GDIT

**eCoaching Dashboard Test Plan**

November 3, 2014

**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 |

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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* |  |