GDIT

**eCoaching Dashboard Test Plan**

March 25, 2015

**Change History Log**

| **Date** | **Change Description** | **Author** |
| --- | --- | --- |
| 08/25/2014 | New installment : ECUIDASH01 ECUIDASH02 ECUIDASH03 ECUIDASH04 ECUIDASH05  ECUIDASH06  ECUIDASH07  ECUIDASH08 ECUIDASH09  ECUIDASH10  ECUIDASH11  ECUIDASH12 | Jourdain Augustin |
| 09/12/2014 | P13506 - Updated ECUIDASH07 to reflect ARC as any CSR (WACS\*) who has ARC role in EC.Historical\_Dashboard\_ACL table | Jourdain Augustin |
| 09/17/2014 | P13512 – Create new test case ECUIDASH13 to reflect change from “CSR” to “Employee” for new modular design on review pages. | Jourdain Augustin |
| 10/13/2014 | P13479 – Create new test case ECUIDASH14 to test for new Warning dashboard section for SUP and MGR job codes | Jourdain Augustin |
| 10/17/2014 | P13622 – Create new test case ECUIDASH15 to test for updated OMR SOP link for Outlier records opened in review | Jourdain Augustin |
| 11/03/2014 | P13631 – Create new test case ECUIDASH16 to test for management notes and management auto date update from review page for CSE pending manager review records | Jourdain Augustin |
| 11/04/2014 | P13753 – Create new test case ECUIDASH17 to test for sr. management job code WPWL51 to have access to management level of main dashboard  Create new test case ECUIDASH18 to test for sr. management job code WPWL51 to have access to historical dashboard | Jourdain Augustin |
| 11/21/2014 | P13822 – Create new test case ECUIDASH19 to test for ARC CSRs who attempt to access records they have submitted being redirected to unauthorized access page. | Jourdain Augustin |
| 12/2/2014 | P13895 – Created new test case ECUIDASH20 to test for Scorecard Name to be displayed when applicable on review page when record is complete. | Jourdain Augustin |
| 12/17/2014 | P13891 – Created new test case ECUIDASH21 to test for signer name when hierarchy changes. | Jourdain Augustin |
| 01/12/2015 | P13892 – Created new test case ECUIDASH22 to test for URL opened for OMR link in review page | Jourdain Augustin |
| 01/15/2015 | P13653 – Created new test case ECUIDASH23 to test for LSA module record updateability for statues | Jourdain Augustin |
| 01/15/2015 | P14066 – Created new test case ECUIDASH24 to test for all the IQS Sources displaying on review page. | Jourdain Augustin |
| 02/04/2015 | P14065 – Created new test case ECUIDASH25 to test for HR users ability to view “Historical Dashboard” tab Created new test case ECUIDASH26 to test for HR users ability to query for and open records in review page  Created new test case ECUIDASH27 to test for HR users ability to query for warning records and open in review page | Jourdain Augustin |
| 02/10/2015 | P14251 – Created new test case ECUIDASH28 to test for IQS record detail displaying supervisor review information.  P14065 - Updated test case ECUIDASH27 notes section to remove reliance on EC.Historical\_Dashboard\_ACL. All HR users with HR job codes will have access to any records in db. | Jourdain Augustin |
| 02/13/2015 | P14065 - Updated test case ECUIDASH25 to include comment on historical dashboard being the only tab visible to HR users.  Added test case ECUIDASH29 to test for new “Warning” source in source dropdown menu |  |
| 02/16/2015 | P14065 – Updated test case ECUIDASH29 to include note on “Warning” showing in Source dropdown for HR users only. | Jourdain Augustin |
| 02/16/2015 | P14322 – Created new test case ECUIDASH30 to verify spelling of “Acknowledgement” in review.aspx. | Jourdain Augustin |
| 02/18/2015 | P14304 – Created new test case ECUIDASH31 to verify new warning columns in warning table for Supervisor and Manager and removal of status column | Jourdain Augustin |
| 03/20/2015 | P14422 – Created new test case ECUIDASH32 to verify updates to main dashboard tables  Created new test case ECUIDASH33 to verify updates to my submission dashboard tables  Created new test case ECUIDASH34 to verify updates to historical dashboard tables | Jourdain Augustin |
| 03/25/2015 | Updated cases ECUIDASH32 and ECUIDASH33 to include “Coaching Reason” header validation | Jourdain Augustin |
| 03/25/2015 | P14423 – Created new test case ECUIDASH35 to verify creation of new table in main dashboard for users with SRMGR role  Created new test case ECUIDASH36 to verify new table is not visible to users without SRMGR role | Jourdain Augustin |

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| --- | --- |
| **Scope** | This document focuses on development test plan for the eCoaching configuration. |

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| --- | --- |
| **Purpose** | The purpose of the eCoaching Test Plan is to document the specific steps test that the application is functioning successfully. |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH01 |
| Source Description | New |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an application account :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P* |  |
|  | Select “My Dashboard” tab | Verify that all Source dropdown menus contain the following values:   1. ARC 2. BCC Security and Privacy Incident Coaching 3. CMS Reported Item 4. CSAT 5. CSET 6. CSR Reported Issue 7. Internal CCO Reporting 8. IQS 9. Leadership Listening 10. Manager Coaching 11. OMR 12. Other 13. Quality Call Listening 14. Quality Specialist Coaching 15. Supervisor Coaching 16. Training and Development 17. Unknown 18. Verint Quality Monitoring 19. Walk-By | *P* | *Perform same test for the below job codes :*  *WACS01 - CSR*  *WACS40 - SUP*  *WACS50 - MGR*  *WAQS - Quality* |
|  | Select Historical Dashboard tab | Verify that all Source dropdown menus contain the following values:   1. ARC 2. BCC Security and Privacy Incident Coaching 3. CMS Reported Item 4. CSAT 5. CSET 6. CSR Reported Issue 7. Internal CCO Reporting 8. IQS 9. Leadership Listening 10. Manager Coaching 11. OMR 12. Other 13. Quality Call Listening 14. Quality Specialist Coaching 15. Supervisor Coaching 16. Training and Development 17. Unknown 18. Verint Quality Monitoring 19. Walk-By | *P* | *Perform same test for the below job codes :*  *WACS01 - CSR*  *WACS40 - SUP*  *WACS50 - MGR*  *WAQS - Quality* |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH02 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an application account :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P* |  |
|  | Select My Dashboard tab and choose a record to open in review page that has an existing Call ID | Verify that the correct Call ID label and value appear in the right-top side of the screen | *P* | *Perform same test for the below Call ID types :*  *Verint*  *AVOKE*  *NGD Activity*  *Universal Call* |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH03 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an application account :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P* |  |
|  | Select “My Dashboard” tab and choose a record to open in review page that has an existing Verint Call ID | Verify that the “Scorecard Name” label and value appear in the right-top side of the screen below the “Verint ID” value | *P* |  |
|  | Select “My Dashboard” tab and choose a record to open in review page that does not have an existing Verint Call ID | Verify that the “Scorecard Name” label and value are not displayed in the right-top side of the screen | *P* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH04 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an application account :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P* |  |
|  | Select “My Dashboard” tab | Verify that the “Created Date” columns of each table display the text “PDT” after each time stamp value | *P* |  |
|  | Select “My Submissions” tab | Verify that the “Created Date” columns of each table display the text “PDT” after each time stamp value | *P* |  |
|  | Select “Historical Dashboard” tab and select options to query for database data | Verify that the “Created Date” columns of each table display the text “PDT” after each time stamp value | *P* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH05 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an application account :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P* |  |
|  | Select “My Dashboard” tab and select a record to open in the review page | Verify that the “Date Submitted:” value in the right-side screen includes “PDT” next to the displayed time | *P* |  |
|  | Select “My Dashboard” tab and select a completed IQS record to open in the review page | Verify that the CSR Review date and the Supervisor Review date include “PDT” next to the displayed times | *P* |  |
|  | Select “Historical Dashboard” tab and select options to query and select a record to open in the review page | Verify that the Review date time stamps include the text “PDT” after each time stamp value | *P* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH06 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an application account :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P* |  |
|  | Select “My Dashboard” tab and select an Outlier record to open in the review page that has “Research Required” in the “OMR / Exceptions” coaching reasons field | Verify that the Outlier question group displays on the review page | *P* | *Perform the same test for records that have “Research Required” in the “Current Coaching Initiative” field* |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH07 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an CSR account :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P* | *Perform same test for CSR and non-CSR job code group* |
|  | Select “My Submissions” tab. | [IOPTION1] – if user is job code WACS\* and is in - EC.Historical\_Dashboard\_ACL then verify that user can see and access content on the “My Submissions” tab  [IOPTION2] – if user is job code WACS\* and **is not** in - EC.Historical\_Dashboard\_ACL, or is any other job code, then verify that user **cannot** see and access content on the “My Submissions” | *P* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH08 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an CSR account :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P* | *Perform same test for CSR and non-CSR job code group* |
|  | Select “My Dashboard” tab. | [IOPTION1] – if user is a CSR job code then verify that user can see a pending and completed coaching sections.  [IOPTION2] – if user is job code is not a CSR job code then verify that user can see pending, team pending, team completed and completed sections. | *P* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH09 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an CSR account :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P* | *Perform same test for CSR and non-CSR job code group* |
|  | Select “My Dashboard” or “My Submissions” tab. | [IOPTION1] – if user record is not “Complete” and is pending action by the user, display updatable content.  [IOPTION2] – if user record is “Complete” or is not pending action by the user, display read only content. | *P* | *Perform same test from “My Dashboard” and “My Submissions” tabs* |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH10 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an CSR account :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P* | *Perform same test for CSR and non-CSR job code group* |
|  | Identify visible tabs | [OPTION1] – CSR level users should see the “My Dashboard” tab [OPTION2] – CSR level users with ARC permissions should see the “New Submissions”, “My Dashboard” and “My Submissions” tabs [OPTION3] – All other users should see the “New Submissions”, “My Dashboard”, “My Submissions” and “Historical Dashboard” tabs |  |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH11 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an CSR account :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P* |  |
|  | Select “Historical Dashboard” tab and populate parameters to generate a report. | [IOPTION1] – if is assigned “ECL” permission in table - EC.Historical\_Dashboard\_ACL – then user can open any record displayed for read-only viewing.  [IOPTION2] – if user is not assigned “ECL” permission in table - EC.Historical\_Dashboard\_ACL – then user can only open records where user is part of employee hierarchy for record for read-only viewing. | *P* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH12 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an CSR account :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P* |  |
|  | Select “My Dashboard” or “My Submissions” tab and open a record pending user’s review. | If user is level 2 - (e.g. Supervisor)  [IOPTION1] – if status is level 2 (e.g. Pending Supervisor Review):  If record source is “IQS” then display management notes, coaching notes and details of the behavior being coached if not blank else display details of the behavior being coached and notes from manager. Also if record is CSR acknowledged then display monitor acknowledgement checkbox.  [IOPTION2] – if status is level 4 (Pending Acknowledgement):  Display details of the behavior being coached and management notes if not blank. Also display monitor acknowledgement checkbox.  [IOPTION3] – if status is not level 2 or level 4:  Display details of the behavior being coached and management notes if not blank with no updatable fields.  If user is level 3 – (e.g. Manager)  [IOPTION1] – if status is level 2 (e.g. Pending Manager Review):  Display details of the behavior being coached and coaching notes.  If “Current Coaching Initiative” or “OMR / Exceptions” = “Research Required” then display details of the behavior being coached. Also display coaching date, coaching required condition and supporting follow up rationale.  If not “Research Required” then display CSE question group. Also display details of the behavior being coached and coaching notes if not blank.  [IOPTION2] – if status is not level 3:  Display details of the behavior being coached and management notes if not blank with no updatable fields.  If user is level 1 – (e.g. Employee)  [IOPTION1] – if status is level 1 (e.g. Pending Employee Review):  Display details of the behavior being coached and coaching notes.  If strSource = “IQS” supervisor has updated record then display monitor acknowledgement checkbox. Else display coaching acknowledgement checkbox and comments box.  [IOPTION2] – if status is level 4:  Display monitor acknowledgement checkbox.  If user is submitter and not part of hierarchy –  Display details of the behavior being coached and management notes if not blank  If record status = “Complete” display no updatable fields -  Display details of the behavior being coached. Also if record is CSE then display CSE text else display not CSE text.  Display management notes if not blank.  Display coaching notes.  If source = “IQS” display supervisor review and quality monitor acknowledgement information else display review and acknowledgement date info and CSR comments | *P* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH13 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | review.aspx, review2.aspx |
| Supporting Documentation | eCoaching\_Dashboard\_DDD.docx |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an CSR account :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P*  *09/17/2014* |  |
|  | Select “My Dashboard” or “My Submissions” tab and open a record. | Verify that all references to a coaching recipient are referred to as “Employee” instead of “CSR” | *P*  *09/17/2014* | *Perform the same test for all the various record types (e.g. OMR, CSE, IQS, Outlier and Research Required)*  *Also perform the same test for the three status levels.* |
|  | Select “Historical Dashboard” tab and search for and open a record. | Verify that all references to a coaching recipient are referred to as “Employee” instead of “CSR” | *P*  *09/17/2014* | *Perform the same test for all the various record types (e.g. OMR, CSE, IQS, Outlier and Research Required)*  *Also perform the same test for the three status levels.* |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH14 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | view2.aspx, review3.aspx |
| Supporting Documentation | eCoaching\_Dashboard\_DDD.docx |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an SUP or MGR account from CSR module :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P*  *10/13/2014* |  |
|  | Select “My Dashboard” or “My Submissions” tab and open a record. | Verify that the following warning sections display:  For SUP (WACS40) – “My Team’s Warning eCoaching Logs”  For MGR (WACS50, WACS60) – “My Team’s Warning eCoaching Logs” | *P*  *10/13/2014* | *Perform the same test for SUP and MGR call center job code groups (WACS40, WACS50, WACS60).* |
|  | Select a link from the Warning dashboard section. | Verify that selected record details open in a new review page “review3.aspx” with no updatable sections. | *P*  *10/13/2014* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH15 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | review.aspx |
| Supporting Documentation | eCoaching\_Dashboard\_DDD.docx |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using a MGR account from CSR module :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P*  *10/17/2014* |  |
|  | Select “My Dashboard” or “My Submissions” tab and open an OMR record. | Verify that the OMR SOP link opens successfully | *P*  *10/17/2014* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH16 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | review.aspx, eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using a MGR account from CSR module :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P*  *11/03/2014* |  |
|  | Select “My Dashboard” or “My Submissions” tab and open a CSE record that is pending manager review. | Verify that the record opens with options to indicate it is a CSE record | *P*  *11/03/2014* |  |
|  | Select “Yes” and add management notes for CSE record and submit. | Verify that database record has updated management notes and auto review management date fields from update. | *P*  *11/03/2014* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH17 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using a user with job code WPWL51 :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P*  *11/04/2014* |  |
|  | Select “My Dashboard” or “My Submissions” tab. | Verify that the dashboard displays records that are viewable for the user | *P*  *11/04/2014* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH18 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using a user with job code WPWL51 :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db and historical dashboard tab is displayed | *P*  *11/04/2014* |  |
|  | Select “Historical Dashboard” tab and select search options and submit. | Verify that the dashboard displays records that match the selected filter critieria | *P*  *11/04/2014* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH19 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using a user with job code of CSR (WACS\*) :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P*  *11/21/2014* | *User should also be in table - EC.Historical\_Dashboard\_ACL – with Role of “ARC”* |
|  | Select “My Submissions Dashboard” tab and select a record. | Verify that the review page popup redirects the user to the unauthorized access page | *P*  *11/21/2014* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH20 |
| Source Description | SCCB-P13895 |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page:  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P*  *12/2/2014* |  |
|  | Select “My Dashboard” tab and select a record that has isVerintMonitor = “True” and status = “Complete”. | Verify that the review page popup opens the record and that the Scorecard Name value is displayed in the left-hand side of the screen | *P*  *12/2/2014* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH21 |
| Source Description | SCCB-P13891 |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | review.aspx, review2.aspx, eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page:  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P*  *12/17/2014* |  |
|  | Select “My Dashboard” tab and select a completed IQS record that has a supervisor signing different than current hierarchy. | Verify that the review page popup opens the record and that the supervisor name that signed the record appears in “Supervisor Review Information” section and current hierarchy supervisor shows up in left-hand side of page. | *P*  *12/17/2014* |  |
|  | Select “Historical dashboard” tab and query for a completed IQS record that has a supervisor signing different than current hierarchy. | Verify that the review page popup opens the record and that the supervisor name that signed the record appears in “Supervisor Review Information” section and current hierarchy supervisor shows up in left-hand side of page. | *P*  *12/17/2014* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH22 |
| Source Description | SCCB-P14043 |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | review.aspx, eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page:  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P*  *01/12/2015* |  |
|  | Select “My Dashboard” tab and select a completed Research Required record that is pending level 3 user review. | Verify that the review page displays with reference to OMR SOP and corresponding hyperlink text from the following text:  *Contact Center Operations 46.0 Outlier Management Report (OMR): Outlier Research Process SOP*  Verify that the hyper link occurs after the following text:  *You are receiving this eCL record because an Employee on your team was identified in an Outlier Management Report (OMR). Please research this item in accordance with the latest* | *P*  *01/12/2015* |  |
|  | Select OMR SOP hyperlink. | Verify that new window opens to the all SOP list page with OMR SOP included in list of available documents at the following URL:  [https://cco.gdit.com/Resources/SOP/Contact Center Operations/Forms/AllItems.aspx](https://cco.gdit.com/Resources/SOP/Contact%20Center%20Operations/Forms/AllItems.aspx) | *P*  *01/12/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH23 |
| Source Description | SCCB-P13653 |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes | Perform same test for records that are “Pending Supervisor Review” |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using an LSA user account capable of submission:  https://vacmsmpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db | *P*  *01/15/2015* |  |
|  | Select “My Dashboard” tab and select a record submitted with LSA module that is “Pending Employee Review” | Verify that the record opens in review page with correct corresponding fields and submits successfully. | *P*  *01/15/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH24 |
| Source Description | SCCB-P14066 |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | review.aspx, eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes | Perform same test for other IQS records |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using an user account capable of reviewing:  https://vacmsmpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db | *P*  *01/15/2015* |  |
|  | Select “My Dashboard” tab and select an IQS record to open for review. | Verify that the record opened displays the correct IQS source. | *P*  *01/15/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH25 |
| Source Description | SCCB-P14065 |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using a user with Human Resource account:  https://vacmsmpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db | *P*  *02/05/2015* |  |
|  | Select “Historical Dashboard” tab | Verify that the Historical Dashboard tab is the only tab displayed for the user. | *P*  *02/05/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH26 |
| Source Description | SCCB-P14065 |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using a user with Human Resource account:  https://vacmsmpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db | *P*  *02/05/2015* |  |
|  | Select “Historical Dashboard” tab and select/enter criteria to query for **non-warning** records. | Verify that query results are displayed on the page. | *P*  *02/05/2015* |  |
|  | Select a hyperlink of one of the returned results. | Verify that a new page opens with the details of the record selected. | *P*  *02/05/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH27 |
| Source Description | SCCB-P14065 |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using a user with Human Resource account:  https://vacmsmpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db | *P*  *02/05/2015* |  |
|  | Select “Historical Dashboard” tab and select/enter criteria to query for **warning** records. | Verify that query results are displayed on the page. | *P*  *02/05/2015* |  |
|  | Select a hyperlink of one of the returned results. | Verify that a new page opens with the details of the record selected. | *P*  *02/05/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH28 |
| Source Description | SCCB-P14251 |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | Review2.aspx, eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using a user with historical dashboard access:  https://vacmsmpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db | *P*  *02/10/2015* |  |
|  | Select “Historical Dashboard” tab and select/enter criteria to query for **IQS** records. | Verify that query results are displayed on the page. | *P*  *02/10/2015* |  |
|  | Select a hyperlink of one of the returned results. | Verify that a new page opens with the details of the record selected displaying employee information section and supervisor information section. | *P*  *02/10/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH29 |
| Source Description | SCCB-P14251 |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | View4.aspx |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using an HR user:  https://vacmsmpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db. | *P*  *02/13/2015* |  |
|  | Select “Historical Dashboard” tab and select Source dropdown menu. | Verify that source dropdown menu displays “Warning” option. | *P*  *02/13/2015* |  |
|  | Launch link to test page using a non-HR user with Historical Dashboard access:  https://vacmsmpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db. | *P*  *02/16/2015* |  |
|  | Select “Historical Dashboard” tab and select Source dropdown menu. | Verify that source dropdown menu does not display “Warning” option. | *P*  *02/16/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH30 |
| Source Description | SCCB-P14322 |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | review.aspx |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using a supervisor user account:  https://vacmsmpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db. | *P*  *02/16/2015* |  |
|  | Select “My Dashboard” tab and select an IQS record that is pending supervisor review or pending acknowledgment. | Verify that the spelling of “acknowledgment”. | *P*  *02/16/2015* |  |
|  | Launch link to test page using a CSR user account:  https://vacmsmpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db. | *P*  *02/16/2015* |  |
|  | Select “My Dashboard” tab and select an IQS record that is pending employee status or a pending acknowledgment record. | Verify that the spelling of “acknowledgment”. | *P*  *02/16/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH31 |
| Source Description | SCCB-P14304 |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | View2.aspx, eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes | Verify for both supervisor and manager user account |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using a supervisor or manager user account:  https://vacmsmpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db. | *P*  *02/18/2015* |  |
|  | Select “My Dashboard” tab and scroll to the warnings table. | Verify that the warnings table includes the columns “Warning Type” and “Warning Reason(s)”.  Also verify that the strFormStatus column has been removed. | *P*  *02/19/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH32 |
| Source Description | SCCB-P14422 |
| Test Location | https://f3420-mpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | View2.aspx, eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes | Verify for CSR, Supervisor, manager and miscellaneous/fictional user account |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using a CSR user account:  https://f3420-mpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db. | *P*  *03/20/2015* |  |
|  | Select “My Dashboard” tab and view displayed tables. | Verify that the following conditions exists:   1. All tables include “Coaching Reason”, “Sub-coaching Reason” and “Value” columns except for Warning table 2. All tables include header change from “CSR Name” to “Employee Name” 3. All filter field values have content populated strictly by database procedure 4. Column headers have been updated from “strFormStatus” to “Status” 5. Column headers have been updated from “strSource” to “Source” | *P*  *03/20/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH33 |
| Source Description | SCCB-P14422 |
| Test Location | https://f3420-mpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | View3.aspx, eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes | Verify for ARC CSR, Supervisor, manager and miscellaneous/fictional user account |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using an ARC CSR user account:  https://f3420-mpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db. | *P*  *03/20/2015* |  |
|  | Select “My Submissions” tab and view displayed tables. | Verify that the following conditions exists:   1. All tables include “Coaching Reason”, “Sub-coaching Reason” and “Value” columns 2. All tables include header change from “CSR Name” to “Employee Name” 3. All filter field values have content populated strictly by database procedure 4. Column headers have been updated from “strFormStatus” to “Status” 5. Column headers have been updated from “strSource” to “Source” | *P*  *03/20/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH34 |
| Source Description | SCCB-P14422 |
| Test Location | https://f3420-mpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | View4.aspx, eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes | Verify for Supervisor or manager user account with “ECL” role in EC.Historical\_Dashboard\_ACL table |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using a Supervisor user account:  https://f3420-mpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db. | *P*  *03/20/2015* |  |
|  | Select “Historical Dashboard” tab and view displayed tables. | Verify that the following conditions exists:   1. Table includes header change from “CSR Name” to “Employee Name” 2. All filter field values have content populated strictly by database procedure 3. Table includes new “Submitter” filter 4. Table includes new “Submitter Name” column 5. “Opportunity” and “Reinforcement” filters have been replaced with new “Value” filter 6. Column headers have been updated from “strFormStatus” to “Status” 7. Column headers have been updated from “strSource” to “Source” | *P*  *03/20/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH35 |
| Source Description | SCCB-P14423 |
| Test Location | https://f3420-mpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | View2.aspx, eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes | Verify for user with “SRMGR” role in EC.Historical\_Dashboard\_ACL table |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using a user account which has been added to EC.Historical\_Dashboard\_ACL table with “SRMGR” role:  https://f3420-mpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db. | *P*  *03/25/2015* |  |
|  | Select “My Dashboard” tab and view displayed tables. | Verify that the following conditions exists:   1. Table “My hierarchy eCoaching Logs” is displayed with data | *P*  *03/25/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH36 |
| Source Description | SCCB-P14423 |
| Test Location | https://f3420-mpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | View2.aspx, eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes | Verify for user without “SRMGR” role in EC.Historical\_Dashboard\_ACL table |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using a user account which has not been added to EC.Historical\_Dashboard\_ACL table with “SRMGR” role:  https://f3420-mpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db. | *P*  *03/25/2015* |  |
|  | Select “My Dashboard” tab and view displayed tables. | Verify that the following conditions exists:   1. Table “My hierarchy eCoaching Logs” is not displayed | *P*  *03/25/2015* |  |