**eCoaching Log System**

**Unit Test Document – Ad-Hoc Load process**

Change History Log

| Date | Revision | Change Description | Author |
| --- | --- | --- | --- |
| 1/26/2021 | 1.0 | TFS 19937 - Generate coaching log for CSRs regarding credit card policy | Susmitha Palacherla |
|  |  |  |  |
|  |  |  |  |

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## CRD Load

#### Project Name: CCO eCoaching

#### Unit Identifier: CRD Load

#### Test Case identifier: CRD

| Item | Description |
| --- | --- |
| Change Type | Change Request |
| Change Description | TFS 19937 - Generate coaching log for CSRs regarding credit card policy |
| Test Environment | eCoaching\_Dev database on f3420-ecldbd01 |
| Code Modules created/updated | sp\_InsertInto\_Coaching\_Log\_CRD |
| Notes and sql |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Test Case ID** | **Action** | **Expected Result** | **Tested** | **Pass/Fail** |
| CRD-1.1 | Run Load SQL Agent Job CoachingCRDLoad | Job should complete successfully | Y | Pass |
| CRD-1.2 | Verify Report Code | Report Code as listed in reference table at end of doc | Y | Pass |
| CRD-1.3 | Verify Form Name | eCL-M-EmpID -CoachingID | Y | Pass |
| CRD-1.4 | Verify Source | Source as listed in reference table at end of doc | Y | Pass |
| CRD-1.5 | Verify Status | Status as listed in reference table at end of doc | Y | Pass |
| CRD-1.6 | Verify Site | Employee Site from Hierarchy table | Y | Pass |
| CRD-1.3 | Verify Module | Module as listed in reference table at end of doc | Y | Pass |
| CRD-1.7 | Verify Program | Employee Program from Hierarchy table | Y | Pass |
| CRD-1.8 | Verify Description | Format per FS | Y | Pass |
| CRD-1.9 | Verify SubmittedDate | Date and Time of Load | Y | Pass |
| CRD-1.10 | Query Coaching Log Reason Table | Populated correctly for corresponding Coaching logs inserted | Y | Pass |
| CRD-1.11 | Verify Coaching Reason | Coaching Reason as listed in reference table at end of doc | Y | Pass |
| CRD-1.12 | Verify Sub Coaching Reason | Subcoaching Reason as listed in reference table at end of doc | Y | Pass |
| CRD-1.13 | Verify Value | Value as listed in reference table at end of doc | Y | Pass |
| CRD-2.1 | Run Notifications SQL Agent Job  CoachingNotifications | Job should complete successfully | Y | Pass |
| CRD-2.2 | Verify Email Sent on Coaching log | Email Sent flag for affected logs should be set to 1 | Y | Pass |
| CRD-2.3 | Verify Notification Date on Coaching Log | Notification Date should be set to job run time | Y | Pass |
| CRD-2.4 | Verify Recipient, Subject and Body on Email Notification | Should meet specifications | Y | Pass |
| CRD-3.1 | Review Log | Log details displayed correctly. | Y | Pass |
|  |  |  | Y | Pass |
| CRD-4.1 | Review workflow | Per FS  Each log has different workflow | Y | Pass |
|  |  |  |  |  |
|  |  |  |  |  |
| **Unit Test Result:** | | | | **Pass** |

|  |  |  |
| --- | --- | --- |
| Susmitha Palacherla |  | 1/26/2021 |
| Initial Tester |  | Initial Date Completed |
| Susmitha Palacherla |  | 1/26/2021 |
| Last Tester |  | Last Tested On |

## References

**Report Codes**

|  |  |
| --- | --- |
| **Report Code** | **Report** |
| CRD | Credit Card Policy |

**Source**

|  |  |
| --- | --- |
| **Report Code** | **Source** |
| CRD | Training and Development |

**Status**

|  |  |
| --- | --- |
| **OMR Report Code** | **Status** |
| CRD | Pending Employee Review |

**Email Notification**

|  |  |
| --- | --- |
| **Report Code** | **Email Notifications** |
| CRD | Email notifications will be sent to the coaching log recipient |

**Module**

|  |  |
| --- | --- |
| **Report Code** | **Email Notifications** |
| CRD | CSR and Quality (based on Employee log recipient job code) |

**Coaching Reasons, Sub Coaching Reasons and Values**

|  |  |  |  |
| --- | --- | --- | --- |
| **OMR Report Code** | **Coaching Reason** | **Opportunity/Reinforcement** | **Coaching Sub-reason** |
| CRD | Current Coaching Initiative | Reinforcement | Other: Specify reason under coaching details. |

**Workflow**

|  |  |  |
| --- | --- | --- |
| **Report Code** | **Initial Status** | **Next Steps** |
| CRD | Pending Employee Review | Completed |
|  |  |  |

**SQL**

|  |
| --- |
| DECLARE @CurrDate datetime = GetDate();  DECLARE @strReportCode nvarchar(20) = N'CRD' + CONVERT(varchar(8), [EC].[fn\_intDatetime\_to\_YYYYMMDD](@CurrDate));  SELECT DISTINCT  eh.Emp\_ID --FormName  ,eh.Emp\_Program --Program  ,210 --Training and Development  ,4 --Pending Employee Review  ,EC.fn\_intSiteIDFromEmpID(LTRIM(RTRIM(eh.Emp\_ID))) -- SiteID  ,eh.Emp\_ID -- EmpID  ,'999999' -- SubmitterID  ,DATEADD(dd, 0, DATEDIFF(dd, 0, @CurrDate)) -- EventDate  ,0 -- isAvokeID  ,0 -- isNGDActivityID  ,0 -- isUCID  ,0 -- isVerintID  ,NULL -- VerintID  ,'Replace' -- Description  ,@CurrDate -- SubmittedDate  ,DATEADD(dd, 0, DATEDIFF(dd, 0, @CurrDate)) -- StartDate  ,0 -- isCSE  ,0 -- isCSRAcknowledged  ,[EC].[fn\_intModuleIDFromEmpID](eh.Emp\_ID) -- ModuleID  ,ISNULL(eh.Sup\_ID, '999999') -- SupID  ,ISNULL(eh.Mgr\_ID, '999999') -- MgrID  ,@strReportCode -- strReportCode  FROM (SELECT [Emp\_ID], [Emp\_Site], [Emp\_Job\_Code], [Emp\_Program], [Sup\_ID], [Mgr\_ID]  FROM EC.Employee\_Hierarchy WITH (NOLOCK)  WHERE Active = 'A' AND (Emp\_Job\_Code LIKE 'WACS0%' OR Emp\_Job\_Code LIKE 'WACQ0%' OR Emp\_Job\_Code LIKE 'WACQ1%')) eh  LEFT JOIN (SELECT \* FROM EC.Coaching\_Log WITH (NOLOCK) WHERE SourceID = 210 AND strReportCode like 'CRD%') cl  ON eh.Emp\_ID = cl.EmpID  WHERE cl.EmpID IS NULL; |