Log Review** |
| **Tested By:** |
| **Environmental Needs: Access to system, ability to switch rolls** |
| Test Case ID: TC12 |
| **Condition Tested:** |

| **Test Case Reference #** | **Test** | **Expected Result** | **Actual Result  (If failed, what was the actual result?)** | **Pass/Fail** |
| --- | --- | --- | --- | --- |
| TC12.1 | eCoaching and Warning logs can be selected from the Dashboard and its corresponding information displayed and reviewed. Any information, such as dates and notes, entered on the Review Page from Manager, Supervisor, or Employee review shall be saved with eCoaching Log record. | Logs can be reviewed from dashboards | Logs reviewed | 01/02/2018 Pass |
| TC12.2 | For both Coaching and Warning Logs, display the information to all users as defined in the functional spec. | As described | Information displayed as described | 01/02/2018 Pass |
| TC12.3 | For Warnings, do not display labels or values for Call Record ID (Verint, Avoke, NGD ID, UCID), or Scorecard Name. Also, Warnings will not have details, coaching notes or comments to display. | Warnings won’t display call information or coaching notes. | Not applicable |  |
| TC12.4 | Display the opening information as defined in the functional spec | As described | Information displayed | 01/02/2018 Pass |
| TC12.5 | When coaching or warning reasons are found for the corresponding log, display the coaching/warning reason, coaching/warning sub-reason and the coaching/warning value associated with the log. | Coaching/warning reasons, sub-reasons, and value is displayed | Information displayed | 01/02/2018 Pass |
| TC12.6 | When no coaching or warning reasons are found for the corresponding log, display the appropriate message. | Message is displayed | Not applicable |  |
| TC12.7 | When the submitter of the log reviews it and status is not completed, then display the information as defined in the functional spec | As described | Not applicable |  |
| TC12.8 | The employee of log is the recipient of the log regardless of job code or module the log is submitted in.  When the Employee recipient reviews a log and the status is not completed, then display the information as defined in the functional spec | As described | Information displayed | 01/02/2018 Pass |
| TC12.9 | No longer required as employee recipient of log may enter feedback. | As described | Not applicable |  |
| TC12.10 | When employee recipient reviews log then display the information as defined in the functional spec | As described | Information displayed | 01/02/2018 Pass |
| TC12.10.1 | Link for KUD | Hyper link works correctly | Not applicable |  |
| TC12.10.2 | Link for MSR | Hyper link works correctly | Not applicable |  |
| TC12.10.3 | Link for MSRS | Hyper link works correctly | Not applicable |  |
| TC12.11 | The supervisor of record is the immediate supervisor of the employee recipient of the log regardless of job code or module the log is submitted in.  When the Supervisor of record reviews a log and the status is not completed, then display the information as defined in the functional spec | As described | Information displayed | 01/02/2018 Pass |
| TC12.12 | For supervisors and the log source is IQS, LimeSurvey, Verint-GDIT, Verint-GDIT Supervisor, or Verint-TQC  For supervisors and the log source is Internal CCO Reporting and report code is HFC, KUD, or SEA  For supervisors and the log source is Performance Scorecard and report code is MSR  For managers module when the log source is Coach the coach and report code is CTC  For managers when the log source is Performance Scorecard and report code is MSRS  then display the information as defined in the functional spec | As described | Not applicable |  |
| TC12.12.1 | Link for KUD | Hyper link works correctly | Not applicable |  |
| TC12.12.2 | Link for MSR | Hyper link works correctly | Not applicable |  |
| TC12.12.3 | Link for MSRS | Hyper link works correctly | Not applicable |  |
| TC12.13 | When the Supervisor of record reviews a log and the log value is Research Required and source is ETS and coaching reason is Outstanding Action – Employee (OAE), or source is OMR and coaching reason is Inappropriate ARC Escalation or Inappropriate ARC Transfer or Exceed Number of Breaks or Exceed Break Length or, then display the information as defined in the functional spec. | As described | Not applicable |  |
| TC12.14 | Hyper link for Contact Center Operations 3.06 Timecard Audit SOP | Hyper link works correctly | Not applicable |  |
| TC12.15 | Hyper link for Contact Center Operations 46.0 Outlier Management Report (OMR): Outlier Research Process SOP | Hyper link works correctly | Not applicable |  |
| TC12.15.1 | Hyper link for ETS Breaks Outlier Report | Hyper link works correctly | Not applicable |  |
| TC12.16 | For supervisors and the log source is not IQS, LimeSurvey, Verint-GDIT, Verint-GDIT Supervisor, or Verint-TQC  For supervisors and the log source is ETS with reason Outstanding Action – Employee  For supervisors and the log source is not Internal CCO Reporting and report code is HFC, KUD, or SEA  For supervisor and log source is not Performance Scorecard and report code is MSR  For managers when the log source is not Coach the coach and report code is CTC or  For managers when the log source is not Performance Scorecard and report code is MSRS  and status is Pending Manager review,  then display the information as defined in the functional spec. | As described | Information displayed | 01/02/2018 Pass |
| TC12.16.1 | Hyper link for HNC, ICC | Hyper link works correctly | Not applicable |  |
| TC12.17 | When the log status is not pending supervisor review, then display the information as defined in the functional spec. | As described | Not applicable |  |
| TC12.18 | The manager of record is the manager (supervisor of supervisor) of the employee recipient of the log regardless of job code or module the log is submitted in.  When the Manager of record reviews a log and the status is not completed, then display the information as defined in the functional spec. | As described | Not applicable |  |
| TC12.19 | When the Manager of record reviews a log and the log value is Research required and source is OMR or the coaching reason is Current Coaching Initiative or source is ETS and coaching log is for Outstanding Action (Employee) or Outstanding Action (Supervisor), then display the information as defined in the functional spec. | As described | Not applicable |  |
| TC12.20 | Hyper link for Contact Center Operations 46.0 Outlier Management Report (OMR): Outlier Research Process SOP | Hyper link works correctly | Not applicable |  |
| TC12.21 | Hyper link for Contact Center Operations 3.06 Timecard Audit SOP | Hyper link works correctly | Not applicable |  |
| TC12.22 | When the Manager of record reviews a log and the log is Customer Service Escalation, then display the information as defined in the functional spec. | As described | Not applicable |  |
| TC12.23 | When the log status is not pending manager review, then display the information as defined in the functional spec. | As described | Not applicable |  |
| TC12.24 | When someone other than Employee, Supervisor, Manager or Submitter of record or an Employee, Supervisor, Manager or Submitter of the record in a condition other than described above reviews a log, then display the information as defined in the functional spec. | As described | Not applicable |  |
| TC12.25 | Anyone who is not the Employee, Supervisor, Manager or submitter of record or otherwise not authorized to review a log shall be displayed an appropriate message and not review the log. | Unauthorized users receive message and can’t review log. | Not applicable |  |
| TC12.26 | The manager in the hierarchy for OMR Low CSAT coaching logs shall be able to view the log, but not be able to offer input or notes unless the hierarchy manager is also the designated reviewing manger or has had the log reassigned to them from another manger. | Hierarchy manager and view but not update Low CSAT log unless reviewing manager or has been reassigned log | Not applicable |  |
| TC12.27 | Hyper link for here (OMR IQS review) | Hyper link works correctly | Not applicable |  |
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| **Test Items: Employee information** |
| **Tested By:** |
| **Environmental Needs: Access to system, ability to switch rolls** |
| Test Case ID: TC13 |
| **Condition Tested:** |

| **Test Case Reference #** | **Test** | **Expected Result** | **Actual Result  (If failed, what was the actual result?)** | **Pass/Fail** |
| --- | --- | --- | --- | --- |
| TC13.1 | Information for employees will be imported into the eCoaching Log system. | Employee information imported from files | Not applicable |  |
| TC13.2 | A record will be kept for each employee. | Each employee has record | Not applicable |  |
| TC13.3 | Employee hierarchy will be maintained such that each employee is associated with their immediate supervisor as identified in Aspect eWFM. The employee’s manager value is obtained from PeopleSoft as the supervisor of the employee’s supervisor. | Employee hierarchy is maintained | Not applicable |  |
| TC13.4 | Employee information will populated from data feeds. A separate file will be obtained for Human Resource employees. | Employee information imported from files | Not applicable |  |
| TC13.5 | Employee information will be received daily at around 4:30 AM EST from GDIT Human Resources. The source of the data is PeopleSoft which is maintained by Human Resources. | PeopleSoft file received when indicated | Not applicable |  |
| TC13.6 | The location of the file is defined in the functional spec | As described | Not applicable |  |
| TC13.7 | The file shall be in a comma separated value (csv) format. The data file layout is defined in the layout document | File is CSV and layout matches document | Not applicable |  |
| TC13.8 | The data load is scheduled to run daily at 8:00 PM EST. | File is processed when scheduled | Not applicable |  |
| TC13.9 | Employee information will be received daily at around 6:00 AM EST from GDIT Work Force Management. The source of the data is Aspect/eWFM which is maintained by Strategic Workforce Planning. | eWFM file received when indicated | Not applicable |  |
| TC13.10 | The location of the file is defined in the functional spec | As described | Not applicable |  |
| TC13.11 | The file shall be in a comma separated value (csv) format. The data file layout is defined in the layout document | File is CSV and layout matches document | Not applicable |  |
| TC13.12 | The data load is scheduled to run daily at 8:00 PM EST. | File is processed when scheduled | Not applicable |  |
| TC13.13 | Values contained in the data files require special handling. | Special handling as described | Not applicable |  |
| TC13.14 | Employee names containing apostrophes will have them removed prior to inserting into the database. However, email addresses will retain apostrophes for eCoaching Log notifications. | Apostrophes removed from names but not email addresses | Not applicable |  |
| TC13.15 | Employee information may be reused, duplicated, or re-issued to rehired or new employees. eCoaching Logs of previous unrelated employees should not be combined or displayed with new employees. This information includes but is not limited to first and last names, middle initial, employee ids, and LAN IDs. | Previous employees logs are not displayed to other employee with reused, duplicated, reissued employee information | Not applicable |  |
| TC13.16 | Leading and trailing spaces will be removed from employee id fields before storing. | No leading or trailing spaces | Not applicable |  |
| TC13.17 | Coaching and Warning logs will be inactivated based on employee status. | Coaching and Warning logs inactivated | Not applicable |  |
| TC13.18 | Employees that have an Active status of T (termed) or D (deceased) in PeopleSoft, will have their uncompleted eCoaching Logs set to “Inactive” status immediately after receiving and processing the Active status change. Uncompleted Surveys will also be inactivated.  Employees that have a status of EA (Extended Absence) in Aspect eWFM, will have their uncompleted eCoaching Logs set to “Inactive” status immediately after receiving and processing the status change.  Note: Actual employee status is determined from PeopleSoft. | Employee with defined statuses will have logs set to inactive status | Not applicable |  |
| TC13.19 | eCoaching Logs for employees which are missing from the data feed are set to “Inactive” status, immediately after receiving and processing the employee data feed from PeopleSoft. Employee status is set to ‘T’. | Employees missing from feed files will have log set to inactive status | Not applicable |  |
| TC13.20 | Employees that have an Active status of D (deceased) in PeopleSoft, will have their uncompleted eCoaching Warning Logs set to “Inactive” status immediately after receiving and processing the Active status change. | Employee with defined statuses will have logs set to inactive status | Not applicable |  |
| TC13.21 | eCoaching Warning Logs for employees will be modified to set “Active” flag to False 13 weeks (91 days) after the date the warning was given | Warning logs set to inactive after elapsed time | Not applicable |  |
| TC13.22 | The information identified in the functional spec will be logged when a coaching log is inactivated. | Appropriate information logged | Not applicable |  |
| TC13.23 | The information identified in the functional spec will be logged when a warning log is inactivated. | Appropriate information logged | Not applicable |  |
| TC13.24 | Stop processing if any of the files do not contain data. | Processing of employee data stops when no data | Not applicable |  |
| TC13.25 | The employee name used in eCoaching shall be the preferred name from HR (rather than the legal name), if such name exists. | Employee name is preferred name | Not applicable |  |
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| **Test Items: Administration Functions** |
| **Tested By:** |
| **Environmental Needs: Access to system, ability to switch rolls** |
| Test Case ID: TC14 |
| **Condition Tested:** |

| **Test Case Reference #** | **Test** | **Expected Result** | **Actual Result  (If failed, what was the actual result?)** | **Pass/Fail** |
| --- | --- | --- | --- | --- |
| TC14.1 | Allow for adding users to the access control list (ACL). | Users can be added | Not applicable |  |
| TC14.2 | Designate the role of the user being added as defined in the functional spec | Users roles can be assigned | Not applicable |  |
| TC14.3 | Historical Dashboard Exception (ECL) users are granted access to open any record from the eCL historical dashboard, even if they are not included in the hierarchy of the particular log. | ECL users access any log on historical dashboard | Not applicable |  |
| TC14.4 | Administrators can also designate specific users as ARC users which allow them to submit eCLs as Indirect which escalates items directly to Supervisors. ARC CSRs will not have access to the “Review” page from the My Submitted Dashboard even if the user is the submitter. | ARC users have access | Not applicable |  |
| TC14.5 | Removed as no longer required | Removed as no longer required | Not applicable |  |
| TC14.6 | Allow for selecting the user’s site or location | Users site selected | Not applicable |  |
| TC14.7 | Allow for selecting the user’s name. | Users name selected | Not applicable |  |
| TC14.8 | Allow for removing users from the access control list (ACL). | Users may be deleted | Not applicable |  |
| TC14.9 | Provide a means of deleting coaching or warning records when directed by the Program Manager. Program Manager will receive request from Human Resources. | Coaching and Warning logs may be deleted | Not applicable |  |
| TC14.10 | The process to delete coaching or warning logs shall be included within the administration tool. | Deletions from eCoaching Admin Tool | Not applicable |  |
| TC14.11 | Program Manager will be the only one who will have permissions to delete coaching or warning logs in the production environment. | Only Program Manager may delete logs | Not applicable |  |
| TC14.12 | Allow for searching for a coaching or warning log by form name. | Coaching or warning logs may be searched for | Not applicable |  |
| TC14.13 | When log is found, display field defined in the functional spec else display appropriate message | When found fields as described are displayed – when not found message is displayed | Not applicable |  |
| TC14.14 | Provide for displaying and reviewing the information contained in the log. | Log may be reviewed | Not applicable |  |
| TC14.15 | When coaching or warning log is selected for deletion, require the user to provide confirmation of yes to delete or no/cancel to return to previous screen. | Confirmation message received when delete | Not applicable |  |
| TC14.16 | Upon confirmation, physically delete the coaching or warning log along with corresponding reason information. Display a message upon successful deletion or an error message if not successful. | When confirmed log is deleted from database and success message displayed | Not applicable |  |
| TC14.17 | There will be no copy, backup, or logging information related to the deletion. | No backup copy or log is saved | Not applicable |  |
| TC14.18 | Provide a means of inactivating eCoaching Logs or Warning Logs. | Coaching or warning logs may be inactivated | Not applicable |  |
| TC14.19 | One or more active eCoaching Logs or Warning logs may be inactivated by users with the appropriate permissions. | Logs may be inactivated when have permissions | Not applicable |  |
| TC14.20 | The information identified in the functional spec shall be saved with each inactivation | Listed information saved | Not applicable |  |
| TC14.21 | The reasons for coaching log inactivation are identified in the functional spec | As described | Not applicable |  |
| TC14.22 | The reasons for warning log inactivation are identified in the functional spec | As described | Not applicable |  |
| TC14.23 | If the reason is Other, free form text may be entered. | When Other, can enter free form text | Not applicable |  |
| TC14.24 | Those identified as managers within the hierarchy for the module will have permission to inactivate eCoaching Logs. The managers will only be able to inactivate logs for employees at their site. Managers will be identified as those with job codes of WACS50, WACS60, WPPM13, WIHD50, WTTR50, WPPM50. Those designated as eCoaching Administrators for inactivations will have permissions to inactivate logs at any site. | Managers can inactivated coaching logs for CSRs at their site | Not applicable |  |
| TC14.25 | Only those designated as eCoaching Administrators for inactivations will have permissions to inactivate Warning logs. | Only eCL Admins can inactivate warning logs | Not applicable |  |
| TC14.26 | Active eCoaching logs in any status except Completed will be available for inactivation by eCoaching Users. eCoaching Administrators may inactivate logs in any status including Completed ones. However, completed logs must be within the last three months. | Only coaching logs not completed can be inactivated unless eCL Admin who can inactivate completed logs | Not applicable |  |
| TC14.27 | Warning logs in a Completed status will be available for inactivation. eCoaching Administrators may inactivate logs both Completed and Expired logs. | Only warning logs in completed status can be inactivated. eCL Admins can inactivate Expired logs | Not applicable |  |
| TC14.28 | One or more eCoaching Logs or Warning Logs which have been inactivated may be re-activated. | Logs can be reactivated | Not applicable |  |
| TC14.29 | The information identified in the functional spec shall be saved with each reactivation | As described | Not applicable |  |
| TC14.30 | The reasons for coaching log reactivation are identified in the functional spec | As described | Not applicable |  |
| TC14.31 | The reasons for warning log reactivation are identified in the functional spec | As described | Not applicable |  |
| TC14.32 | If Other is selected from the list of reasons, provide for an entry of text for describing the reason the log is being reactivated. | When Other, free form text can be entered | Not applicable |  |
| TC14.33 | Only designated eCoaching Administrators for reactivations will have permissions to re-activate an inactivated eCoaching Log or Warning Log and may do so for any site. | Only eCL Admins can reactivate logs | Not applicable |  |
| TC14.34 | Upon re-activation of an eCoaching Log or Warning log, the status shall be set to the value saved when it was inactivated. Only those logs which have a previous status saved will be allowed to be reactivated. | Status of logs is set to what it was when inactivated | Not applicable |  |
| TC14.35 | Provide a means of reassigning eCoaching Logs. | Able to reassign coaching logs | Not applicable |  |
| TC14.36 | The information identified in the functional spec shall be saved with each reassignment | As described | Not applicable |  |
| TC14.37 | The reasons for coaching log reassignment are identified in the functional spec | As described | Not applicable |  |
| TC14.38 | If Other is selected from the list of reasons, provide for an entry of text for describing the reason the log is being reassigned. | When Other, free form text can be entered | Not applicable |  |
| TC14.39 | Those identified as managers within the hierarchy for the module will have permission to reassign eCoaching Logs. The managers will only be able to reassign logs for employees at their site and reassign to those also at their site. Managers will be identified as those with job codes of WACS50, WACS60, WPPM13, WIHD50, WTTR50, WPPM50. Those designated as eCoaching Administrators for reassignments will have permissions to reassign logs at any site. | Only manager level can reassign coaching logs and only at their own site | Not applicable |  |
| TC14.40 | Active eCoaching logs in any status other than one indicating it is competed, or being reviewed or acknowledged by the employee will be available for reassignment. | Only logs pending supervisor or manager acknowledgement/review can be reassigned | Not applicable |  |
| TC14.41 | An eCoaching Logs can be reassigned only to another employee at the same level as the person it is currently assigned to. Logs can reassigned only within the same site. | Coaching logs can be assigned only to a supervisor level when at supervisor review and to manager level when at manager review | Not applicable |  |
| TC14.42 | An eCoaching Log may be assigned to someone in a different module than the person making the reassignment. | Coaching logs can be assigned across modules | Not applicable |  |
| TC14.43 | The person reassigning logs may not reassign their own logs to another. | Can’t reassign own logs | Not applicable |  |
| TC14.44 | An eCoaching Log may be reassigned a maximum of twice at each level. | Coaching logs reassigned at most twice at each level/status | Not applicable |  |
| TC14.45 | System will generate emails when eCoaching Logs are reassigned. | Email notifications sent when reassigned | Not applicable |  |
| TC14.46 | Warning logs may not be reassigned. | Can’t reassign warning logs | Not applicable |  |
| TC14.47 | No email notifications will be generated when eCoaching Logs are inactivated. | No email sent | Not applicable |  |
| TC14.48 | System will generate emails when eCoaching Logs are reactivated. | Email notification sent | Not applicable |  |
| TC14.49 | Users shall not be allowed to inactivate their own coaching or warning logs. | As described | Not applicable |  |
| TC14.50 | Users shall not be allowed to reactivate their own coaching or warning logs. | As described | Not applicable |  |
| TC14.51 | Provide a means of archiving eCoaching Logs. | Coaching logs are archived | Not applicable |  |
| TC14.52 | Archive coaching logs which have a status of inactive and are one year or more old based on the log’s submitted date. | Logs meeting status and age are archived | Not applicable |  |
| TC14.53 | The coaching log’s corresponding coaching reasons, sub-reasons, and values shall be archived as well. | Corresponding reasons, sub-reasons, values also archived | Not applicable |  |
| TC14.54 | When a log is archived, save the following additional information:  Date and time log was archived | Additional information saved with archived record | Not applicable |  |
| TC14.55 | Archived coaching logs cannot be reactivated. | Unable to reactivate archived logs | Not applicable |  |
| TC14.56 | Archived coaching logs cannot be unarchived. | Unable to unarchive logs | Not applicable |  |
| TC14.57 | Warning Logs are not to be archived. | Warnings logs not archived | Not applicable |  |
| TC14.58 | Archiving of logs shall be done on an ad hoc basis. | Process run on request | Not applicable |  |
| TC14.59 | Display eCoaching and Warning logs for employees with active status of A (active), P (paid leave), or L (leave). | Employees with identified statuses are displayed | Not applicable |  |
| TC14.60 | Only logs for employees with active status of A (active) shall be reactivated. | Only active employees are displayed | Not applicable |  |
| TC14.61 | Display eCoaching logs for reassignment for employees with active status of A (active), P (paid leave), or L (leave). | Employees with identified statuses are displayed | Not applicable |  |
| TC14.62 | Supervisors or managers with an active status of status of A (active), T (termed), D (deceased), P (paid leave), or L (leave) may have their employee’s logs reassigned to another supervisor/manager with an active status of A (active). | Sups and Mgrs with identified statuses have their logs reassigned | Not applicable |  |
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| **Test Items: Reporting** |
| **Tested By:** |
| **Environmental Needs: Access to system, ability to switch rolls** |
| Test Case ID: TC15 |
| **Condition Tested:** |

| **Test Case Reference #** | **Test** | **Expected Result** | **Actual Result  (If failed, what was the actual result?)** | **Pass/Fail** |
| --- | --- | --- | --- | --- |
| TC15.1 | Provide a means to extract data from the Historical Dashboard to an Excel file. | Data can be extract to Excel | Not applicable |  |
| TC15.2 | The data extracted shall match the filter settings on dashboard at time of extract. | Filters used for extract | Not applicable |  |
| TC15.3 | The data elements included in the extract from coaching and/or warning logs are defined in the functional spec | As described | Not applicable |  |
| TC15.4 | Employees with a job code ending in 40 (e.g. WACS40) should not be allowed to extract data from the Historical Dashboard to an Excel file. | Only employees with appropriate job code can extract | Not applicable |  |
| TC15.5 | Allow for reporting on coaching and warning log information. | Reporting of coaching and warning logs allowed | Not applicable |  |
| TC15.6 | Only the individuals in eCoaching Engineering and Program teams and designated members of the Quality team shall have access to the reports and shall access only those reports which they have been granted entitlement to execute | Appropriate people have permissions | Not applicable |  |
| TC15.7 | A report of coaching log information based on selected criteria. | Coaching log summary report | Not applicable |  |
| TC15.8 | The coaching log summary report shall have the selection criteria as described in the functional spec | Selection criteria available | Not applicable |  |
| TC15.9 | The data elements to be reported on are as described | Data elements are as described | Not applicable |  |
| TC15.10 | A report of warning log information based on the selected criteria | Warning log summary | Not applicable |  |
| TC15.11 | The warning log summary report shall have the selection criteria as described in the functional spec | Selection criteria available | Not applicable |  |
| TC15.12 | The data elements to be reported on are as described | Data elements are as described | Not applicable |  |
| TC15.13 | A report of employee hierarchy information based on the selected criteria | Employee hierarchy summary report | Not applicable |  |
| TC15.14 | The employee hierarchy summary report shall have the selection criteria as described in the functional spec | Selection criteria available | Not applicable |  |
| TC15.15 | The data elements to be reported on are as described | Data elements are as described | Not applicable |  |
| TC15.16 | A report of inactivation, reactivation and reassignment activity for coaching and warning logs based on selected criteria | Admin activity report | Not applicable |  |
| TC15.17 | The administration activity report shall have the selection criteria as described in the functional spec | Selection criteria available | Not applicable |  |
| TC15.18 | The data elements to be reported on are as described | Data elements are as described | Not applicable |  |
| TC15.19 | Some report will be scheduled to run on a regular basis as determined by the Program | Some reports scheduled | Not applicable |  |
| TC15.20 | Scheduled reports will be saved as a file to an accessible file share | Reports saved to file share | Not applicable |  |
| TC15.21 | The report shall be saved to the location identified in the functional spec | Reports files in the appropriate location | Not applicable |  |
| TC15.22 | The report name as described in the functional spec | Report name is as described | Not applicable |  |
| TC15.23 | The report shall be in a comma separated value (CSV) format | Format of report file is CSV | Not applicable |  |
| TC15.24 | Reports generated shall be encrypted while stored on the file share | Report files are encrypted | Not applicable |  |
| TC15.25 | Only the individuals in eCoaching Engineering and Program teams and designated members of the Quality team shall have permissions to the file share. | Appropriate people have permissions | Not applicable |  |
| TC15.26 | The Engineering staff will have read/write/modify access to the share. Designated Program and Quality staff will have read-only access | Individuals have appropriate access level | Not applicable |  |
| TC15.27 | Email notifications may be sent upon completion of the report or if an error occurs | Email sent | Not applicable |  |
| TC15.28 | Upon completion of the report, email notifications shall be sent to the distributions identified in the functional spec | When report completes email is sent | Not applicable |  |
| TC15.29 | If report terminates due to an error, email notifications shall be sent to the distributions identified in the functional spec | When report completes email is sent | Not applicable |  |
| TC15.30 | The reports identified will be schedule to run on a regular basis as determined by the Program | Listed reports are scheduled | Not applicable |  |
| TC15.31 | A report of coaching log information for each module will be scheduled to run on the 3rd of each month for the previous month | Scheduled report for coaching logs in each module for previous month | Not applicable |  |
| TC15.32 | The coaching log monthly summary report shall have the selection criteria as described in the functional spec | Selection criteria available | Not applicable |  |
| TC15.33 | The data elements to be reported on are as described | Data elements are as described | Not applicable |  |
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| **Test Items: eCoaching Survey** |
| **Tested By:** |
| **Environmental Needs: Access to system, ability to switch rolls** |
| Test Case ID: TC16 |
| **Condition Tested:** |

| **Test Case Reference #** | **Test** | **Expected Result** | **Actual Result  (If failed, what was the actual result?)** | **Pass/Fail** |
| --- | --- | --- | --- | --- |
| TC16.1 | Provide for employee’s to respond to an eCoaching Log related survey about their coaching experience. | Employees respond to survey | Not applicable |  |
| TC16.2 | To receive an eCoaching Survey an employee must meet the criteria defined in the functional spec | As described | Not applicable |  |
| TC16.3 | If a survey expires after 5 days, then the employee won’t be eligible for another survey request in the same month, unless the Program team determines the response rate is lower than desired, then the next acknowledged and completed log for the employee will make them eligible again in the calendar month. | Program exception for expired surveys | Not applicable |  |
| TC16.4 | Selection of completed logs will take place three times a month as defined in the functional spec | Selection is 3 time as described | Not applicable |  |
| TC16.5 | Employee will receive an email notification to complete the survey. | Email notification sent | Not applicable |  |
| TC16.6 | The basic form of the eCoaching Survey eMail notification is defined in the functional spec | As described | Not applicable |  |
| TC16.7 | ExpirationDate will be calculated as 5 days from date the survey was created. The format will be MM/DD/CCYY. | Expiration date calculated | Not applicable |  |
| TC16.8 | Display survey questions and allow for answers and responses from employee. | Survey form displayed when click link in email | Not applicable |  |
| TC16.9 | The survey form should display the eCoaching Log logo | Logo is displayed | Not applicable |  |
| TC16.10 | The opening text is defined in the functional spec | Opening text as described | Not applicable |  |
| TC16.11 | Provide a link to the corresponding eCoaching Log with text as defined in the functional spec | Link to eCoaching log | Not applicable |  |
| TC16.12 | Display a list of selected survey questions as determined by the Program team. | Survey questions displayed | Not applicable |  |
| TC16.13 | Only display the questions when the survey is uncompleted and active. If the survey has been completed or inactivated then do not display the survey questions. | Only display survey if active or uncompleted | Not applicable |  |
| TC16.14 | The number and content of survey questions may vary from month to month | As described | Not applicable |  |
| TC16.15 | Available responses may vary and is determined by the question being asked | As described | Not applicable |  |
| TC16.16 | Responses shall remain associated with the original question even if subsequent surveys have different questions and response options. | As described | Not applicable |  |
| TC16.17 | Occasionally an additional question may be added to a survey representing an important timely topic. The Hot Topic question may change from month to month, within a calendar month or may not be utilized at all. | As described | Not applicable |  |
| TC16.18 | If Hot Topic is added during a calendar month, those employees who have already received a survey without a Hot Topic question will not need to respond again. | As described | Not applicable |  |
| TC16.19 | In addition to survey responses and any free form text entered, additional information defined in the functional spec will need to be available for reporting | Additional information as described is stored with survey answers | Not applicable |  |
| TC16.20 | Surveys may be inactivated or deleted. | Surveys can be inactivated or deleted | Not applicable |  |
| TC16.21 | Surveys which remain uncompleted 5 days after creation will be inactivated. | Expired surveys inactivated | Not applicable |  |
| TC16.22 | Individual surveys will be inactivated whether completed or uncompleted when the corresponding eCoaching Log is inactivated. | Individual surveys can be inactivated | Not applicable |  |
| TC16.23 | Employee records which have Active status of T (termed) or D (deceased) in PeopleSoft will have their uncompleted surveys inactivated. | Surveys inactivated when employee status is T or D | Not applicable |  |
| TC16.24 | Individual surveys will be deleted whether completed or uncompleted when the corresponding eCoaching Log is deleted. | Survey deleted when corresponding log deleted | Not applicable |  |
| TC16.25 | Recipients of eCoaching Log Surveys will be those employees in the CSR module. | Surveys in CSR module | Not applicable |  |
| TC16.26 | The system will generate emails to remind employees to complete surveys. | Reminder emails sent | Not applicable |  |
| TC16.27 | The general format of eMails generated for reminders are the same as those through Notification of surveys. | Same general format of email | Not applicable |  |
| TC16.28 | The eCoaching log Surveys subject to reminders will those which meet criteria described in the functional spec. | As described | Not applicable |  |
| TC16.29 | The eCoaching log Survey reminder email will be sent using the time frame described in the functional spec. | As described | Not applicable |  |
| TC16.30 | The eCoaching log Survey reminder email will be sent with High Importance setting. | Sent with high importance | Not applicable |  |
| TC16.31 | The eCoaching log reminder email will be sent to the recipient of the survey. | Sent to survey recipient | Not applicable |  |
| TC16.32 | The subject line of the email reminder will be eCoaching Log Survey Follow-up | As described | Not applicable |  |
| TC16.33 | The message body of the email reminder will be the same as the initial survey email notification. | As described | Not applicable |  |
| TC16.34 | There shall not be any pre-selected answers or default responses for survey questions. | Survey page won’t pre-select a default response | Not applicable |  |
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| **Test Items: Training Reports** |
| **Tested By:** |
| **Environmental Needs: Access to system, ability to switch rolls** |
| Test Case ID: TC17 |
| **Condition Tested:** |

| **Test Case Reference #** | **Test** | **Expected Result** | **Actual Result  (If failed, what was the actual result?)** | **Pass/Fail** |
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| TC17.1 | The training report data feed report layout/content are as defined in the functional spec. | The data feed(s) are formatted as described | Not applicable |  |
| TC17.2 | Location of the file is as described in the functional spec | File is at the location as described. | Not applicable |  |
| TC17.3 | Feed file is named as described in the functional spec | File is named as described | Not applicable |  |
| TC17.4 | Data feed delineates between valid and invalid records and processes accordingly | Process can validate and invalidate files and store information appropriately | Not applicable |  |
| TC17.5 | eCL source Training and Development | Source is as described | Not applicable |  |
| TC17.6 | Delivery option is indirect | Delivery option is as described. | Not applicable |  |
| TC17.7 | Date of Coaching in record(s) are the event date in the input feed | Date of Coaching shows as event date | Not applicable |  |
| TC17.8 | Coaching, Sub Coaching reasons, and log value are as described in the functional spec | Coaching, Sub Coaching reasons, and log value are as described | Not applicable |  |
| TC17.9 | Details of the eCoaching log matches the input feed | eCoaching log shows proper fields as expected from the input file. | Not applicable |  |
| TC17.10 | Description Text matches as described in the functional spec | Description text shows report details from the text in the record (input file) as well as the standard agreed upon static text as per requirements. | Not applicable |  |
| TC17.11 | eCoaching log status will be as described in the functional spec | eCoaching log status is as described | Not applicable |  |
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| **Test Items: Generic Reports** |
| **Tested By:** |
| **Environmental Needs: Access to system, ability to switch rolls** |
| Test Case ID: TC18 |
| **Condition Tested:** |

| **Test Case Reference #** | **Test** | **Expected Result** | **Actual Result  (If failed, what was the actual result?)** | **Pass/Fail** |
| --- | --- | --- | --- | --- |
| TC18.1 | The generic report data feed report layout/content are as defined in the functional spec. | The data feed(s) are formatted as described | Not applicable |  |
| TC18.2 | Location of the file is as described in the functional spec | File is at the location as described. | Not applicable |  |
| TC18.3 | Feed file is named as described in the functional spec | File is named as described | Not applicable |  |
| TC18.4 | Data feed delineates between valid and invalid records and processes accordingly | Process can validate and invalidate files and store information appropriately | Not applicable |  |
| TC18.5 | eCL source shall be as described in the functional spec | Source is as described | Not applicable |  |
| TC18.6 | Delivery option is indirect | Delivery option is as described. | Not applicable |  |
| TC18.7 | Date of Coaching in record(s) are the event date in the input feed | Date of Coaching shows as event date | Not applicable |  |
| TC18.8 | Coaching, Sub Coaching reasons, and log value are as described in the functional spec | Coaching, Sub Coaching reasons, and log value are as described | Not applicable |  |
| TC18.9 | Details of the eCoaching log matches the input feed | eCoaching log shows proper fields as expected from the input file. | Not applicable |  |
| TC18.10 | Description Text matches as described in the functional spec | Description text shows report details from the text in the record (input file). | Not applicable |  |
| TC18.11 | eCoaching log status will be as described in the functional spec | eCoaching log status is as described | Not applicable |  |
| TC18.12 | Email notifications will be sent as described in the functional spec | eMail notifications sent as described | Not applicable |  |
| TC18.13 | Additional information shall be based values as described in the functional spec | As described | Not applicable |  |
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| **Test Items: Quality Reports** |
| **Tested By:** |
| **Environmental Needs: Access to system, ability to switch rolls** |
| Test Case ID: TC19 |
| **Condition Tested:** |

| **Test Case Reference #** | **Test** | **Expected Result** | **Actual Result  (If failed, what was the actual result?)** | **Pass/Fail** |
| --- | --- | --- | --- | --- |
| TC19.1 | The quality report data feed report layout/content are as defined in the functional spec. | The data feed(s) are formatted as described | Not applicable |  |
| TC19.2 | Location of the file is as described in the functional spec | File is at the location as described. | Not applicable |  |
| TC19.3 | Feed file is named as described in the functional spec | File is named as described | Not applicable |  |
| TC19.4 | Data feed delineates between valid and invalid records and processes accordingly | Process can validate and invalidate files and store information appropriately | Not applicable |  |
| TC19.5 | eCL source shall be as described in the functional spec | Source is as described | Not applicable |  |
| TC19.6 | Delivery option is indirect | Delivery option is as described. | Not applicable |  |
| TC19.7 | Date of Coaching in record(s) are the event date in the input feed | Date of Coaching shows as event date | Not applicable |  |
| TC19.8 | Coaching, Sub Coaching reasons, and log value are as described in the functional spec | Coaching, Sub Coaching reasons, and log value are as described | Not applicable |  |
| TC19.9 | Details of the eCoaching log matches the input feed | eCoaching log shows proper fields as expected from the input file. | Not applicable |  |
| TC19.10 | Description Text matches as described in the functional spec | Description text shows report details from the concatenated text in the record (input file) | Not applicable |  |
| TC19.11 | eCoaching log status will be as described in the functional spec | eCoaching log status is as described | Not applicable |  |
| TC19.12 | Email notifications for coaching logs will be sent to the coaching log recipient and the recipient’s supervisor. | Emails sent | Not applicable |  |
| TC19.13 | Site or location and Program shall be based on the values for the employee from the input feed. The module for submitting the log shall be as described in the functional spec | As described | Not applicable |  |
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| **Test Items: Coaching Log Generation** |
| **Tested By:** |
| **Environmental Needs: Access to system, ability to switch rolls** |
| Test Case ID: TC20 |
| **Condition Tested:** |

| **Test Case Reference #** | **Test** | **Expected Result** | **Actual Result  (If failed, what was the actual result?)** | **Pass/Fail** |
| --- | --- | --- | --- | --- |
| TC20.1 | Generate Quality group eCoaching logs from information queried from existing coaching logs. | Coaching log generated from existing coaching logs | Not applicable |  |
| TC20.2 | The selection of existing coaching logs which will generate new coaching logs will be those which match the criteria described in the functional spec. | Logs generated will those that match the selection criteria | Not applicable |  |
| TC20.3 | Logs will be generated on the schedule as identified in the functional spec. | Schedule is as described | Not applicable |  |
| TC20.4 | The module of the eCoaching Log shall be determined as identified in the functional spec. | Module is as described | Not applicable |  |
| TC20.5 | eCL source shall be as described in the functional spec. | Source is as described | Not applicable |  |
| TC20.6 | Delivery option is indirect | Deliver option is indirect | Not applicable |  |
| TC20.7 | The customer service escalation of the eCoaching Log shall be determined as identified in the functional spec. | CSE is as described | Not applicable |  |
| TC20.8 | The status of the eCoaching log will be as identified in the functional spec. | Status is as described | Not applicable |  |
| TC20.9 | The coaching reasons, sub-coaching reasons, and opportunity/reinforcement for the logs shall be as identified in the functional spec. | Coaching reason, sub-coaching reason and value are as described | Not applicable |  |
| TC20.10 | The recipient of the eCoaching Log shall be the employee id in the existing coaching log. | Recipient is same as original log | Not applicable |  |
| TC20.11 | The site of the eCoaching Log shall be determined as identified in the functional spec. | Site is as described | Not applicable |  |
| TC20.12 | The program of the eCoaching Log shall be determined as identified in the functional spec. | Program is as described | Not applicable |  |
| TC20.13 | The reviewer of the eCoaching Log shall be determined as identified in the functional spec. | Reviewer is as described | Not applicable |  |
| TC20.14 | The date of coaching or event of the eCoaching Log will be the Event Date from the existing log. | Event date is same as original log | Not applicable |  |
| TC20.15 | The start date of the eCoaching Log will be the Event Date of the new log generated. | Start date is same as event date | Not applicable |  |
| TC20.16 | The submitted date of the eCoaching Log will be the system date at time the new log is generated. | Submitted date is when new log generated | Not applicable |  |
| TC20.17 | The submitter of the eCoaching Log shall be 999999. | Submitter is 999999 | Not applicable |  |
| TC20.18 | Email notifications for Quality Generated coaching logs will be sent as identified in the functional spec. | Email notification is as described | Not applicable |  |
| TC20.19 | The report details of the eCoaching Log will be as identified in the functional spec. | Report details is as described | Not applicable |  |
| TC20.20 | Include the text in the description for eCoaching Logs as described in the functional spec. | Description is as described | Not applicable |  |
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| **Test Items: Secure Sensitive eCoaching Information** |
| **Tested By:** |
| **Environmental Needs: Access to system, database, file shares** |
| Test Case ID: TC21 |
| **Condition Tested:** |

| **Test Case Reference #** | **Test** | **Expected Result** | **Actual Result  (If failed, what was the actual result?)** | **Pass/Fail** |
| --- | --- | --- | --- | --- |
| TC21.1 | Files received to generate eCoaching logs, regardless of original source, shall be encrypted and secured while at rest on the file share. | Files encrypted while at rest | Not applicable |  |
| TC21.2 | Encrypted files may be decrypted while being processed, but shall be encrypted upon completion. | Files decrypted for processing | Not applicable |  |
| TC21.3 | Encrypted files shall be retained for the length of time specified in the retention policy determined by the Program. | Files retained for specified length of time | Not applicable |  |
| TC21.4 | Tables used temporarily to store data during processing of eCoaching records do not need to have data encrypted. | Data in temp tables not encrypted | Not applicable |  |
| TC21.5 | Data in temporary tables shall be removed upon completion of processing. | Data in temp tables not retained | Not applicable |  |
| TC21.6 | Columns in database tables which contain sensitive information shall be encrypted. Such information includes, but not limited to, those columns which contain a form of the employee name, LAN ID, and email address. | Identified columns are encrypted | Not applicable |  |
| TC21.7 | Columns which contain other important employee information such as employee id, job code, job description, and status do not need to be encrypted. | Identified columns are not encrypted | Not applicable |  |
| TC21.8 | Columns which contain user entered comments such as description, coaching notes, comments, and survey responses do not need to be encrypted. | Identified columns are not encrypted | Not applicable |  |
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| **Test Items: Administration Module** |
| **Tested By:** |
| **Environmental Needs: Access to system, ability to switch rolls** |
| Test Case ID: TC22 |
| **Condition Tested:** |

| **Test Case Reference #** | **Test** | **Expected Result** | **Actual Result  (If failed, what was the actual result?)** | **Pass/Fail** |
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| TC22.1 | eCoaching Logs will be submitted for the Administration team through feed files | eCL submitted in Administration module to team members | Not applicable |  |
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| **Test Items: Analytics Reporting Module** |
| **Tested By:** |
| **Environmental Needs: Access to system, ability to switch rolls** |
| Test Case ID: TC23 |
| **Condition Tested:** |

| **Test Case Reference #** | **Test** | **Expected Result** | **Actual Result  (If failed, what was the actual result?)** | **Pass/Fail** |
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| TC23.1 | eCoaching Logs will be submitted for the Analytics Reporting team through feed files | eCL submitted in Analytics Reporting module to team members | Not applicable |  |
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| **Test Items: Production Planning Module** |
| **Tested By:** |
| **Environmental Needs: Access to system, ability to switch rolls** |
| Test Case ID: TC24 |
| **Condition Tested:** |

| **Test Case Reference #** | **Test** | **Expected Result** | **Actual Result  (If failed, what was the actual result?)** | **Pass/Fail** |
| --- | --- | --- | --- | --- |
| TC24.1 | eCoaching Logs will be submitted for the Production Planning team through feed files | eCL submitted in Production Planning module to team members | Not applicable |  |
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| **Test Items: Program Analyst Module** |
| **Tested By:** |
| **Environmental Needs: Access to system, ability to switch rolls** |
| Test Case ID: TC25 |
| **Condition Tested:** |

| **Test Case Reference #** | **Test** | **Expected Result** | **Actual Result  (If failed, what was the actual result?)** | **Pass/Fail** |
| --- | --- | --- | --- | --- |
| TC25.1 | eCoaching Logs will be submitted for the Program Analyst team through feed files | eCL submitted in Program Analyst module to team members | Not applicable |  |
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