**CCO eCoaching DB Unit Test Document**

* **DIM Table Maintenance**

September 1, 2015

Change History Log

| Date | Revision | Change Description | Author |
| --- | --- | --- | --- |
| 07/11/2014 | 1.0 | SCR – 13129 Add new Sub Coaching Reason value | Susmitha Palacherla |
| 09/24/2014 | 2.0 | SCR – 13515 Update Receiver values in Email\_Notifications table | Susmitha Palacherla |
| 10/27/2014 | 3.0 | SCR – 13609 - Quality Alignment Specialist to receive coaching logs | Susmitha Palacherla |
| 12/23/2014 | 4.0 | SCR – 13653 – Changes for supporting LSA Module | Susmitha Palacherla |
| 04/15/2015 | 5.0 | SCR – 14512 – Training Module | Susmitha Palacherla |
| 06/08/2015 | 6.0 | SCR - 15008 – Additional job codes for sup module submission | Susmitha Palacherla |
| 06/11/2015 | 7.0 | SCR – 15075 – Set Reinforcement to 1 for non CSE Training sub coaching reasons | Susmitha Palacherla |
| 09/01/2015 | 8.0 | TFS 604 – Add additional AHT subcoaching reason for CSR and SUP modules | Susmitha palacherla |

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## SCR 13129 Add new sub Coaching Reason value

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Add a new Sub Coaching Reason value ‘ETS’ in [DIM\_Sub\_Coaching\_Reason]table |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | NA |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes | Added new value ‘ETS’ in [DIM\_Sub\_Coaching\_Reason]table. |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 1. | Query the table for the newly added value  SELECT \* FROM [EC].[DIM\_Sub\_Coaching\_Reason]  WHERE SubCoachingReason ='ETS'  GO | Expecting record to be returned where  SubCoachingReason ='ETS' | P | Query Results:  SubCoachingReasonID SubCoachingReason  48 ETS |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

## SCR 13515 Update Receiver values in Email\_Notifications table

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Update receiver values for Supervisor and Quality modules in Email\_Notifications table. Previously Receiver values were based on the status of the eCL which was a level higher than the desired recipient. With this change the recipient value will be based on the level rather than the actual verbiage in the status of the log. |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | NA |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes | Deleted all rows where [Module]in ('Supervisor' ,'Quality')from [EC].[Email\_Notifications] and inserted new rows. Less number of rows inserted as rows for conditions that currently do ot exist have not been re-inserted. |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 2.1 | Query  SELECT \* FROM [EC].[Email\_Notifications]  where [Module]= 'Supervisor'  and [Source]= 'Direct'  and[isCSE]= 0  GO | Expecting 5 rows of data  Status =’ Pending Employee Review’  Recipient = ‘Employee’ | P |  |
| 2.2 | SELECT \* FROM [EC].[Email\_Notifications]  where [Module]= 'Supervisor'  and [Source]= 'Direct'  and [isCSE]= 1  GO | Expecting 5 rows of data  Status =’ Pending Sr. Manager Review’  Recipient = ‘Manager’ | P |  |
| 2.3 | SELECT \* FROM [EC].[Email\_Notifications]  where [Module]= 'Supervisor'  and [Source]= 'inDirect'  and[isCSE]= 0  GO | Expecting 5 rows of data  Status =’ Pending Manager Review’  Recipient = ‘’Supervisor’ | P |  |
| 2.4 | SELECT \* FROM [EC].[Email\_Notifications]  where [Module]= 'Supervisor'  and [Source]= 'inDirect'  and[isCSE]= 1  GO | Expecting 5 rows of data  Status =’ Pending Sr. Manager Review’  Recipient = ‘Manager’ | P |  |
| 2.5 | Query  SELECT \* FROM [EC].[Email\_Notifications]  where [Module]= 'Quality'  and [Source]= 'Direct'  and[isCSE]= 0  GO | Expecting 10 rows of data  Status =’ Pending Employee Review’  Recipient = ‘Employee’ | P |  |
| 2.6 | SELECT \* FROM [EC].[Email\_Notifications]  where [Module]= 'Quality'  and [Source]= 'Direct'  and [isCSE]= 1  GO | Expecting 0 rows  No conditions exist for Quality where isCSE =1 | P |  |
| 2.7 | SELECT \* FROM [EC].[Email\_Notifications]  where [Module]= 'Quality'  and [Source]= 'inDirect'  and[isCSE]= 0  GO | Expecting 10 rows of data  Status =’ Pending Quality Lead Review’  Recipient = ’Supervisor’ | P |  |
| 2.8 | SELECT \* FROM [EC].[Email\_Notifications]  where [Module]= 'Quality'  and [Source]= 'inDirect'  and[isCSE]= 1  GO | Expecting 0 rows  No conditions exist for Quality where isCSE =1 | P |  |

## SCR 13609 Quality Alignment Specialists to receive Coaching Logs

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Add a job code WACQ03 to the list of job codes that can receive Quality Coaching logs |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | NA |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes | Added new record for job\_code WACQ03 in [EC].[Employee\_Selection]table |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 3.1 | Query the table for the newly added record  SELECT [Job\_Code]  ,[Job\_Code\_Description]  ,[isCSR]  ,[isSupervisor]  ,[isQuality]  FROM [EC].[Employee\_Selection]  where job\_code = 'WACQ03'  GO | Expecting record to be returned  Job\_Code Job\_Code\_Description isCSR isSupervisor isQuality  WACQ03 Sr Monitor, Quality (CS) 0 0 1 | P |  |
|  |  |  |  |  |
| 3.2 | Execute sp [EC].[sp\_Select\_Employees\_By\_Module] and verify that the Employees with that job code are being returned.  Prep: Update an employee record to have that job code  update [EC].[Employee\_Hierarchy]  set [Emp\_Job\_Code]= 'WACQ03'  where [Emp\_LanID]= 'jourdain.augustin'  USE [eCoachingDev]  GO  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_Employees\_By\_Module]  @strModulein = N'Quality',  @strCSRSitein = NULL  SELECT 'Return Value' = @return\_value  GO | Verify that Jourdains name is in the returned result set | P |  |
|  |  |  |  |  |

## SCR 13653 Changes for supporting LSA Module value

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Add values in Dimension tables to support LSA Module |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | NA |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes | Several DIM Tables impacted. |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 4.1 | TABLE [EC].[DIM\_Module]  SELECT \* FROM [EC].[DIM\_Module] | Expecting record to be returned where  Module = ‘LSA’ where ModuleiD = 4 | P |  |
|  |  |  |  |  |
| 4.2 | TABLE [EC].[Employee\_Selection]  SELECT \*  FROM [EC].[Employee\_Selection]  where [isLSA]=1 | Expecting 4 rows where job\_code/Desc in  WIHD01/ Assoc Technician, Help Desk  WIHD02/ Technician, Help Desk  WIHD03/ Sr Technician, Help Desk  WIHD04/Lead Technician, Help Desk | P |  |
|  |  |  |  |  |
| 4.3 | TABLE [EC].[Module\_Submission]  SELECT \*  FROM [EC].[Module\_Submission]  where LSA=1 | Expecting 7 rows where job\_code/Desc in  WMPR40 Supervisor, Production  WMPR50 Manager, Production  WPPM60 Sr Manager, Program  WIHD01 Assoc Technician, Help Desk  WIHD02 Technician, Help Desk  WIHD03 Sr Technician, Help Desk  WIHD04 Lead Technician, Help Desk | P |  |
|  |  |  |  |  |
| 4.4 | TABLE [EC].[DIM\_Source]  SELECT \*  FROM [EC].[DIM\_Source]  where LSA=1 | Expecting 10 total rows, 5 direct and 5 indirect  103 Direct Manager Coaching  108 Direct Walk-By  125 Direct CMS Contractor (NGS, VCS) Reported Issue  126 Direct CMS Reported Issue  127 Direct Integrated Performance Center  203 Indirect Manager Coaching  208 Indirect Walk-By  225 Indirect CMS Contractor (NGS, VCS) Reported Issue  226 Indirect CMS Reported Issue  227 Indirect Integrated Performance Center |  |  |
|  |  |  |  |  |
| 4.5 | TABLE [EC].[Coaching\_Reason\_Selection] | Expecting 22 total rows with coaching reason/sub coaching reason combination  10 Quality 110 Acct Management  10 Quality 111 Communication  10 Quality 113 DCF  10 Quality 115 Feedback  10 Quality 119 Special Assign  11 Recognition 117 LSA Certification  20 Weekly Productivity 112 DCF Coverage  20 Weekly Productivity 114 Email Coverage  20 Weekly Productivity 115 Feedback  20 Weekly Productivity 116 Floor walking  20 Weekly Productivity 118 Side by Side  3 Attendance 42 Other: Specify reason under coaching details.  10 Quality 42 Other: Specify reason under coaching details.  11 Recognition 42 Other: Specify reason under coaching details.  11 Recognition 49 Kudos  13 Secure Floor Violations 42 Other: Specify reason under coaching details.  17 Corporate / Program Initiatives 63 Required Training  17 Corporate / Program Initiatives 42 Other: Specify reason under coaching details.  19 Professional Conduct 67 HR Guidelines  19 Professional Conduct 42 Other: Specify reason under coaching details.  20 Weekly Productivity 42 Other: Specify reason under coaching details.  13 Secure Floor Violations 76 CoR | P |  |
|  |  |  |  |  |
| 4.6 | TABLE [EC].[Email\_Notifications]  SELECT \*  FROM [EC].[Email\_Notifications]  where [Module]= 'LSA'  GO | Expecting 10 total rows.  2 for each source, one for direct and one for Indirect  For each source/Direct and isCSE = 0  ,[Status]= Pending Employee Review  ,[Recipient]= Employee  ,[Subject]= eCL: Pending Employee Review  ,[Body]= A new eCoaching Log has been entered on your behalf. Please click on the link below to review and verify the coaching opportunity received on <strong> strDateTime </strong>.  ,[isCCRecipient]=0  ,[CCRecipient]=NA  For each source/Direct and isCSE = 0  ,[Status]= Pending Supervisor Review  ,[Recipient]= Supervisor  ,[Subject]= eCL: Pending Supervisor Review  ,[Body]= A new eCoaching Log has been entered on behalf of <strong> strPerson </strong> on <strong> strDateTime </strong> that requires your action. Please click on the link below to review the eCoaching log.  ,[isCCRecipient]=0  ,[CCRecipient]=NA | P |  |
|  |  |  |  |  |
| 4.7 | DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_CoachingReasons\_By\_Module]  @strModulein = N'lsa',  @strSourcein = N'direct',  @isSplReason = 0,  @splReasonPrty = 0,  @strCSRin = N'jourdain.augustin',  @strSubmitterin = N'susmitha.palacherla'  SELECT 'Return Value' = @return\_value  GO | CoachingReasonID CoachingReason  3 Attendance  17 Corporate / Program Initiatives  19 Professional Conduct  10 Quality  11 Recognition  13 Secure Floor Violations  20 Weekly Productivity | P |  |
| 4.8 | Submit eCL from UI. | eCL saved to database.  eCL-Jourdain.Augustin-507824 in test DB | P |  |

## SCR 14512 Changes for supporting Training Module

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Add values in Dimension tables to support TrainingModule |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | NA |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes | Several DIM Tables impacted. |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 5.1 | TABLE [EC].[DIM\_Module]  SELECT \* FROM [EC].[DIM\_Module] | Expecting record to be returned where  Module = ‘Module’ where ModuleiD = 5  BySiye = 0  Active = 1  ByProgram = 0  By Behavior = 1 | P |  |
|  |  |  |  |  |
| 5.2 | TABLE [EC].[Employee\_Selection]  SELECT \*  FROM [EC].[Employee\_Selection]  where [isTraining]=1 | Expecting 4 rows where job\_code/Desc per reqs and one record for Jourdains job code WISO13   |  |  | | --- | --- | | Job\_Code | Job\_Code\_Description | | WISO13 | Sr Engineer, Software | | WTID13 | Sr Developer, Instructional | | WTTI02 | Instructor | | WTTR12 | Specialist, Training | | WTTR13 | Sr Specialist, Training | | P |  |
|  |  |  |  |  |
| 5.3 | TABLE [EC].[Module\_Submission]  SELECT \*  FROM [EC].[Module\_Submission]  where Training=1 | Expecting 8 rows where job\_code/Desc in   |  |  | | --- | --- | | WISO13 | Sr Engineer, Software | | WISY13 | Sr Analyst, Systems | | WSTE13 | Sr Engineer, Test | | WTTR12 | Specialist, Training | | WTTR40 | Supervisor, Training | | WTTR50 | Manager, Training | | WTID13 | Sr Developer, Instructional | | WTTR13 | Sr Specialist, Training | | P |  |
|  |  |  |  |  |
| 5.4 | TABLE [EC].[DIM\_Source]  SELECT \*  FROM [EC].[DIM\_Source]  where Training=1 | Expecting 18 total rows, 9 direct and 9 indirect   |  |  | | --- | --- | | 102 | Supervisor Coaching | | 103 | Manager Coaching | | 105 | Quality Call Listening | | 106 | CMS Reported Item | | 107 | Leadership Listening | | 109 | CSR Reported Issue | | 118 | Internal CCO Reporting | | 128 | Classroom Observation | | 129 | Floor Walking | | 202 | Supervisor Coaching | | 203 | Manager Coaching | | 205 | Quality Call Listening | | 206 | CMS Reported Item | | 207 | Leadership Listening | | 209 | CSR Reported Issue | | 218 | Internal CCO Reporting | | 228 | Classroom Observation | | 229 | Floor Walking | | P |  |
| 5.5 | SELECT \*  FROM [EC].[Coaching\_Reason\_Selection]  where Training=1 | --142 rows | P |  |
| 5.6 | TABLE [EC].[Email\_Notifications]  SELECT \*  FROM [EC].[Email\_Notifications]  where [Module]= 'Training'  GO | --36 rows (9 sources \*4)  9 direct cse  9 direct non cse  9 indirect cse  9 indirect non cse | P |  |
| 5.7 | DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_CoachingReasons\_By\_Module]  @strModulein = N'Training',  @strSourcein = N'direct',  @isSplReason = 0,  @splReasonPrty = 0,  @strCSRin = N'jourdain.augustin',  @strSubmitterin = N'susmitha.palacherla'  SELECT 'Return Value' = @return\_value  GO | --28 coaching reasons | P |  |
| 5.8 | DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_Modules\_By\_Job\_Code]  @nvcEmpLanIDin = N'Eric.Burkey'  SELECT 'Return Value' = @return\_value  GO | --CSR and Training | P |  |
| 5.9 | DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_Employees\_By\_Module]  @strModulein = N'Training',  @strCSRSitein = N'0',  @strUserLanin = N'Eric.Burkey'  SELECT 'Return Value' = @return\_value  GO  (user in having jobcode WTTR12, WTTR13, WTID13) | --Only Training staff with instructor job codes should show up.  WTTI02 – Instructor (Display)  WTTR12, WTTR13, WTID13 should not show up. (Not Display) | P |  |
| 5.10 | DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_Employees\_By\_Module]  @strModulein = N'Training',  @strCSRSitein = N'0',  @strUserLanin = N'Sonia.Moraski'  SELECT 'Return Value' = @return\_value  GO  (user in having jobcode WTTR40 or WTTR50) | --Training staff having any of 4 valid job codes should be returned.  WTTI02 – Instructor  WTTR12 – Specialist, Training  WTTR13 – Sr Specialist, Training  WTID13 – Sr Developer, Instructional | P |  |

## SCR 15008 Additional job codes for Sup Module submission

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Add 2 additional job codes in submission table to be able to submit sup module ecls |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | [Module\_Submission] |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes | 'WPOP11','WPPM12'  Select \* From [EC].[Employee\_Hierarchy]  where emp\_job\_code in('WPOP11','WPPM12') |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 6.1 | -- WPPM12  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_Modules\_By\_Job\_Code]  @nvcEmpLanIDin = N'jonathan.ramos'  SELECT 'Return Value' = @return\_value  GO  --Repeat with Sue.Bromley | Module BySite  CSR 1-CSR-1-1-1-1-0  Quality 0-Quality Specialist-3-0-0-1-0  Supervisor 0-Supervisor-2-1-1-1-0 | P |  |
| 6.2 | -- WPOP11  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_Modules\_By\_Job\_Code]  @nvcEmpLanIDin = N'Connie.Trosper'  SELECT 'Return Value' = @return\_value  GO  --Repeat with Stephen.Kertesz | Module BySite  CSR 1-CSR-1-1-1-1-0  Supervisor 0-Supervisor-2-1-1-1-0 | P |  |

## SCR 15075 Set Reinforcement to 1 for non CSE subCoaching Reasons for Training Module.

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Allow display of both opportunity and reinforcement radio buttons on the training module submission page. |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | Table [EC].[Coaching\_Reason\_Selection] |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes | Counts as of this SCR on 06/11/2015  There are total 142 records in table for Training module.  10 CSE  17 Recognition  So after this SCR is completed there should be total of 132 records for Training module where Reinforcement = 1  And total of 125 records where Opportunity =1 |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 7.1 | SELECT COUNT(\*)  FROM [EC].[Coaching\_Reason\_Selection]  where [Training]= 1  and [isReinforcement]= 1  GO | 132 | P |  |
| 7.2 | SELECT COUNT(\*)  FROM [EC].[Coaching\_Reason\_Selection]  where [Training]= 1  and [isOpportunity]= 1  GO | 125 | P |  |
| 7.3 | Check the display of the values in UI.  Open UI Submission page and start going through the process of submitting and notice the layout of Opportunity and Reinforcement radio buttons. | Opportunity and Reinforcement should be side by side and not one below the other. | P |  |
|  |  |  |  |  |

## TFS 604 – Additional AHT Sub Coaching Reason for CSR and SUP Modules.

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Add Additional AHT Sub Coaching Reason for CSR and SUP Modules |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | Table [EC].[DIM\_Sub\_Coaching\_Reason  Table [EC].[Coaching\_Reason\_Selection] |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes | New Subcoaching reason id is 230 |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 8.1 | Verify new reason is added in table [EC].[DIM\_Sub\_Coaching\_Reason  SELECT \* FROM [EC].[DIM\_Sub\_Coaching\_Reason]  GO | 1 row returned. | P |  |
| 8.2 | Verify data row in Table [EC].[Coaching\_Reason\_Selection]  SELECT \* FROM [EC].[Coaching\_Reason\_Selection]  where SubCoachingReasonID = 230  GO | 1 row returned.  Set to true for CSR and SUP and 0 for other Modules.  Set to True Active  Set to True for Direct and Indirect  Set to True for Opp and Reinforcement  Set to False for SplReason and SplPriority | P |  |
| 8.3 | Check several combinations of procedure [EC].[sp\_Select\_SubCoachingReasons\_By\_Reason]for both Direct and Indirect submissions.  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_SubCoachingReasons\_By\_Reason]  @strReasonin = N'AHT',  --@strModulein = N'CSR',  --@strModulein = N'Supervisor',  --@strModulein = N'Quality',  --@strModulein = N'LSA',  --@strModulein = N'Training',  @strSourcein = N'Direct',  @nvcEmpLanIDin = N'Susmitha.palacherla'  SELECT 'Return Value' = @return\_value  GO  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_SubCoachingReasons\_By\_Reason]  @strReasonin = N'AHT',  --@strModulein = N'CSR',  --@strModulein = N'Supervisor',  --@strModulein = N'Quality',  --@strModulein = N'LSA',  --@strModulein = N'Training',  @strSourcein = N'Indirect',  @nvcEmpLanIDin = N'Susmitha.palacherla'  SELECT 'Return Value' = @return\_value  GO | Subcoaching reason is returned for CSR and SUP modules and not returned for other Modules. | P |  |
|  |  |  |  |  |