GDIT

**eCoaching Submission Test Plan**

February 18, 2015

**Change History Log**

| **Date** | **Change Description** | **Author** |
| --- | --- | --- |
| 08/25/2014 | New installment :  ECUISUB01 ECUISUB02 ECUISUB03 | Jourdain Augustin |
| 09/12/2014 | P13506 - Updated ECUISUB02 to reflect ARC as any CSR (WACS\*) who has ARC role in EC.Historical\_Dashboard\_ACL table | Jourdain Augustin |
| 10/13/2014 | P13479 – Create new test case ECUISUB04 to test for new Warning question group section for SUP and MGR job codes in CSR module where user is part of hierarchy | Jourdain Augustin |
| 10/17/2014 | P13833 – Create new test case ECUISUB05 and ECUISUB06 to test for submission page questions resetting when employee selection or CSR Site selection menus are changed after 2nd section of page is displayed. | Jourdain Augustin |
| 10/24/2014 | P13542 – Create new test case ECUISUB07 to test for new Warning question group section for SUP and MGR job codes in SUP module where user is part of hierarchy  Also updated grammar in ECUISUB04 to include missing “is”. | Jourdain Augustin |
| 12/04/2014 | P13945 – Create new test case ECUISUB08 to test for submission attempt without reason/sub-reason selection | Jourdain Augustin |
| 01/15/2015 | P13653 – Create new test case ECUISUB09 to verify that “LSA” appears in submission page | Jourdain Augustin |
| 02/17/2015 | P14323 – Create new test case ECUISUB10 to verify that a user is unable to submit a coaching for themselves. | Jourdain Augustin |
| 02/18/2015 | P14304 – Create new test case ECUISUB11 to verify that warning sub reason is no longer multi-select and is dropdown menu.  Create new test case ECUISUB12 to verify that duplicate warning submission attempt trigger error message. | Jourdain Augustin |

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

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

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUISUB01 |
| 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 page using an application account that has rights to submit coaching:  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P* |  |
|  | Select “New Submissions” tab. | Verify that the submission question options are displayed | *P* |  |
|  | Select the “Select Coaching Module” dropdown menu | Verify that the menu contains modules accessible by the user’s job code and module selections display the correct question set. | *P* |  |
|  | Complete the coaching form questions and submit the coaching | Verify the following:   1. All menus are populated from database data according to selected module, user job code and Direct/Indirect selection 2. Required fields are not allowed to be blank or not selected 3. Record Status is updated according to requirements conditions 4. Email messages are sent to expected recipients when applicable 5. Coaching record is inserted into database successfully 6. Page is returned to module selection | *P* |  |
|  | Complete the coaching form questions and select the “Reset Form” button | Verify that the page is returned to module selection | *P* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUISUB02 |
| 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 page using a CSR account (WACS01, WACS02, WACS03):  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with CSR credentials passed reflecting data in database db | *P* |  |
|  | (optional) Select “New Submissions” tab. | Verify that CSRs with any job code WACS\* and configured as “ARC” in database table can see the “New Submissions” tab and submit coaching. | *P* |  |
|  | (optional) Select “New Submissions” tab. | Verify that CSRs with any job code WACS\* and not configured as “ARC” in database table) cannot see the “New Submissions” tab to submit coaching. | *P* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUISUB03 |
| 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 page using an account with access to the Quality coaching module:  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P* |  |
|  | Select “New Submissions” tab. | Verify that the submission question options are displayed | *P* |  |
|  | Select the “Select Coaching Module” dropdown menu and Choose “Quality” | Verify that the Quality question set display. | *P* |  |
|  | Complete the first group of coaching form questions | Verify the following that the second group of questions display and the “CSE” question does not display | *P* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUISUB04 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) |  |
| Supporting Documentation | eCoaching\_Submission\_DDD.docx |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using an account with access to the CSR coaching 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 “New Submissions” tab and select the “Select Coaching Module” dropdown menu and Choose “CSR” | Verify that the CSR question set display. | *P 10/13/2014* |  |
|  | Complete the first group of coaching form questions and select direct delivery | Verify that the “Warning” delivery question appears | *P 10/13/2014* |  |
|  | Select “Yes” to indicate that the question is a “Warning” question | Verify that the CSE question group, corresponding coaching reasons, Call ID and Source questions are hidden and Warning reason questions are displayed. Complete remaining questions and submit | *P 10/13/2014* |  |
|  | Select “New Submissions” tab and select the “Select Coaching Module” dropdown menu and Choose “CSR” | Verify that the CSR question set display. | *P 10/13/2014* |  |
|  | Complete the first group of coaching form questions and select direct delivery | Verify that the “Warning” delivery question appears | *P 10/13/2014* |  |
|  | Select “No” to indicate that the question is not a “Warning” question | Verify that the CSE question group, corresponding coaching reasons, Call ID and Source questions are displayed and Warning reason questions are hidden. Complete remaining questions and submit | *P 10/13/2014* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUISUB05 |
| 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 page using an account with access to the CSR coaching 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 “New Submissions” tab and select the “Select Coaching Module” dropdown menu and Choose “CSR” | Verify that the CSR question set display. | *P 10/13/2014* |  |
|  | Complete the first group of coaching form questions | Verify that the second section of questions appear | *P 10/13/2014* |  |
|  | Complete the second group of coaching form questions | Verify that the selections are made and text fields are populated. | *P 10/13/2014* |  |
|  | Change the selected employee from the employee dropdown menu to another employee or the initial value of “Select…” | Verify that the 2nd section of questions are reset and hidden | *P 10/13/2014* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUISUB06 |
| 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 page using an account with access to the CSR coaching 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 “New Submissions” tab and select the “Select Coaching Module” dropdown menu and Choose “CSR” | Verify that the CSR question set display. | *P 10/13/2014* |  |
|  | Complete the first group of coaching form questions | Verify that the second section of questions appear | *P 10/13/2014* |  |
|  | Complete the second group of coaching form questions | Verify that the selections are made and text fields are populated. | *P 10/13/2014* |  |
|  | Change the selected CSR site from the site dropdown menu to another location or the initial value of “Select…” | Verify that the 2nd section of questions are reset and hidden | *P 10/13/2014* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUISUB07 |
| Source Description | SCCB-P13542: Add WARNING question in the eCoaching Log - Supervisor Module |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) |  |
| Supporting Documentation | eCoaching\_Submission\_DDD.docx |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using an account with access to the Supervisor coaching module:  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P 10/24/2014* |  |
|  | Select “New Submissions” tab and select the “Select Coaching Module” dropdown menu and Choose “Supervisor” | Verify that the Supervisor question set display. | *P 10/24/2014* |  |
|  | Complete the first group of coaching form questions and select direct delivery | Verify that the “Warning” delivery question appears | *P 10/24/2014* |  |
|  | Select “Yes” to indicate that the question is a “Warning” question | Verify that the CSE question group, corresponding coaching reasons, Call ID and Source questions are hidden and Warning reason questions are displayed. Complete remaining questions and submit | *P 10/24/2014* |  |
|  | Select “New Submissions” tab and select the “Select Coaching Module” dropdown menu and Choose “Supervisor” | Verify that the Supervisor question set display. | *P 10/24/2014* |  |
|  | Complete the first group of coaching form questions and select direct delivery | Verify that the “Warning” delivery question appears | *P 10/24/2014* |  |
|  | Select “No” to indicate that the question is **not** a “Warning” question | Verify that the CSE question group, corresponding coaching reasons, Call ID and Source questions are displayed and Warning reason questions are hidden. Complete remaining questions and submit | *P 10/24/2014* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUISUB08 |
| Source Description | SCCB-P13945 - eCoaching - Submit eCL without reason/sub-reason |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) |  |
| Supporting Documentation |  |
| Notes | Perform same tests for all modules |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using any account capable of submission:  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P 12/04/2014* |  |
|  | Select “New Submissions” tab and select the “Select Coaching Module” dropdown menu and Choose a module | Verify that the corresponding module question set display. | *P 12/04/2014* |  |
|  | Complete the first group of coaching form questions and select direct delivery | Verify that the direct question group appears | *P 12/04/2014* |  |
|  | Select one or more coaching reasons and then deselect. Complete all other fields and choose to submit. | Verify that the page rejects for missing coaching reason selection. | *P*  *12/04/2014* |  |
|  | Select “New Submissions” tab and select the “Select Coaching Module” dropdown menu and Choose a module | Verify that the corresponding module question set display. | *P 12/04/2014* |  |
|  | Complete the first group of coaching form questions and select indirect delivery | Verify that the indirect question group appears | *P 12/04/2014* |  |
|  | Select one or more coaching reasons and then deselect. Complete all other fields and choose to submit. | Verify that the page rejects for missing coaching reason selection. | *P*  *12/04/2014* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUISUB09 |
| Source Description | SCCB-P13653 - eCoaching - LSA |
| 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 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 “New Submissions” tab and select the “Select Coaching Module” dropdown menu | Verify that “LSA” appears as one of the module options in the submission menu | *P 01/15/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUISUB10 |
| Source Description | SCCB-P14323 - eCoaching - Not allow self eCoaching Logs - UI |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | Default2.aspx, eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes | Perform same tests for all modules |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using any account capable of submission:  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P 02/17/2015* |  |
|  | Select “New Submissions” tab and select the “Select Coaching Module” dropdown menu and Choose a module | Verify that the corresponding module question set display. | *P 02/17/2015* |  |
|  | Locate the current user in the employee dropdown and complete the first group of coaching form questions. | Verify that the current user is not found in the employee dropdown | *P 02/18/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUISUB11 |
| Source Description | SCCB-P14304 - eCoaching - Display coachingreason / subcoachingreason in warning section |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | Default2.aspx, eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using an account capable of warning submission:  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P 02/18/2015* |  |
|  | Select “New Submissions” tab and select the “Select Coaching Module” dropdown menu and Choose a module | Verify that the corresponding module question set display. | *P 02/18/2015* |  |
|  | Select a user in the employee dropdown that reports to current user and complete the first group of coaching form questions and select a direct submission. | Verify that the 2nd question group appears including “Warnings” question group. | *P 02/18/2015* |  |
|  | Select “Yes” to submit a warning. | Verify that the warning question group displays and that the warning sub menu is now a dropdown menu and not multi-select. | *P 02/18/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUISUB11 |
| Source Description | SCCB-P14304 - eCoaching - Display coachingreason / subcoachingreason in warning section |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | Default2.aspx, eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using an account capable of warning submission:  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P 02/18/2015* |  |
|  | Select “New Submissions” tab and select the “Select Coaching Module” dropdown menu and Choose a module | Verify that the corresponding module question set display. | *P 02/18/2015* |  |
|  | Select a user in the employee dropdown that reports to current user and complete the first group of coaching form questions and select a direct submission. | Verify that the 2nd question group appears including “Warnings” question group. | *P 02/18/2015* |  |
|  | Select “Yes” to submit a warning. | Verify that the warning question group displays. | *P 02/18/2015* |  |
|  | Choose options that already exist in the database and submit. | Verify that an error message displays the following:  "A warning with the same category and type already exists. Please review your warning section in the My Dashboard for details." | *P 02/18/2015* |  |