**eCoaching Log System**

**Unit Test Document - Quality Load process**

Change History Log

| Date | Revision | Change Description | Author |
| --- | --- | --- | --- |
| 07/01/2014 | 1.0 | SCR – 12963 Fix incorrect Loaded Count in File List table | Susmitha Palacherla |
| 07/21/2014 | 2.0 | SCRs- 13054 and 12930 to load and display Verint Form name | Susmitha Palacherla |
| 07/21/2014 | 3.0 | SCR 13138 – Restrict Quality logs from being loaded if already submitted from UI | Susmitha Palacherla |
| 10/31/2014 | 4.0 | SCR – 13701 Revert to use evalid as unique identifier to support load of IQA logs | Susmitha Palacherla |
| 08/14/2015 | 5.0 | TFS- 413 new source Verint-GDIT supervisor in feed. | Susmitha Palacherla |
| 08/31/2015 | 6.0 | TFS- 283 – New IQS Feed. Format description to force CRLF in Description. | Susmitha Palacherla |
| 03/01/2017 | 7.0 | TFS 5653 - Create new NPN coaching logs from existing quality submitted scorecard logs | Susmitha Palacherla |
| 10/30/2017 | 8.0 | TFS 7541 – Accept ATA Forms | Susmitha Palacherla |
| 3/22/2018 | 9.0 | TFS –7854 Data File Encryption. | Susmitha Palacherla |
| 03/26/2018 | 10.0 | TFS 9204 – Receive Eval Status from Verint to eCL and process accordingly | Susmitha Palacherla |
| 4/4/2018 | 11.0 | TFS 10524 Move apps away from E Drive | Susmitha Palacherla |
| 12/4/2018 | 12.0 | TFS 12841 - Add Delay in Update Quality SP | Susmitha Palacherla |
| 8/3/2020 | 13.0 | TFS 17716 - Removed company specific references | Susmitha Palacherla |
| 04/02/2021 | 14.0 | TFS 20677 - AD island to AD AWS environment changes | Susmitha Palacherla |

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## SSIS – Quality\_Coaching (IQS-QM)

#### Project Name: CCO eCoaching

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

#### Test Case identifier: QOC

| Item | Description |
| --- | --- |
| Change Type | Change Request |
| Change Description | TFS 20677 - AD island to AD AWS environment changes |
| Test Environment | eCoaching\_Dev database on UVAADADSQL50CCO |
| Code Modules created/updated | IQS\_Coaching.dtsx and corresponding config files  jobCoachingQualityLoad.sql |
| Code doc |  |
| Notes and sql | Dev\_eCL\_IQS\_Scorecard\_20210331.csv |

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| --- | --- | --- | --- | --- | --- |
| **Test Case ID** | **Action** | | **Expected Result** | **Tested** | **Pass/Fail** |
| IQS-QM-1.1 | | Run Load SQL Agent Job CoachingQualityLoad | Job should complete successfully | Y | Pass |
| IQS-QM-1.2 | | Check Backup Folder  $\Coaching\IQS\Backups\ | Loaded files should be backed up | Y | Pass |
| IQS-QM-1.3 | | Check Decrypt Out Folder  $\ \Coaching\IQS\Decrypt\_Out\ | No decrypted files in folder | Y | Pass |
| IQS-QM-1.4 | | Check Encrypt out Folder  $ \Coaching\IQSEncrypt\_Out\ | No files should remain if successfully loaded.  Should remain if load failed. | Y | Pass |
|  | |  |  | Y | Pass |
| IQS-QM-2.1 | | Run Notifications SQL Agent Job  CoachingNotifications | Job should complete successfully | Y | Pass |
| IQS-QM-2.2 | | Verify Email Sent on Coaching log | Email Sent flag for affected logs should be set to 1 | Y | Pass |
| IQS-QM-2.3 | | Verify Notification Date on Coaching Log | NotificationDate should be set to job run time | Y | Pass |
|  | |  |  | Y | Pass |
| IQS-QM-3.1 | | Query File List Table | Should record Filename, LoadDatetime and Counts | Y | Pass |
| IQS-QM-4.1 | | Query Rejected Table | If FileList table shows rejected logs, should be present with Reject Reason | Y | Pass |
| IQS-QM-5.1 | | Query Staging Table | Should be truncated | Y | Pass |
| IQS-QM-6.1 | | Query Coaching Log Table | Should return the number of Coaching logs recorded in File List table | Y | Pass |
| IQS-QM-6.2 | | Verify Report Code | Report Code as listed in reference table at end of doc | Y | Pass |
| IQS-QM-6.3 | | Verify Form Name | eCL-M-EmpID -CoachingID | Y | Pass |
| IQS-QM-6.4 | | Verify Source | Source as listed in reference table at end of doc | Y | Pass |
| IQS-QM-6.5 | | Verify Status | Status as listed in reference table at end of doc | Y | Pass |
| IQS-QM-6.6 | | Verify Site | Employee Site from Hierarchy table | Y | Pass |
| IQS-QM-6.7 | | Verify Module | Module as listed in reference table at end of doc | Y | Pass |
| IQS-QM-6.8 | | Verify Program | Employee Program from Hierarchy table | Y | Pass |
| IQS-QM-6.9 | | Verify Description | Format per FS | Y | Pass |
|  | |  |  | Y | Pass |
| IQS-QM-7.1 | | Query Coaching Log Reason Table | Populated correctly for corresponding Coaching logs inserted | Y | Pass |
| IQS-QM-7.2 | | Verify Coaching Reason | Coaching Reason as listed in reference table at end of doc | Y | Pass |
| IQS-QM-7.3 | | Verify Sub Coaching Reason | Sub Coaching Reason as listed in reference table at end of doc | Y | Pass |
| IQS-QM-7.4 | | Verify Value | Value as listed in reference table at end of doc | Y | Pass |
|  | |  |  | Y | Pass |
| IQS-QM-8.1 | | Review Log | Log details displayed correctly. | Y | Pass |
|  | |  |  | Y | Pass |
| IQS-QM-9.1 | | Review workflow | Per FS  Each log has different workflow | Y | Pass |
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| **Unit Test Result:** | | | | | **Pass** |

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| --- | --- | --- |
| Susmitha Palacherla |  | 4/2/2021 |
| Initial Tester |  | Initial Date Completed |
| Susmitha Palacherla |  | 4/2/2021 |

## IQS-QM References

**Report Codes**

|  |  |
| --- | --- |
| **Quality Other Report Code** | **Report** |
| NA |  |

**Source**

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| --- | --- |
| **Source Value** | **Source of Information** |
| LimeSurvey | No longer receiving |
| Verint-GDIT | Verint QCM scorecards with CCO or ATA in form name |
| Verint-GDIT Supervisor | Verint QCM scorecards with CCO and Supervisor in form name |
| Verint-TQC | Verint scorecards with IQA in form name |
|  |  |

**Status**

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| --- | --- |
| **Coaching Value** | **Status** |
| log is Met goal and active status is Active | Pending Acknowledgement |
| Did not meet goal and not CSE and active status is Active | Pending Supervisor Review |
| Did not meet goal and CSE and active status is Active | Pending Manager Review |
| coaching log active status is Inactive (note: only for existing coaching logs with matching evaluation id) | Inactive |
|  |  |

**Module**

|  |  |
| --- | --- |
| **Form** | **Employee Level** |
| ATA | Quality |
| Non-ATA | CSR |

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Forms** | **Coaching Reason** | **Opportunity/Reinforcement** | **Coaching Sub-reason** |
| Non-ATA | Quality | Did not meet goal  Met goal | Other: Specify reason under coaching details. |
| ATA | ATA Alignment | Met goal | Other: Specify reason under coaching details. |

**Email Notification**

|  |  |
| --- | --- |
| **Value** | **Recipients** |
| Pending Acknowledgement | Employee and CC Sup |
| Pending Supervisor Review | Supervisor |
| Pending Manager Review | Mananger |

**Workflow**

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| **Report Code** | **Initial Status** | **Next Status** | **Next Status** |
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**SQL**

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| 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].[Quality\_FileList]  WHERE DATEADD(day, DATEDIFF(day, 0, [File\_LoadDate]), 0) > DATEADD(day, DATEDIFF(day, 0, GETDATE()),-2)  ORDER BY [FILE\_NAME]  SELECT \* FROM [EC].[Coaching\_Log]with (nolock)  WHERE sourceid in (210, 223, 230)  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 sourceid in (210, 223, 230)  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'  \*/ |