GDIT

**eCoaching Development Test Plan**

July 21, 2014

**Change History Log**

| **Date** | **Change Description** | **Author** |
| --- | --- | --- |
| 07/11/2014 | SCCB-12098 - ECUIDASH01 – Added new test cases for Source menus on main dashboard and historical dashboard | Jourdain Augustin |
| 07/21/2014 | SCCB-12930: 1. ECUIDASH02 – New test cases to verify Call ID labels and values on review pages  2. ECUIDASH03 – New test cases to verify display of Scorecard Name label and value | Jourdain Augustin |
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| **Scope** | This document focuses on development test plan for the eCoaching changes. |

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| **Purpose** | The purpose of the eCoaching Test Plan is to document the specific steps test that the application change has been successfully installed. |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH01 |
| Source Description | SCCB-P13098: eCoaching - Update Source Dropdown Menu from Historical and Main Dashboard |
| Test Location | https://vacmsmpmd01.vangent.local/coach2/default.aspx |
| Updated File(s) | View2.aspx view4.aspx  eCoachingFixed.dll |
| Supporting Documentation | eCoaching\_Dashboard\_Website\_DD\_v02.docx |
| 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/coach2/default.aspx> | Main page successfully loads with credentials passed reflecting data in eCoachingTest 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 | SCCB-P12930: eCoaching - eCoaching Log - Display Verint scorecard name on eCL forms |
| Test Location | https://vacmsmpmd01.vangent.local/coach2/default.aspx |
| Updated File(s) | review.aspx review2.aspx  eCoachingFixed.dll |
| Supporting Documentation | eCoaching\_Dashboard\_Website\_DD\_v02.docx |
| 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/coach2/default.aspx> | Main page successfully loads with credentials passed reflecting data in eCoachingTest db | *P*  *07/21/2014* |  |
|  | 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*  *07/21/2014* | *Perform same test for the below Call ID types :*  *Verint*  *AVOKE*  *NGD Activity*  *Universal Call* |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH03 |
| Source Description | SCCB-P12930: eCoaching - eCoaching Log - Display Verint scorecard name on eCL forms |
| Test Location | https://vacmsmpmd01.vangent.local/coach2/default.aspx |
| Updated File(s) | review.aspx review2.aspx  eCoachingFixed.dll |
| Supporting Documentation | eCoaching\_Dashboard\_Website\_DD\_v02.docx |
| 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/coach2/default.aspx> | Main page successfully loads with credentials passed reflecting data in eCoachingTest db | *P*  *07/21/2014* |  |
|  | 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*  *07/21/2014* |  |
|  | 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*  *07/21/2014* |  |