**eCoaching Log System**

**Unit Test Document - Generic Load process**

Change History Log

| Date | Revision | Change Description | Author |
| --- | --- | --- | --- |
| 4/11/2016 | 1.0 | TFS - 2470- Initial revision. Generic (OTH) Load setup. | Susmitha Palacherla |
| 9/16/2016 | 2.0 | TFS - 39712 – Seasonal employees attendance feed load (SEA) | Susmitha Palacherla |
| 12/12/2016 | 3.0 | TFS - 4916 – Changes to support Ad-hoc generic load | Susmitha Palacherla |
| 9/8/2017 | 4.0 | TFS - 7646 – ATT Discrepancy feed (DTT) | Susmitha Palacherla |
| 10/12/2017 | 5.0 | TFS 8597 – Changes to DTT load process (Load as status ID 4 ) | Susmitha Palacherla |
| 3/22/2018 | 6.0 | TFS –7854 Data File Encryption. | Susmitha Palacherla |
| 4/4/2018 | 7.0 | TFS 10524 Move apps away from E Drive and TFS 10532 drop Generic Fact table | Susmitha Palacherla |
| 08/26/2019 | 8.0 | TFS 15095 – ATT - Create feed to eCL for Attendance Policy Earnback | Susmitha Palacherla |
| 8/3/2020 | 9.0 | TFS 17716 - Removed company specific references | Susmitha Palacherla |
| 10/9/2020 | 10.0 | TFS 18833 - Expand the site field size in feeds | Susmitha Palacherla |
| 11/30/2020 | 11.0 | TFS 19502 - Modified to support AED feed | Susmitha Palacherla |
| 04/02/2021 | 12.0 | TFS 20677 - AD island to AD AWS environment changes | Susmitha Palacherla |
| 02/02/2022 | 13.0 | TFS 23964 - Switch to maxcorp Service Accounts | Susmitha Palacherla |
| 03/09/2022 | 14.0 | TFS 23967 - Send alerts if xlsx files staged | Susmitha Palacherla |
| 03/25/2022 | 15.0 | TFS 24347 - New data feed for Survey eCLs | Susmitha Palacherla |
| 12/20/2023 | 16.0 | TFS 27441 - Setup email alert when unexpected file staged | Susmitha Palacherla |
| 01/10/2024 | 17.0 | TFS 27523 - Dashboard to view the feed load history in the Admin Tool | Susmitha Palacherla |
| 06/17/2024 | 18.0 | TFS 28262 - CCO Motivate and Increase CSR-Level Promotions | Susmitha Palacherla |

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## SSIS – Generic\_Coaching

#### Project Name: CCO eCoaching

#### Unit Identifier: Generic\_Coaching.dtsx

#### Test Case identifier: GC

| Item | Description |
| --- | --- |
| Change Type | Change Request |
| Change Description | TFS 27523 - Dashboard to view the feed load history in the Admin Tool |
| Test Environment | eCoachingDev database on UVAADADSQL50CCO |
| Code Modules created/updated | Generic\_Coaching.dtsx |
| Code doc |  |
| Files used for testing | eCL\_Generic\_Feed\_OTH\_CPATH20240601.csv  eCL\_Generic\_Feed\_OTH\_CPATH20240605.csv |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Test Case ID** | **Action** | **Expected Result** | **Tested** | **Pass/Fail** |
| GC-1.1 | Run Load SQL Agent Job CoachingGenericLoad | Job should complete successfully | Y | Pass |
| GC-1.2 | Check Backup Folder  $\Coaching\Generic\Backups\ | Loaded files should be backed up | Y | Pass |
| GC-1.3 | Check Decrypt Out Folder  $\ \Coaching\Generic\Decrypt\_Out\ | No decrypted files in folder | Y | Pass |
| GC-1.4 | Check Encrypt out Folder  $ \Coaching\Generic\Encrypt\_Out\ | No files should remain if successfully loaded.  Should remain if load failed. | Y | Pass |
|  |  |  |  |  |
| GC-2.1 | Run Notifications SQL Agent Job  CoachingNotifications | Job should complete successfully | Y | Pass |
| GC-2.2 | Verify Email Sent on Coaching log | Email Sent flag for affected logs should be set to 1 | Y | Pass |
| GC-2.3 | Verify Notification Date on Coaching Log | Notification Date should be set to job run time | Y | Pass |
|  |  |  |  |  |
| GC-3.1 | Query File List Table | Should record Filename, Load Datetime and Counts along with Report Attributes like Category and Code. | Y | Pass |
| GC-3.2 | Query Feed Load History Table | Entries from File List table for respective file should be populated in this table | Y | Pass |
| GC-4.1 | Query Rejected Table | If File List table shows rejected logs, should be present with Reject Reason | Y | Pass |
| GC-5.1 | Query Staging Table | Should be truncated | Y | Pass |
| GC-6.1 | Query Coaching Log Table | Should return the number of Coaching logs recorded in File List table | Y | Pass |
| GC-6.2 | Verify Report Code | Report Code as listed in reference table at end of doc | Y | Pass |
| GC-6.3 | Verify Form Name | eCL-M-EmpID -CoachingID | Y | Pass |
| GC-6.4 | Verify Source | Source as listed in reference table at end of doc | Y | Pass |
| GC-6.5 | Verify Status | Status as listed in reference table at end of doc | Y | Pass |
| GC-6.6 | Verify Site | Employee Site from Hierarchy table | Y | Pass |
| GC-6.7 | Verify Module | Module as listed in reference table at end of doc | Y | Pass |
| GC-6.8 | Verify Program | Employee Program from Hierarchy table | Y | Pass |
| GC-6.9 | Verify Description | Format per FS | Y | Pass |
|  |  |  |  |  |
| GC-7.1 | Query Coaching Log Reason Table | Populated correctly for corresponding Coaching logs inserted | Y | Pass |
| GC-7.2 | Verify Coaching Reason | Coaching Reason as listed in reference table at end of doc | Y | Pass |
| GC-7.3 | Verify Sub Coaching Reason | Subcoaching Reason as listed in reference table at end of doc | Y | Pass |
| GC-7.4 | Verify Value | Value as listed in reference table at end of doc | Y | Pass |
|  |  |  |  |  |
| GC-8.1 | Review Log | Log details displayed correctly. | Y | Pass |
|  |  |  |  |  |
| GC-9.1 | Review workflow | Per FS  Each log has different workflow  6🡪4🡪10🡪 4🡪 1 (CPATH) | Y | Pass |
| GC-10.1 | Log Review | Value as listed in reference table at end of doc – Review section | Y | Pass |
|  |  |  |  |  |
| GC-11.1 | Stage an .xlsx file and run load job | An email notification should be received alerting that an .xlsx file was staged and cannot be loaded. | N | NA |
| GC-12.1 | Stage a file with No ‘Generic’ in name and run load job | An email notification should be received alerting that Unexpected Generic File Staged and cannot be loaded. | N | NA |
| GC-12.2 | Stage a file with ‘Generic’ in name but report code that is not a supported Report Code and run load job | An email notification should be received alerting that Unexpected Generic File Staged and cannot be loaded. | N | NA |
|  |  |  |  |  |
| **Unit Test Result:** | | | | **Pass** |

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| --- | --- | --- |
| Susmitha Palacherla |  | 03/25/2022 |
| Initial Tester |  | Initial Date Completed |
| Susmitha Palacherla |  | 06/17/2024 |
| Last Tester |  | Last Tested On |

## References

**Report Codes**

|  |  |
| --- | --- |
| **OMR Report Code** | **Report** |
| OTH | Other Report |
| OTH\_APS | Attendance Perfect Shifts (22) |
| OTH\_APW | Attendance Perfect Week |
| OTH\_AED | Attendance Earnback Day |
| OTH\_DTT | Discrepancy Time Tracking |
| OTH\_SEA | Seasonal Employee Attendance |
| OTH\_SEAA | Unapproved Time – Opportunity |
| OTH\_SEAR | Unapproved Time – Reinforcement |
| OTH SUR | Surveys |
| OTH CPATH | CCO Motivate and Increase CSR-Level Promotions |

**Source**

|  |  |
| --- | --- |
| **Report Code** | **Source** |
| OTH | Determined by the Source value in the feed file |
| APS | Internal CCO Reporting |
| APW | Internal CCO Reporting |
| AED | Internal CCO Reporting |
| DTT | Empower |
| SEA | Internal CCO Reporting |
| SEAA | Internal CCO Reporting |
| SEAR | Internal CCO Reporting |
| SUR | Internal CCO Reporting |
| CPATH | Internal CCO Reporting |

**Status**

|  |  |
| --- | --- |
| **OMR Report Code** | **Status** |
| OTH | Determined by the Status value in the feed file |
| APS | Pending Acknowledgement |
| APW | Pending Acknowledgement |
| AED | Pending Acknowledgement |
| DTT | Pending Employee Review |
| SEA | Pending Acknowledgement |
| SEAA | Pending Acknowledgement |
| SEAR | Pending Acknowledgement |
| SUR | Pending Supervisor Review |
| CPATH | Pending Supervisor Review |

**Email Notification**

|  |  |
| --- | --- |
| **Report Code** | **Email Notifications** |
| OTH | Determined by the value of the Source field in the feed file |
| APS | Email notifications will be sent to the coaching log recipient and the recipient’s supervisor. |
| APW | Email notifications will be sent to the coaching log recipient and the recipient’s supervisor. |
| AED | Email notifications will be sent to the coaching log recipient and the recipient’s supervisor. |
| DTT | Email notifications will be sent to the coaching log recipient |
| SEA | Email notifications will be sent to the coaching log recipient and the recipient’s supervisor. |
| SEAA | Email notifications will be sent to the coaching log recipient and the recipient’s supervisor. |
| SEAR | Email notifications will be sent to the coaching log recipient and the recipient’s supervisor. |
| SUR | Email sent to Supervisor. |
| CPATH | Email sent to Supervisor. |

**Module**

|  |  |
| --- | --- |
| **Report Code** | **Email Notifications** |
| OTH | Determined by the module value in the feed file |
| APS | Customer Service Representative |
| APW | Customer Service Representative |
| AED | Customer Service Representative |
| DTT | Supervisor |
| SEA | Customer Service Representative |
| SEAA | Customer Service Representative |
| SEAR | Customer Service Representative |
| SUR | Customer Service Representative |

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

|  |  |  |  |
| --- | --- | --- | --- |
| **OMR Report Code** | **Coaching Reason** | **Opportunity/Reinforcement** | **Coaching Sub-reason** |
| OTH | Determined by the Coaching Reason value in the feed file | Determined by the Value value in the feed file | Determined by the Coaching sub-reason value in the feed file |
| APS | Attendance | Reinforcement | Attendance Hours Earned Back |
| APW | Attendance | Reinforcement | Attendance Hours Earned Back |
| AED | Attendance | Reinforcement | Attendance Earn Back Day |
| DTT | Attendance | Opportunity | Discrepancy Tracking |
| SEA | Attendance | Opportunity | Other: Specify reason under coaching details. |
| SEAA | Attendance | Opportunity | Other: Specify reason under coaching details. |
| SEAR | Attendance | Reinforcement | Other: Specify reason under coaching details. |
| SUR | Current Coaching Initiative | Reinforcement | Other: Specify reason under coaching details. |
| CPATH | Professional Development | Reinforcement | Recognition |

**Workflow**

|  |  |  |
| --- | --- | --- |
| Report Code | Initial Status | Next Steps |
| OTH | Determined by the Status value in the feed file | Specific to the feed |
| APS | Pending Acknowledgement | When CSR acknowledging first  Pending Acknowledgement->Supervisor Review-> Completed  When the SUP acknowledges first  Pending Acknowledgement ->CSR Review->Completed |
| APW | Pending Acknowledgement | When CSR acknowledging first  Pending Acknowledgement->Supervisor Review-> Completed  When the SUP acknowledges first  Pending Acknowledgement ->CSR Review->Completed |
| AED | Pending Acknowledgement | When CSR acknowledging first  Pending Acknowledgement->Supervisor Review-> Completed  When the SUP acknowledges first  Pending Acknowledgement ->CSR Review->Completed |
| DTT | Pending Employee Review |  |
| SEA | Pending Acknowledgement | When CSR acknowledging first  Pending Acknowledgement->Supervisor Review->Completed  When the SUP acknowledges first  Pending Acknowledgement ->Employee Review->Completed |
| SEAA | Pending Acknowledgement | When CSR acknowledging first  Pending Acknowledgement->Supervisor Review->Completed  When the SUP acknowledges first  Pending Acknowledgement ->Employee Review->Completed |
| SEAR | Pending Acknowledgement | When CSR acknowledging first  Pending Acknowledgement->Supervisor Review->Completed  When the SUP acknowledges first  Pending Acknowledgement ->Employee Review->Completed |
| SUR | Pending Supervisor Review | Pending Supervisor Review 🡪 Pending Employee Review🡪 Completed. |
| CPATH | Pending Supervisor Review | Pending Supervisor Review 🡪 Pending Employee Review🡪 Pending Follow-Up🡪Pending Employee Review🡪Completed. Or Pending Supervisor Review 🡪 Pending Employee Review🡪 Completed. Id no Followup is required. |

**Review**

|  |  |
| --- | --- |
| **Report Code** |  |
| OTH |  |
| APS | "OTH / APS" = 1 |
| APW | "OTH / APW" = 1 |
| AED | "OTH / AED" = 1 |
| DTT | "OTH / DTT" = 1 |
| SEA | "OTH / SEA" = 1 |
| SEAA | "OTH / SEA" = 1 |
| SEAR | "OTH / SEA" = 1 |
| CPATH | OTH / CPATH" = 1 |

**SQL**

|  |
| --- |
| OPEN SYMMETRIC KEY [CoachingKey] DECRYPTION BY CERTIFICATE [CoachingCert];  SELECT [Emp\_ID]  ,Emp\_Job\_Code  ,ps\_emp\_id\_prefix  ,Legacy\_Emp\_ID  ,Emp\_Site  ,Active  ,Start\_date  ,End\_Date  ,Hire\_Date  ,CONVERT(nvarchar(70),DecryptByKey(Emp\_Name)) AS [Emp\_Name]  ,CONVERT(nvarchar(50),DecryptByKey(Emp\_Email)) AS [Emp\_Email]  ,CONVERT(nvarchar(30),DecryptByKey(Emp\_LanID)) AS [Emp\_LanID]  ,emp\_job\_code  , [Sup\_ID]  ,CONVERT(nvarchar(70),DecryptByKey(Sup\_Name)) AS [Sup\_Name]  ,CONVERT(nvarchar(70),DecryptByKey(Sup\_Lanid)) AS [Sup\_LanID]  ,CONVERT(nvarchar(50),DecryptByKey(Sup\_Email)) AS [Sup\_Email]  ,CONVERT(nvarchar(70),DecryptByKey(Mgr\_Name)) AS [Mgr\_Name]  ,[Mgr\_ID]  ,CONVERT(nvarchar(50),DecryptByKey(Mgr\_Email)) AS [Mgr\_Email]  ,[SrMgrLvl1\_ID]  ,[SrMgrLvl2\_ID]  ,[SrMgrLvl3\_ID]  FROM [EC].[Employee\_Hierarchy]  --WHERE CONVERT(nvarchar(70),DecryptByKey(Emp\_Name)) like '%Julia%'  --where emp\_id = '236712'  where (sup\_id = '236712' or mgr\_id = '236712' or SrMgrLvl1\_ID = '236712' or SrMgrLvl2\_ID = '236712')  and active = 'A'  SELECT [EC].[fn\_strGetUserRole] ('345712')  GO  SELECT \* FROM [EC].[Generic\_FileList]  WHERE DATEADD(day, DATEDIFF(day, 0, [File\_LoadDate]), 0) > DATEADD(day, DATEDIFF(day, 0, GETDATE()),-2)  ORDER BY [FILE\_NAME]  SELECT \* FROM [EC].[Generic\_Coaching\_Stage]  SELECT \* FROM [EC].[Coaching\_Log]with (nolock)  WHERE strreportcode like 'IDD%2020091%'  ORDER BY coachingid  update ec.Coaching\_Log  set empid = '236464'  where coachingid = 180265  SELECT CLR.\* FROM [EC].[Coaching\_Log]CL JOIN [EC].[Coaching\_Log\_Reason]CLR  ON CL.CoachingID = CLR.CoachingID  WHERE strreportcode like 'IDD%2020091%'  ORDER BY coachingid  EXEC [EC].[sp\_SelectCoaching4Contact]  EXEC [EC].[sp\_SelectReviewFrom\_Coaching\_Log] @intLogId = 168663  --select emp\_id, sup\_id, Mgr\_ID from ec.Employee\_Hierarchy where emp\_id = '231927'  --emp\_id sup\_id Mgr\_ID  --231927 228058 236292  /\*  UPDATE ec.Employee\_Hierarchy  SET emp\_job\_code = 'wacs01'  WHERE emp\_id = '236464'  UPDATE ec.Employee\_Hierarchy  SET sup\_id = '236464'  WHERE emp\_id = '231927'  UPDATE ec.Employee\_Hierarchy  SET mgr\_id = '236464'  WHERE emp\_id = '231927'  UPDATE ec.Employee\_Hierarchy  SET sup\_id = '228058'  WHERE emp\_id = '231927'  UPDATE ec.Employee\_Hierarchy  SET mgr\_id = '236292'  WHERE emp\_id = '231927'  \*/ |