GDIT

**eCoaching Development Test Plan**

July 11, 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 |
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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* |