**CCO eCoaching DB Unit Test Document**

* **DIM Table Maintenance**

October 10, 2018

Change History Log

| Date | Revision | Change Description | Author |
| --- | --- | --- | --- |
| 07/11/2014 | 1.0 | SCR – 13129 Add new Sub Coaching Reason value | Susmitha Palacherla |
| 09/24/2014 | 2.0 | SCR – 13515 Update Receiver values in Email\_Notifications table | Susmitha Palacherla |
| 10/27/2014 | 3.0 | SCR – 13609 - Quality Alignment Specialist to receive coaching logs | Susmitha Palacherla |
| 12/23/2014 | 4.0 | SCR – 13653 – Changes for supporting LSA Module | Susmitha Palacherla |
| 04/15/2015 | 5.0 | SCR – 14512 – Training Module | Susmitha Palacherla |
| 06/08/2015 | 6.0 | SCR - 15008 – Additional job codes for sup module submission | Susmitha Palacherla |
| 06/11/2015 | 7.0 | SCR – 15075 – Set Reinforcement to 1 for non CSE Training sub coaching reasons | Susmitha Palacherla |
| 09/01/2015 | 8.0 | TFS 604 – Add additional AHT subcoaching reason for CSR and SUP modules | Susmitha Palacherla |
| 09/02/2015 | 9.0 | TFS – 667 – Allow submission to all modules for job code WPOP70 | Susmitha Palacherla |
| 10/06/2015 | 10.0 | TFS- 841 – Allow Sup module submissions for WACQ13 | Susmitha Palacherla |
| 10/21/2015 | 11.0 | TFS – 861 – Open up Warnings for all Modules | Susmitha Palacherla |
| 10/30/2015 | 12.0 | TFS- 1013 - Add new Direct Source for Supervisor Module UI Submissions | Susmitha Palacherla |
| 10/30/2015 | 13.0 | TFS- 1016 - Add additional CCI subcoaching reason for CSR module(SDR- 232) | Susmitha Palacherla |
| 01/01/2016 | 14.0 | TFS – 1555 Add additional job codes for LSA Module Submission and Review | Susmitha Palacherla |
| 05/13/2016 | 15.0 | TFS – 2668 - Update sub coaching text for metric | Susmitha Palacherla |
| 05/13/2016 | 16.0 | TFS – 2669 – Add new Subcoaching Reasons 234 and 235 | Susmitha Palacherla |
| 7/6/2016 | 17.0 | TFS – 2669 – Add new Subcoaching Reason 236 | Susmitha Palacherla |
| 8/17/2016 | 18.0 | TFS 3605 - Add new Subcoaching Reason 237 | Susmitha Palacherla |
| 9/21/2016 | 19.0 | TFS 3440 – Update job code WISY13 to WISY14 in module submission table | Susmitha Palacherla |
| 10/4/2016 | 20.0 | TFS 4137 – Add Call Efficiency as a Coaching Reason and remove AHT | Susmitha Palacherla |
| 05/08/2017 | 21.0 | TFS 6582 - Change log workflow when it is direct and source is Quality Specialist Coaching | Susmitha Palacherla |
| 11/28/2017 | 22.0 | TFS 9091 - Add new Subcoaching Reason 243 (Attendance Improvement Discussion) | Susmitha Palacherla |
| 12/29/2017 | 23.0 | TFS 9544 - Add new Subcoaching Reason 244 (Supervisor Callback) | Susmitha Palacherla |
| 07/10/2018 | 24.0 | TFS 11500 - Add new Subcoaching Reason 245 (OMR: Potential Hardship) | Susmitha Palacherla |
| 10/10/2018 | 25.0 | TFS 12308 - New sub reasons for warnings | Susmitha Palacherla |

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## SCR 13129 Add new sub Coaching Reason value

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Add a new Sub Coaching Reason value ‘ETS’ in [DIM\_Sub\_Coaching\_Reason]table |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | NA |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes | Added new value ‘ETS’ in [DIM\_Sub\_Coaching\_Reason]table. |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 1. | Query the table for the newly added value  SELECT \* FROM [EC].[DIM\_Sub\_Coaching\_Reason]  WHERE SubCoachingReason ='ETS'  GO | Expecting record to be returned where  SubCoachingReason ='ETS' | P | Query Results:  SubCoachingReasonID SubCoachingReason  48 ETS |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

## SCR 13515 Update Receiver values in Email\_Notifications table

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Update receiver values for Supervisor and Quality modules in Email\_Notifications table. Previously Receiver values were based on the status of the eCL which was a level higher than the desired recipient. With this change the recipient value will be based on the level rather than the actual verbiage in the status of the log. |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | NA |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes | Deleted all rows where [Module]in ('Supervisor' ,'Quality')from [EC].[Email\_Notifications] and inserted new rows. Less number of rows inserted as rows for conditions that currently do ot exist have not been re-inserted. |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 2.1 | Query  SELECT \* FROM [EC].[Email\_Notifications]  where [Module]= 'Supervisor'  and [Source]= 'Direct'  and[isCSE]= 0  GO | Expecting 5 rows of data  Status =’ Pending Employee Review’  Recipient = ‘Employee’ | P |  |
| 2.2 | SELECT \* FROM [EC].[Email\_Notifications]  where [Module]= 'Supervisor'  and [Source]= 'Direct'  and [isCSE]= 1  GO | Expecting 5 rows of data  Status =’ Pending Sr. Manager Review’  Recipient = ‘Manager’ | P |  |
| 2.3 | SELECT \* FROM [EC].[Email\_Notifications]  where [Module]= 'Supervisor'  and [Source]= 'inDirect'  and[isCSE]= 0  GO | Expecting 5 rows of data  Status =’ Pending Manager Review’  Recipient = ‘’Supervisor’ | P |  |
| 2.4 | SELECT \* FROM [EC].[Email\_Notifications]  where [Module]= 'Supervisor'  and [Source]= 'inDirect'  and[isCSE]= 1  GO | Expecting 5 rows of data  Status =’ Pending Sr. Manager Review’  Recipient = ‘Manager’ | P |  |
| 2.5 | Query  SELECT \* FROM [EC].[Email\_Notifications]  where [Module]= 'Quality'  and [Source]= 'Direct'  and[isCSE]= 0  GO | Expecting 10 rows of data  Status =’ Pending Employee Review’  Recipient = ‘Employee’ | P |  |
| 2.6 | SELECT \* FROM [EC].[Email\_Notifications]  where [Module]= 'Quality'  and [Source]= 'Direct'  and [isCSE]= 1  GO | Expecting 0 rows  No conditions exist for Quality where isCSE =1 | P |  |
| 2.7 | SELECT \* FROM [EC].[Email\_Notifications]  where [Module]= 'Quality'  and [Source]= 'inDirect'  and[isCSE]= 0  GO | Expecting 10 rows of data  Status =’ Pending Quality Lead Review’  Recipient = ’Supervisor’ | P |  |
| 2.8 | SELECT \* FROM [EC].[Email\_Notifications]  where [Module]= 'Quality'  and [Source]= 'inDirect'  and[isCSE]= 1  GO | Expecting 0 rows  No conditions exist for Quality where isCSE =1 | P |  |

## SCR 13609 Quality Alignment Specialists to receive Coaching Logs

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Add a job code WACQ03 to the list of job codes that can receive Quality Coaching logs |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | NA |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes | Added new record for job\_code WACQ03 in [EC].[Employee\_Selection]table |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 3.1 | Query the table for the newly added record  SELECT [Job\_Code]  ,[Job\_Code\_Description]  ,[isCSR]  ,[isSupervisor]  ,[isQuality]  FROM [EC].[Employee\_Selection]  where job\_code = 'WACQ03'  GO | Expecting record to be returned  Job\_Code Job\_Code\_Description isCSR isSupervisor isQuality  WACQ03 Sr Monitor, Quality (CS) 0 0 1 | P |  |
|  |  |  |  |  |
| 3.2 | Execute sp [EC].[sp\_Select\_Employees\_By\_Module] and verify that the Employees with that job code are being returned.  Prep: Update an employee record to have that job code  update [EC].[Employee\_Hierarchy]  set [Emp\_Job\_Code]= 'WACQ03'  where [Emp\_LanID]= 'jourdain.augustin'  USE [eCoachingDev]  GO  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_Employees\_By\_Module]  @strModulein = N'Quality',  @strCSRSitein = NULL  SELECT 'Return Value' = @return\_value  GO | Verify that Jourdains name is in the returned result set | P |  |
|  |  |  |  |  |

## SCR 13653 Changes for supporting LSA Module value

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Add values in Dimension tables to support LSA Module |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | NA |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes | Several DIM Tables impacted. |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 4.1 | TABLE [EC].[DIM\_Module]  SELECT \* FROM [EC].[DIM\_Module] | Expecting record to be returned where  Module = ‘LSA’ where ModuleiD = 4 | P |  |
|  |  |  |  |  |
| 4.2 | TABLE [EC].[Employee\_Selection]  SELECT \*  FROM [EC].[Employee\_Selection]  where [isLSA]=1 | Expecting 4 rows where job\_code/Desc in  WIHD01/ Assoc Technician, Help Desk  WIHD02/ Technician, Help Desk  WIHD03/ Sr Technician, Help Desk  WIHD04/Lead Technician, Help Desk | P |  |
|  |  |  |  |  |
| 4.3 | TABLE [EC].[Module\_Submission]  SELECT \*  FROM [EC].[Module\_Submission]  where LSA=1 | Expecting 7 rows where job\_code/Desc in  WMPR40 Supervisor, Production  WMPR50 Manager, Production  WPPM60 Sr Manager, Program  WIHD01 Assoc Technician, Help Desk  WIHD02 Technician, Help Desk  WIHD03 Sr Technician, Help Desk  WIHD04 Lead Technician, Help Desk | P |  |
|  |  |  |  |  |
| 4.4 | TABLE [EC].[DIM\_Source]  SELECT \*  FROM [EC].[DIM\_Source]  where LSA=1 | Expecting 10 total rows, 5 direct and 5 indirect  103 Direct Manager Coaching  108 Direct Walk-By  125 Direct CMS Contractor (NGS, VCS) Reported Issue  126 Direct CMS Reported Issue  127 Direct Integrated Performance Center  203 Indirect Manager Coaching  208 Indirect Walk-By  225 Indirect CMS Contractor (NGS, VCS) Reported Issue  226 Indirect CMS Reported Issue  227 Indirect Integrated Performance Center |  |  |
|  |  |  |  |  |
| 4.5 | TABLE [EC].[Coaching\_Reason\_Selection] | Expecting 22 total rows with coaching reason/sub coaching reason combination  10 Quality 110 Acct Management  10 Quality 111 Communication  10 Quality 113 DCF  10 Quality 115 Feedback  10 Quality 119 Special Assign  11 Recognition 117 LSA Certification  20 Weekly Productivity 112 DCF Coverage  20 Weekly Productivity 114 Email Coverage  20 Weekly Productivity 115 Feedback  20 Weekly Productivity 116 Floor walking  20 Weekly Productivity 118 Side by Side  3 Attendance 42 Other: Specify reason under coaching details.  10 Quality 42 Other: Specify reason under coaching details.  11 Recognition 42 Other: Specify reason under coaching details.  11 Recognition 49 Kudos  13 Secure Floor Violations 42 Other: Specify reason under coaching details.  17 Corporate / Program Initiatives 63 Required Training  17 Corporate / Program Initiatives 42 Other: Specify reason under coaching details.  19 Professional Conduct 67 HR Guidelines  19 Professional Conduct 42 Other: Specify reason under coaching details.  20 Weekly Productivity 42 Other: Specify reason under coaching details.  13 Secure Floor Violations 76 CoR | P |  |
|  |  |  |  |  |
| 4.6 | TABLE [EC].[Email\_Notifications]  SELECT \*  FROM [EC].[Email\_Notifications]  where [Module]= 'LSA'  GO | Expecting 10 total rows.  2 for each source, one for direct and one for Indirect  For each source/Direct and isCSE = 0  ,[Status]= Pending Employee Review  ,[Recipient]= Employee  ,[Subject]= eCL: Pending Employee Review  ,[Body]= A new eCoaching Log has been entered on your behalf. Please click on the link below to review and verify the coaching opportunity received on <strong> strDateTime </strong>.  ,[isCCRecipient]=0  ,[CCRecipient]=NA  For each source/Direct and isCSE = 0  ,[Status]= Pending Supervisor Review  ,[Recipient]= Supervisor  ,[Subject]= eCL: Pending Supervisor Review  ,[Body]= A new eCoaching Log has been entered on behalf of <strong> strPerson </strong> on <strong> strDateTime </strong> that requires your action. Please click on the link below to review the eCoaching log.  ,[isCCRecipient]=0  ,[CCRecipient]=NA | P |  |
|  |  |  |  |  |
| 4.7 | DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_CoachingReasons\_By\_Module]  @strModulein = N'lsa',  @strSourcein = N'direct',  @isSplReason = 0,  @splReasonPrty = 0,  @strCSRin = N'jourdain.augustin',  @strSubmitterin = N'susmitha.palacherla'  SELECT 'Return Value' = @return\_value  GO | CoachingReasonID CoachingReason  3 Attendance  17 Corporate / Program Initiatives  19 Professional Conduct  10 Quality  11 Recognition  13 Secure Floor Violations  20 Weekly Productivity | P |  |
| 4.8 | Submit eCL from UI. | eCL saved to database.  eCL-Jourdain.Augustin-507824 in test DB | P |  |

## SCR 14512 Changes for supporting Training Module

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Add values in Dimension tables to support TrainingModule |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | NA |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes | Several DIM Tables impacted. |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 5.1 | TABLE [EC].[DIM\_Module]  SELECT \* FROM [EC].[DIM\_Module] | Expecting record to be returned where  Module = ‘Module’ where ModuleiD = 5  BySiye = 0  Active = 1  ByProgram = 0  By Behavior = 1 | P |  |
|  |  |  |  |  |
| 5.2 | TABLE [EC].[Employee\_Selection]  SELECT \*  FROM [EC].[Employee\_Selection]  where [isTraining]=1 | Expecting 4 rows where job\_code/Desc per reqs and one record for Jourdains job code WISO13   |  |  | | --- | --- | | Job\_Code | Job\_Code\_Description | | WISO13 | Sr Engineer, Software | | WTID13 | Sr Developer, Instructional | | WTTI02 | Instructor | | WTTR12 | Specialist, Training | | WTTR13 | Sr Specialist, Training | | P |  |
|  |  |  |  |  |
| 5.3 | TABLE [EC].[Module\_Submission]  SELECT \*  FROM [EC].[Module\_Submission]  where Training=1 | Expecting 8 rows where job\_code/Desc in   |  |  | | --- | --- | | WISO13 | Sr Engineer, Software | | WISY13 | Sr Analyst, Systems | | WSTE13 | Sr Engineer, Test | | WTTR12 | Specialist, Training | | WTTR40 | Supervisor, Training | | WTTR50 | Manager, Training | | WTID13 | Sr Developer, Instructional | | WTTR13 | Sr Specialist, Training | | P |  |
|  |  |  |  |  |
| 5.4 | TABLE [EC].[DIM\_Source]  SELECT \*  FROM [EC].[DIM\_Source]  where Training=1 | Expecting 18 total rows, 9 direct and 9 indirect   |  |  | | --- | --- | | 102 | Supervisor Coaching | | 103 | Manager Coaching | | 105 | Quality Call Listening | | 106 | CMS Reported Item | | 107 | Leadership Listening | | 109 | CSR Reported Issue | | 118 | Internal CCO Reporting | | 128 | Classroom Observation | | 129 | Floor Walking | | 202 | Supervisor Coaching | | 203 | Manager Coaching | | 205 | Quality Call Listening | | 206 | CMS Reported Item | | 207 | Leadership Listening | | 209 | CSR Reported Issue | | 218 | Internal CCO Reporting | | 228 | Classroom Observation | | 229 | Floor Walking | | P |  |
| 5.5 | SELECT \*  FROM [EC].[Coaching\_Reason\_Selection]  where Training=1 | --142 rows | P |  |
| 5.6 | TABLE [EC].[Email\_Notifications]  SELECT \*  FROM [EC].[Email\_Notifications]  where [Module]= 'Training'  GO | --36 rows (9 sources \*4)  9 direct cse  9 direct non cse  9 indirect cse  9 indirect non cse | P |  |
| 5.7 | DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_CoachingReasons\_By\_Module]  @strModulein = N'Training',  @strSourcein = N'direct',  @isSplReason = 0,  @splReasonPrty = 0,  @strCSRin = N'jourdain.augustin',  @strSubmitterin = N'susmitha.palacherla'  SELECT 'Return Value' = @return\_value  GO | --28 coaching reasons | P |  |
| 5.8 | DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_Modules\_By\_Job\_Code]  @nvcEmpLanIDin = N'Eric.Burkey'  SELECT 'Return Value' = @return\_value  GO | --CSR and Training | P |  |
| 5.9 | DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_Employees\_By\_Module]  @strModulein = N'Training',  @strCSRSitein = N'0',  @strUserLanin = N'Eric.Burkey'  SELECT 'Return Value' = @return\_value  GO  (user in having jobcode WTTR12, WTTR13, WTID13) | --Only Training staff with instructor job codes should show up.  WTTI02 – Instructor (Display)  WTTR12, WTTR13, WTID13 should not show up. (Not Display) | P |  |
| 5.10 | DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_Employees\_By\_Module]  @strModulein = N'Training',  @strCSRSitein = N'0',  @strUserLanin = N'Sonia.Moraski'  SELECT 'Return Value' = @return\_value  GO  (user in having jobcode WTTR40 or WTTR50) | --Training staff having any of 4 valid job codes should be returned.  WTTI02 – Instructor  WTTR12 – Specialist, Training  WTTR13 – Sr Specialist, Training  WTID13 – Sr Developer, Instructional | P |  |

## SCR 15008 Additional job codes for Sup Module submission

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Add 2 additional job codes in submission table to be able to submit sup module ecls |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | [Module\_Submission] |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes | 'WPOP11','WPPM12'  Select \* From [EC].[Employee\_Hierarchy]  where emp\_job\_code in('WPOP11','WPPM12') |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 6.1 | -- WPPM12  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_Modules\_By\_Job\_Code]  @nvcEmpLanIDin = N'jonathan.ramos'  SELECT 'Return Value' = @return\_value  GO  --Repeat with Sue.Bromley | Module BySite  CSR 1-CSR-1-1-1-1-0  Quality 0-Quality Specialist-3-0-0-1-0  Supervisor 0-Supervisor-2-1-1-1-0 | P |  |
| 6.2 | -- WPOP11  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_Modules\_By\_Job\_Code]  @nvcEmpLanIDin = N'Connie.Trosper'  SELECT 'Return Value' = @return\_value  GO  --Repeat with Stephen.Kertesz | Module BySite  CSR 1-CSR-1-1-1-1-0  Supervisor 0-Supervisor-2-1-1-1-0 | P |  |

## SCR 15075 Set Reinforcement to 1 for non CSE subCoaching Reasons for Training Module.

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Allow display of both opportunity and reinforcement radio buttons on the training module submission page. |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | Table [EC].[Coaching\_Reason\_Selection] |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes | Counts as of this SCR on 06/11/2015  There are total 142 records in table for Training module.  10 CSE  17 Recognition  So after this SCR is completed there should be total of 132 records for Training module where Reinforcement = 1  And total of 125 records where Opportunity =1 |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 7.1 | SELECT COUNT(\*)  FROM [EC].[Coaching\_Reason\_Selection]  where [Training]= 1  and [isReinforcement]= 1  GO | 132 | P |  |
| 7.2 | SELECT COUNT(\*)  FROM [EC].[Coaching\_Reason\_Selection]  where [Training]= 1  and [isOpportunity]= 1  GO | 125 | P |  |
| 7.3 | Check the display of the values in UI.  Open UI Submission page and start going through the process of submitting and notice the layout of Opportunity and Reinforcement radio buttons. | Opportunity and Reinforcement should be side by side and not one below the other. | P |  |
|  |  |  |  |  |

## TFS 604 – Additional AHT Sub Coaching Reason for CSR and SUP Modules.

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Add Additional AHT Sub Coaching Reason for CSR and SUP Modules |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | Table [EC].[DIM\_Sub\_Coaching\_Reason  Table [EC].[Coaching\_Reason\_Selection] |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes | New Subcoaching reason id is 230 |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 8.1 | Verify new reason is added in table [EC].[DIM\_Sub\_Coaching\_Reason  SELECT \* FROM [EC].[DIM\_Sub\_Coaching\_Reason]  GO | 1 row returned. | P |  |
| 8.2 | Verify data row in Table [EC].[Coaching\_Reason\_Selection]  SELECT \* FROM [EC].[Coaching\_Reason\_Selection]  where SubCoachingReasonID = 230  GO | 1 row returned.  Set to true for CSR and SUP and 0 for other Modules.  Set to True Active  Set to True for Direct and Indirect  Set to True for Opp and Reinforcement  Set to False for SplReason and SplPriority | P |  |
| 8.3 | Check several combinations of procedure [EC].[sp\_Select\_SubCoachingReasons\_By\_Reason]for both Direct and Indirect submissions.  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_SubCoachingReasons\_By\_Reason]  @strReasonin = N'AHT',  --@strModulein = N'CSR',  --@strModulein = N'Supervisor',  --@strModulein = N'Quality',  --@strModulein = N'LSA',  --@strModulein = N'Training',  @strSourcein = N'Direct',  @nvcEmpLanIDin = N'Susmitha.palacherla'  SELECT 'Return Value' = @return\_value  GO  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_SubCoachingReasons\_By\_Reason]  @strReasonin = N'AHT',  --@strModulein = N'CSR',  --@strModulein = N'Supervisor',  --@strModulein = N'Quality',  --@strModulein = N'LSA',  --@strModulein = N'Training',  @strSourcein = N'Indirect',  @nvcEmpLanIDin = N'Susmitha.palacherla'  SELECT 'Return Value' = @return\_value  GO | Subcoaching reason is returned for CSR and SUP modules and not returned for other Modules. | P |  |
|  |  |  |  |  |

## TFS 667- Allow submission to all modules for job code WPOP70

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Allow submission to all modules for job code WPOP70 |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | [Module\_Submission] |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes | Add job code to Module submission table and set all modules to 1 |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 9.1 | SELECT \*  FROM [EC].[Module\_Submission]  where job\_code = 'WPOP70'  GO | Row returned with all modules set to 1 | P |  |
| 9.2 | Update my job codeto WPOP70 and verify available moduled from UI  Or run  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_Modules\_By\_Job\_Code]  @nvcEmpLanIDin = N'susmitha.palacherla'  SELECT 'Return Value' = @return\_value  GO | All 5 modules should appear in the drop down. | P |  |

## TFS 841- Allow supervisor Module Submissions for WACQ13

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Allow Sup module submission to job code WACQ13 |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | [Module\_Submission] |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes | Set [Supervisor] = 1 for job code WACQ13 |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 10.1 | SELECT \*  FROM [EC].[Module\_Submission]  where [Job\_Code]= 'WACQ13'  GO | Rows row with sup = 1 | P |  |
| 10/2 | Update my job codeto WACQ13 and verify available moduled from UI  Or run  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_Modules\_By\_Job\_Code]  @nvcEmpLanIDin = N'susmitha.palacherla'  SELECT 'Return Value' = @return\_value  GO | 3 rows returned.  CSR  Supervisor  Quality | P |  |
| 10.3 | Verify module availability from submission page in UI | Supervisor should be available in drop down | P |  |

## TFS 861- Allow Warnings submissions for all Modules

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Allow Warnings submissions for all Modules (CSR and Sup already have them) Opening up for LSA, Training and Quality |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | [EC].[Coaching\_Reason\_Selection] Table  [EC].[Email\_Notifications] Table  PROCEDURE [EC].[sp\_Select\_Modules\_By\_Job\_Code]  PROCEDURE [EC].[sp\_InsertInto\_Warning\_Log] |
| Code doc | CCO\_eCoaching\_Log\_Create.sql  CCO\_Warning\_Log\_Create.sql  CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes |  |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 11.1 | Verify the new column Behavior in Warning\_log table and that column ProgramName does not have Not NULL constraint. | ProgramName (nvarchar(50) NULL)  Behavior (nvarchar(300 NULl0 | P |  |
| 11.2 | Select \* FROM [EC].[Coaching\_Reason\_Selection]  where [CoachingReasonID] in (28,29,30) | 18 rows returned with Quality, LSA and Training columns all set to 1 | P |  |
| 11.3 | Select \* FROM [EC].[Email\_Notifications]  where SubSource = 'Warning' | Verify that a row is returned for each Module(s)  With the following attribute values  Module- Module Name  Submission – UI  Source – Direct  Sub source – Warning  isCSE – 0  Status – Completed  Recipient – NA  Subject – NA  Body – NA  isCCRecipient – 0  CCRecipient - NA | P |  |

## TFS 1013 Add new Direct Source for Supervisor Module UI Submissions

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Add 'Coach the coach' as a new Direct Source for Supervisor module submissions from the UI. |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | NA |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes | Added source value to DIM\_source table and added records to Email\_notifications table for Direct isCSE=0 and isCSE=1 for Supervisor Module. |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 12.1 | Query  SELECT \* FROM [EC].[Email\_Notifications]  where [Module]= 'Supervisor'  and [Source]= 'Direct'  and[isCSE]= 0  GO | Expecting 6 rows of data (besides Warning)  With Coach the Coach being one of them  Status =’ Pending Employee Review’  Recipient = ‘Employee’ | P |  |
| 12.2 | SELECT \* FROM [EC].[Email\_Notifications]  where [Module]= 'Supervisor'  and [Source]= 'Direct'  and [isCSE]= 1  GO | Expecting 6 rows of data  With Coach the Coach being one of them  Status =’ Pending Sr. Manager Review’  Recipient = ‘Manager’ | P |  |
| 12.3 | DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_Source\_By\_Module]  @strModulein = N'Supervisor',  @strSourcein = N'Direct'  SELECT 'Return Value' = @return\_value  GO | Expecting 6 rows of data  With Coach the Coach being one of them | P |  |
| 12.4 | DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_Source\_By\_Module]  @strModulein = N'Supervisor',  @strSourcein = N'InDirect'  SELECT 'Return Value' = @return\_value  GO | Expecting 5 rows of data  No Coach the Coach | P |  |

## TFS 1016 – Additional CCI Sub Coaching Reason for CSR Module.

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Additional CCI Sub Coaching Reason for CSR Module |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | Table [EC].[DIM\_Sub\_Coaching\_Reason  Table [EC].[Coaching\_Reason\_Selection] |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes | New Subcoaching reason id is 232 |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 13.1 | Verify new reason is added in table [EC].[DIM\_Sub\_Coaching\_Reason  SELECT \* FROM [EC].[DIM\_Sub\_Coaching\_Reason]  where [SubCoachingReason] = 'Short Duration Reporting'  GO | 1 row returned.  Id = 232 | P |  |
| 13.2 | Verify data row in Table [EC].[Coaching\_Reason\_Selection]  SELECT \* FROM [EC].[Coaching\_Reason\_Selection]  where SubCoachingReasonID = 232  GO | 1 row returned.  Set to true for CSR 0 for other Modules.  Set to True Active  Set to True for Direct and Indirect  Set to True for Opp and Reinforcement  Set to False for SplReason and SplPriority | P |  |
| 13.3 | Check several combinations of procedure [EC].[sp\_Select\_SubCoachingReasons\_By\_Reason]for both Direct and Indirect submissions.  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_SubCoachingReasons\_By\_Reason]  @strReasonin = N' Current Coaching Initiative',  --@strModulein = N'CSR',  --@strModulein = N'Supervisor',  --@strModulein = N'Quality',  --@strModulein = N'LSA',  --@strModulein = N'Training',  @strSourcein = N'Direct',  @nvcEmpLanIDin = N'Susmitha.palacherla'  SELECT 'Return Value' = @return\_value  GO  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_SubCoachingReasons\_By\_Reason]  @strReasonin = N' Current Coaching Initiative',  --@strModulein = N'CSR',  --@strModulein = N'Supervisor',  --@strModulein = N'Quality',  --@strModulein = N'LSA',  --@strModulein = N'Training',  @strSourcein = N'Indirect',  @nvcEmpLanIDin = N'Susmitha.palacherla'  SELECT 'Return Value' = @return\_value  GO | Subcoaching reason is returned for CSR module and not returned for other Modules. | P |  |

## TFS 1555 Additional LSA job codes for Submission and review

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Add values in Dimension tables to support LSA Module |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | NA |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes | [EC].[Module\_Submission] - Table |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 14.1 | TABLE [EC].[Module\_Submission]  SELECT \*  FROM [EC].[Module\_Submission]  where LSA=1 | Expecting rows for the 3 newly added job codes. | P |  |
| 14.2 | DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_CoachingReasons\_By\_Module]  @strModulein = N'lsa',  @strSourcein = N'direct',  @isSplReason = 0,  @splReasonPrty = 0,  @strCSRin = N'jourdain.augustin',  @strSubmitterin = N'Mozella.Martin'  SELECT 'Return Value' = @return\_value  GO | Should return Coaching Reasons similar to another existing LSA user Nocholas Seal WIDH03 job code.  7 reasons returned. | P |  |
| 14.3 | DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_Modules\_By\_Job\_Code]  @nvcEmpLanIDin = N'Danielle.McNew'  SELECT 'Return Value' = @return\_value  GO | LSA should be returned as a Module in the drop down. | P |  |

## TFS 2668 update sub coaching text for metric

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Under Coaching reasons Level One Metric and SLA-Pass Rate  Update subCoaching Reason wording  Missed metric - class to Metric - class  Missed metric - month to Metric - month  Missed metric - year to Metric - year |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | Table [EC].[DIM\_Sub\_Coaching\_Reason  Table [EC].[Coaching\_Reason\_Selection] |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes |  |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 15.1 | SELECT \*  FROM [EC].[DIM\_Sub\_Coaching\_Reason]  WHERE SubCoachingReason like 'Metric%'  GO | Metric - class  Metric - month  Metric - year | P |  |
| 15.2 | DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_CoachingReasons\_By\_Module]  @strModulein = N'lsa',  @strSourcein = N'direct',  @isSplReason = 0,  @splReasonPrty = 0,  @strCSRin = N'jourdain.augustin',  @strSubmitterin = N'Mozella.Martin'  SELECT 'Return Value' = @return\_value  GO | |  |  | | --- | --- | | CoachingReason | SubCoachingReason | | SLA-Pass Rate | Metric - class | | SLA-Pass Rate | Metric - month | | SLA-Pass Rate | Metric - year | | Level One Metric | Metric - class | | Level One Metric | Metric - month | | Level One Metric | Metric - year | | P |  |
| 15.3 | DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_SubCoachingReasons\_By\_Reason]  @strReasonin = N'SLA-Pass Rate',  @strModulein = N'Training',  @strSourcein = N'Direct',  @nvcEmpLanIDin = N'Zina.Holden'  SELECT 'Return Value' = @return\_value  GO  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_SubCoachingReasons\_By\_Reason]  @strReasonin = N'Level One Metric',  @strModulein = N'Training',  @strSourcein = N'Direct',  @nvcEmpLanIDin = N'Zina.Holden'  SELECT 'Return Value' = @return\_value  GO | |  |  | | --- | --- | | SubCoachingReasonID | SubCoachingReason | | 188 | Metric - class | | 189 | Metric - month | | 190 | Metric - year | | 42 | Other: Specify reason under coaching details. | | P |  |

## TFS 2269 – Additional Sub Coaching Reason 234 and 235 for CSR Module.

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Additional Sub Coaching Reason for CSR Module |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | Table [EC].[DIM\_Sub\_Coaching\_Reason  Table [EC].[Coaching\_Reason\_Selection] |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes | New Subcoaching reason ids 234 and 235 |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 16.1 | Verify new reasons are added in table [EC].[DIM\_Sub\_Coaching\_Reason  SELECT \*  FROM [EC].[DIM\_Sub\_Coaching\_Reason]  where [SubCoachingReason]  in ('OMR: Special Enrollment Period','Challenging Call') | 2 rows returned.  Ids 234 and 235 | P |  |
| 16.2 | Verify data row in Table [EC].[Coaching\_Reason\_Selection]  SELECT \* FROM [EC].[Coaching\_Reason\_Selection]  where SubCoachingReasonID in (234,235)  GO | 2 rows returned.  234  Set to true for CSR 0 for other Modules.  Set to True Active  Set to True for Direct and Indirect  Set to True for Opp and Reinforcement  Set to False for SplReason and SplPriority  235  Set to true for CSR 0 for other Modules.  Set to True Active  Set to True for Direct and Indirect  Set to True Reinforcement and false Opportunity  Set to False for SplReason and SplPriority | P |  |
| 16.3 | Check several combinations of procedure [EC].[sp\_Select\_SubCoachingReasons\_By\_Reason]for both Direct and Indirect submissions.  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_SubCoachingReasons\_By\_Reason]  @strReasonin = N'OMR / Exceptions',  --@strModulein = N'CSR',  --@strModulein = N'Supervisor',  @strModulein = N'Quality',  --@strModulein = N'LSA',  --@strModulein = N'Training',  @strSourcein = N'Direct',  @nvcEmpLanIDin = N'Susmitha.palacherla'  SELECT 'Return Value' = @return\_value  GO  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_SubCoachingReasons\_By\_Reason]  @strReasonin = N'Recognition',  @strModulein = N'CSR',  --@strModulein = N'Supervisor',  --@strModulein = N'Quality',  --@strModulein = N'LSA',  --@strModulein = N'Training',  @strSourcein = N'Direct',  @nvcEmpLanIDin = N'Susmitha.palacherla'  SELECT 'Return Value' = @return\_value  GO | Subcoaching reason is returned for CSR module and not returned for other Modules. | P |  |

## TFS 2830 – Additional Sub Coaching Reason 236 for CSR Module.

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Additional Sub Coaching Reason for CSR Module |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | Table [EC].[DIM\_Sub\_Coaching\_Reason  Table [EC].[Coaching\_Reason\_Selection] |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes | New Subcoaching reason id 236 |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 17.1 | Verify new reasons are added in table [EC].[DIM\_Sub\_Coaching\_Reason  SELECT \*  FROM [EC].[DIM\_Sub\_Coaching\_Reason]  where [SubCoachingReason]  in 'OMR: Invalid use of Attestation') | 1 row returned :ID 236 | P |  |
| 17.2 | Verify data row in Table [EC].[Coaching\_Reason\_Selection]  SELECT \* FROM [EC].[Coaching\_Reason\_Selection]  where SubCoachingReasonID = 236  GO | 1 rows returned.  236  Set to true for CSR 0 for other Modules.  Set to True Active  Set to True for Direct and Indirect  Set to True for Opp and Reinforcement  Set to False for SplReason and SplPriority | P |  |
| 17.3 | Check several combinations of procedure [EC].[sp\_Select\_SubCoachingReasons\_By\_Reason]for both Direct and Indirect submissions.  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_SubCoachingReasons\_By\_Reason]  @strReasonin = N'OMR / Exceptions',  --@strModulein = N'CSR',  --@strModulein = N'Supervisor',  @strModulein = N'Quality',  --@strModulein = N'LSA',  --@strModulein = N'Training',  @strSourcein = N'Direct',  @nvcEmpLanIDin = N'Susmitha.palacherla'  SELECT 'Return Value' = @return\_value  GO | Subcoaching reason is returned for CSR module and not returned for other Modules. | P |  |

## TFS 3605 – Additional Sub Coaching Reason 237 for CSR Module.

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Additional Sub Coaching Reason for CSR Module |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | Table [EC].[DIM\_Sub\_Coaching\_Reason  Table [EC].[Coaching\_Reason\_Selection] |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes | New Subcoaching reason id 237 |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 18.1 | Verify new reasons are added in table [EC].[DIM\_Sub\_Coaching\_Reason  SELECT \*  FROM [EC].[DIM\_Sub\_Coaching\_Reason]  where [SubCoachingReason]  in 'Supervisor Toolkit Initiative') | 1 row returned :ID 237 | P |  |
| 18.2 | Verify data row in Table [EC].[Coaching\_Reason\_Selection]  SELECT \* FROM [EC].[Coaching\_Reason\_Selection]  where SubCoachingReasonID = 237  GO | 1 rows returned.  237: Supervisor Toolkit Initiative  Set to true for CSR 0 for other Modules.  Set to True Active  Set to True for Direct and Indirect  Set to True for Opp and Reinforcement  Set to False for SplReason and SplPriority | P |  |
| 18.3 | Check several combinations of procedure [EC].[sp\_Select\_SubCoachingReasons\_By\_Reason]for both Direct and Indirect submissions.  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_SubCoachingReasons\_By\_Reason]  @strReasonin = N'Quality',  @strModulein = N'CSR',  --@strModulein = N'Supervisor',  --@strModulein = N'Quality',  --@strModulein = N'LSA',  --@strModulein = N'Training',  @strSourcein = N'Direct',  @nvcEmpLanIDin = N'Susmitha.palacherla'  SELECT 'Return Value' = @return\_value  GO | Subcoaching reason is returned for CSR module and not returned for other Modules. | P |  |

## TFS 3440 – Update job code WISY13 to WISY14 in module submission table

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Replace analyst job code in module submission table |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | [EC].[Module\_Submission] |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes | Update WISY13 to WISY14 |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 19.1 | Verify job code and description are updated accordingly  SELECT \*  FROM [EC].[Module\_Submission]  where [Job\_Code] = 'wisy14'  GO | 1 row with a 1 for all Modules | P |  |
| 19.2 | Verify WISY14 can submit for all modules  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_Modules\_By\_Job\_Code]  @nvcEmpLanIDin = N'johneric.tiongson'  SELECT 'Return Value' = @return\_value  GO | CSR  LSA  Quality  Supervisor  Training | P |  |
| 19.3 | Verify WISY13 can only submit CSR  Update my job code to WISY13  update [EC].[Employee\_Hierarchy]  set Emp\_Job\_Code = 'WISY13'  where Emp\_id = '345712'  \*\*  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_Modules\_By\_Job\_Code]  @nvcEmpLanIDin = N'susmitha.palacherla'  SELECT 'Return Value' = @return\_value  GO | CSR | P |  |

## TFS 4137 – Add call efficiency as a Coaching Reason for CSR and sup Modules.

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Additional Call Efficiency as a Coaching Reason for CSR and Sup Modules |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | Table [EC].[DIM\_Coaching\_Reason  Table [EC].[Coaching\_Reason\_Selection] |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes | New coaching reason id 55 |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 20.1 | Verify new reason is added in table [EC].[DIM\_Coaching\_Reason  SELECT \*  FROM [EC].[DIM\_Coaching\_Reason]  where coachingReason = 'Call Efficiency'  GO | 1 row returned  55 Call Efficiency | P |  |
| 20.2 | Verify data row in Table [EC].[Coaching\_Reason\_Selection]  SELECT \* FROM [EC].[Coaching\_Reason\_Selection]  where CoachingReasonID = 55  GO | 7 rows returned.  SubCoaching Reasons  Keeping the call on task  Navigational efficiency  Non transfer opportunity  Over servicing the caller  Utilizing appropriate scripting  Appropriate use of hold  Other: Specify reason under coaching details.  All rows set to 1 for the following  isActive  Direct  Indirect  isOpportunity  isReinforcement  CSR  Supervisor  All others 0  Quality  splReason  splReasonPrty  LSA  Training | P |  |
| 20.3 | Check several combinations of procedure [EC].[sp\_Select\_SubCoachingReasons\_By\_Reason]for both Direct and Indirect submissions.  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_SubCoachingReasons\_By\_Reason]  @strReasonin = N'Call Efficiency',  @strModulein = N'CSR',  --@strModulein = N'Supervisor',  --@strModulein = N'Quality',  --@strModulein = N'LSA',  --@strModulein = N'Training',  @strSourcein = N'Direct',  @nvcEmpLanIDin = N'Susmitha.palacherla'  SELECT 'Return Value' = @return\_value  GO | 7 Subcoaching reasons returned for CSR and Sup modules.  No rows returned for other modules. | P |  |

## TFS 6582 – Update record in Email\_Notification table to support new workflow for direct QS Coaching Source

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Update receiver values for  where Module = 'CSR'  and Submission = 'UI'  and Source = 'Direct'  and isCSE = 0  and SubSource = 'Quality Specialist Coaching'  Currently set to go to completed without Notification on Insert.  With new workflow willfollow all regular CSR Module direct non CSE submission workflow. |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | NA |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes |  |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 21.1 | Query  Query for Email attributes for log specifics  SELECT \*  FROM [EC].[Email\_Notifications]  where Module = 'CSR'  and Submission = 'UI'  and Source = 'Direct'  and isCSE = 0  and SubSource = 'Quality Specialist Coaching'  GO | [Recipient]='Employee'  [Subject]='eCL: Pending Employee Review'  [Body]='A new eCoaching Log has been entered on your behalf. Please click on the link below to review and verify the coaching opportunity received on <strong> strDateTime </strong>.'  [isCCRecipient]='0'  [CCRecipient]='NA' | P |  |
| 21.2 | DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_Email\_Attributes]  @strModulein = N'csr',  @intSourceIDin = 101,  @bitisCSEin = 0  SELECT 'Return Value' = @return\_value  GO | StatusID StatusName Receiver EmailText isCCReceiver CCReceiver  4 Pending Employee Review Employee A new eCoaching Log has been entered on your behalf. Please click on the link below to review and verify the coaching opportunity received on <strong> strDateTime </strong>. 0 NA | P |  |
| 21.3 | Submit log.  View as employee from UI | Employee should receive email on submission.  Employee should be able to acknowledge and add comments from review on Mydashboard | P | eCL-Crystal.Alexander-66857 |

## TFS 9091 – Additional Sub Coaching Reason 243 for CSR and Sup Modules.

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Additional Sub Coaching Reason for CSR and sup Module (Attendance Improvement Discussion) |
| Test Environment | eCoaching\_Dev database on f3420-ecldbd01 |
| Code Modules created/updated | Table [EC].[DIM\_Sub\_Coaching\_Reason  Table [EC].[Coaching\_Reason\_Selection] |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes | New Subcoaching reason id 243 |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 22.1 | Verify new reasons are added in table [EC].[DIM\_Sub\_Coaching\_Reason  SELECT \*  FROM [EC].[DIM\_Sub\_Coaching\_Reason]  where [SubCoachingReason]  in ('Attendance Improvement Discussion') | 1 row returned :ID 243  Attendance Improvement Discussion | P |  |
| 22.2 | Verify data row in Table [EC].[Coaching\_Reason\_Selection]  SELECT \* FROM [EC].[Coaching\_Reason\_Selection]  where SubCoachingReasonID = 243  GO | 1 rows returned.  3: Attendance  243: Attendance Improvement Discussion  Set to true for CSR and sup false for other Modules.  Set to True Active  Set to True for Direct and Indirect  Set to True for Opp and Reinforcement  Set to False for SplReason and SplPriority | P |  |
| 22.3 | Check several combinations of procedure [EC].[sp\_Select\_SubCoachingReasons\_By\_Reason]for both Direct and Indirect submissions.  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_SubCoachingReasons\_By\_Reason]  @strReasonin = N'Attendance',  @strModulein = N'CSR',  --@strModulein = N'Supervisor',  @strModulein = N'Quality',  --@strModulein = N'LSA',  --@strModulein = N'Training',  @strSourcein = N'Direct',  @nvcEmpLanIDin = N'Susmitha.palacherla'  SELECT 'Return Value' = @return\_value  GO | Subcoaching reason is returned for CSR and sup modules and not returned for other Modules.  243: Attendance Improvement Discussion  42: Other: Specify reason under coaching details. | P |  |

## TFS 9544 – Additional Sub Coaching Reason 244 for Sup Module.

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Additional Sub Coaching Reason for Sup Module (Supervisor Callback) |
| Test Environment | eCoaching\_Dev database on f3420-ecldbd01 |
| Code Modules created/updated | Table [EC].[DIM\_Sub\_Coaching\_Reason  Table [EC].[Coaching\_Reason\_Selection] |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes | New Subcoaching reason id 244 |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 23.1 | Verify new reasons are added in table [EC].[DIM\_Sub\_Coaching\_Reason  SELECT \*  FROM [EC].[DIM\_Sub\_Coaching\_Reason]  where [SubCoachingReason]  in ('Supervisor Callback') | 1 row returned :ID 244  Supervisor Callback | P |  |
| 23.2 | Verify data row in Table [EC].[Coaching\_Reason\_Selection]  SELECT \* FROM [EC].[Coaching\_Reason\_Selection]  where SubCoachingReasonID = 244  GO | 1 rows returned.  4: CCO Processes and Procedures  244: Supervisor Callback  Set to True for Sup false for other Module and False for others.  Set to True Active  Set to True for Direct and Indirect  Set to True for Opp and Reinforcement  Set to False for SplReason and SplPriority | P |  |
| 23.3 | Check several combinations of procedure [EC].[sp\_Select\_SubCoachingReasons\_By\_Reason]for both Direct and Indirect submissions.  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_SubCoachingReasons\_By\_Reason]  @strReasonin = N'CCO Processes and Procedures',  --@strModulein = N'CSR',  @strModulein = N'Supervisor',  --@strModulein = N'Quality',  --@strModulein = N'LSA',  --@strModulein = N'Training',  @strSourcein = N'Direct',  @nvcEmpLanIDin = N'Susmitha.palacherla'  SELECT 'Return Value' = @return\_value  GO | Subcoaching reason 244 is returned for Sup modules and not returned for other Modules. | P |  |

## TFS 11500 – Additional Sub Coaching Reason Potential Hardship for OMR Coaching Reason

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Additional Sub Coaching Reason for Potential Hardship for OMR Coaching Reason |
| Test Environment | eCoachingDev database on f3420-ecldbd01 |
| Code Modules created/updated | Table [EC].[DIM\_Sub\_Coaching\_Reason  Table [EC].[Coaching\_Reason\_Selection] |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes | New Subcoaching reason id 245 |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 24.1 | Verify new reasons are added in table [EC].[DIM\_Sub\_Coaching\_Reason  SELECT [SubCoachingReasonID]  ,[SubCoachingReason]  FROM [EC].[DIM\_Sub\_Coaching\_Reason]  where [SubCoachingReason]= 'OMR: Potential Hardship'  GO | 1 row returned :ID 245  OMR: Potential Hardship | P |  |
| 24.2 | Verify data row in Table [EC].[Coaching\_Reason\_Selection]  SELECT \* FROM [EC].[Coaching\_Reason\_Selection]  where SubCoachingReasonID = 245  GO | 1 rows returned.  4: CCO Processes and Procedures  244: Supervisor Callback  CoachingReasonID CoachingReason SubCoachingReasonID SubCoachingReason isActive Direct Indirect isOpportunity isReinforcement CSR Quality Supervisor splReason splReasonPrty LSA Training  9 OMR / Exceptions 245 OMR: Potential Hardship 1 1 1 1 1 1 0 0 0 0 0 0 | P |  |
| 24.3 | Check several combinations of procedure [EC].[sp\_Select\_SubCoachingReasons\_By\_Reason]for both Direct and Indirect submissions.  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_SubCoachingReasons\_By\_Reason]  @intReasonIDin = 9,  @intModuleIDin =1,  --@intModuleIDin= 2,  --@intModuleIDin = 3,  --@intModuleIDin = 4',  --@intModuleIDin = 5',  @strSourcein = N'Direct',  @nvcEmpIDin = '345712'  SELECT 'Return Value' = @return\_value  GO | Subcoaching reason 245 is returned for CSR modules and not returned for other Modules.  Exception Reporting Inappropriate Transfers  Exception Reporting PDP Complaints  OMR: ACW  OMR: AHT  OMR: Cancelled Calls  OMR: CCO Security and Privacy Incident Coaching  OMR: Default Qualifiers  OMR: FFM T2 Transfers  OMR: Inappropriate ACO Escalation  OMR: Invalid use of Attestation  OMR: Open Calls  OMR: Potential Hardship  OMR: Short Calls – Inbound  OMR: Short Calls – Outbound  OMR: Special Enrollment Period  Other: Specify reason under coaching details. | P |  |

## TFS 12308 - New sub reasons for warnings

| Item | Description |
| --- | --- |
| Change Type | Change |
| Change Description | Additional 3 new Sub Coaching Reasons for warning Reasons for all Modules |
| Test Environment | eCoachingDev database on f3420-ecldbd01 |
| Code Modules created/updated | Table [EC].[DIM\_Sub\_Coaching\_Reason  Table [EC].[Coaching\_Reason\_Selection] |
| Code doc | CCO\_eCoaching\_Dimension\_Table\_Data.xlsx |
| Notes | New Subcoaching reason ids 246/247/248 |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 25.1 | Verify new reasons are added in table [EC].[DIM\_Sub\_Coaching\_Reason  SELECT [SubCoachingReasonID]  ,[SubCoachingReason]  FROM [EC].[DIM\_Sub\_Coaching\_Reason]  where [SubCoachingReason] in  ('Adherence',  'Quality/Performance – Failed Calls',  'Quality/Performance – Critical Fails')  GO | 3 rows returned :IDs 246/247/248  SubCoachingReasonID SubCoachingReason  246 Adherence  247 Quality/Performance – Failed Calls  248 Quality/Performance – Critical Fails | P |  |
| 25.2 | Verify data row in Table [EC].[Coaching\_Reason\_Selection]  SELECT \*  FROM [EC].[Coaching\_Reason\_Selection]  where [CoachingReasonID] in (28,29,30)  order by [SubCoachingReason]  GO | 9 rows returned. | P |  |
| 25.3 | Check several combinations of procedure [EC].[sp\_Select\_SubCoachingReasons\_By\_Reason]for both Direct and Indirect submissions.  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_SubCoachingReasons\_By\_Reason]  @intReasonIDin = 28,  @intModuleIDin =1,  --@intModuleIDin= 2,  --@intModuleIDin = 3,  --@intModuleIDin = 4',  --@intModuleIDin = 5',  @strSourcein = N'Direct',  @nvcEmpIDin = '345712'  SELECT 'Return Value' = @return\_value  GO  --Repeat for 29 and 30 | Adherence  Attendance  Conduct (including Call Avoidance)  ETS  Quality/Performance  Quality/Performance – Critical Fails  Quality/Performance – Failed Calls  Security or Privacy Issue  Other Policy (non-Security/Privacy) | P |  |