**CCO eCoaching DB Unit Test Document**

* **Quality Now Load process**

April 7, 2020

Change History Log

| Date | Revision | Change Description | Author |
| --- | --- | --- | --- |
| 06/03/2019 | 1.0 | TFS – 14555 Fix bug with updates to QNStrengthsOpportunities | Susmitha Palacherla |
| 06/11/2019 | 2.0 | TFS – 14631 New logic for handling multiple Strengths and Opportunities texts for QN batch | Susmitha Palacherla |
| 08/07/2019 | 3.0 | TFS 15058 – Changes to QN Evaluations for September 1st | Susmitha Palacherla |
| 11/5/2019 | 4.0 | TFS 15894- eCL Supervisor Forms change Batch Numbering | Susmitha Palacherla |
| 4/7/2020 | 5.0 | TFS 16924 - Handle blank evaluator in quality now logs from iqs | Susmitha Palacherla |

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## TFS 14555 Fix bug with updates to QNStrengthsOpportunities

| Item | Description |
| --- | --- |
| Change Type | Problem Report |
| Change Description | New Quality Now Load |
| Test Environment | eCoachingDev database on F3420-ECLDBD01 |
| Code Modules created/updated |  |
| Code doc |  |
| Notes | Useful sql  -- DBCC CheckIdent("[eCoachingDev].[EC].[Coaching\_Log]", RESEED,55597)  -- delete from ec.coaching\_log\_reason where coachingid >= 55597  --delete from ec.coaching\_log where coachingid >= 55597  --delete from [eCoachingDev].[EC].[ Quality\_Now\_FileList]  select \* from [EC].[Quality\_Now\_Coaching\_Stage]  select \* from ec.Coaching\_Log where [QNBatchID] = ''  select \* from ec.Coaching\_Log\_Reason where CoachingID =  select \* from ec.Coaching\_Log\_Quality\_Now\_Evaluations where [QNBatchID] = ''  SELECT \* FROM [EC].[Quality\_Now\_Coaching\_Rejected] where Date\_Rejected > '2019-03-05 00:16:15.880'  --delete from ec.Coaching\_Log where [QNBatchID] = '111111'  --delete from ec.Coaching\_Log\_Reason where [CoachingID] = 156785  --Truncate table [EC].[Quality\_Now\_Coaching\_Stage]  --truncate table [EC].[Quality\_Now\_Coaching\_Rejected]  update ec.Coaching\_Log  set emailsent = 1  where emailsent = 0  and coachingid >= 695471      update [EC].[Employee\_Hierarchy]  set Sup\_ID = '345712',  Sup\_LanID = 'susmitha.palacherla',  Sup\_email = 'susmitha.palacherla@gdit.com',  Sup\_Job\_Code = 'WACS40'  where emp\_id = '245885'      update [EC].[Employee\_Hierarchy]  set emp\_job\_code = 'WACS40'  where emp\_id = '345712'  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_SelectCoaching4Contact]  SELECT 'Return Value' = @return\_value  GO  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_SelectReviewFrom\_Coaching\_Log]  @strFormIDin = N'eCL-aaron.larson-695471'  SELECT 'Return Value' = @return\_value  GO  Load the files and check the following: |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 1. | Run sql agent job CoachingQualityNowLoad | File should Load successfully | P |  |
| 2. | Test File list table | Counts loaded correctly | P |  |
| 3. | Check decrypted file | Should be deleted | P |  |
|  | Load |  |  |  |
| 4a. | Check Coaching\_Log table | 1 eCL should be created for every batch of evaluations | NA- Not tested for this TFS |  |
| 4b. | Check updates to Coaching\_Log table | QNStrengthsOpportunities should be updated if changed even if initially NULL | P | QN0000000143  Updated form NULL to \* Joshua is very pleasant and patient with callers. He uses polite phrases to set up gaps and keeps them aware of the actions he is taking to resolve the issue.\* Joshua is becoming proficient at navigating NGD and locating appropriate scripts to find the resolutions. He reads directly from scripting and does not provide irrelevant information.\* Joshua would benefit from increasing the energy in his calls. On all calls he has a very pleasant tone, but sounds sleepy. This would increase his trust and rapport with callers. |
| 5a. | Check Evaluations table | All evaluations for batch need to be inserted | NA- Not tested for this TFS |  |
| 5b. | Check updates to Evaluations table | Changed values need to be updated. Last\_Updated\_date should be updated to DateTime of actual update. | NA- Not tested for this TFS |  |
| 6. | Check existing batch that comes in as inactive | Corresponding ecl should be inactivated | NA- Not tested for this TFS |  |
| 7. | Check existing batch that comes in as Active with updatable attribute updated | Corresponding values need to be updated | NA- Not tested for this TFS |  |
| 8. | Check behavior of an active batch of evaluations with existing inactive ecl | New ecl needs to be created for same batch number and detail records inserted accordingly | NA- Not tested for this TFS |  |
| 9. | Check site for ecl | From Employee record | NA- Not tested for this TFS |  |
| 10. | Check source | 235/236 | NA- Not tested for this TFS |  |
| 11. | Check status | Pending Supervisor Review | NA- Not tested for this TFS |  |
| 12. | Check submitter on parent ecl | 999999 | NA- Not tested for this TFS |  |
| 13. | Check Module | Email delivery | NA- Not tested for this TFS |  |
| 14. | Check Evaluation details in Evaluations table | 57 for CSR Module/58 for Quality Module | NA- Not tested for this TFS |  |
| 15. | Check Sub Coaching Reason in Coaching Log Reason table | 42 | NA- Not tested for this TFS |  |
| 16. | Check Value in Coaching Log Reason table | NA | NA- Not tested for this TFS |  |
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|  | Notification |  |  |  |
| 1. | Test Notification selection | Records should be flagged for notification for regular pending Sup review attributes | NA- Not tested for this TFS |  |
| 2. | Test Notification delivery | Email should be delivered successfully in correct format and to intended recipients | NA- Not tested for this TFS |  |
| 3. | Test Notification update attributes | EmailSent flag set to 1 after Email delivery and notification date set | NA- Not tested for this TFS |  |
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|  |  |  |  |  |
|  | Dashboards Review and Update |  |  |  |
| 1. | Log review | Display  isIQSQN=1  QNBatchID  QNStrengthsOpportunities | NA- Not tested for this TFS |  |
| 2. | Review page details | Show additional details of evals from evaluations table | NA- Not tested for this TFS |  |
| . | Log review Reasons | Display ‘’ for Value | NA- Not tested for this TFS |  |
|  |  |  |  |  |
|  | Dashboard Export |  |  |  |
| 1. | Historical | Return separate list for export with additional fields | NA- Not tested for this TFS |  |
| 2. | Director Export | Return separate list for export with additional fields | NA- Not tested for this TFS |  |
|  |  |  |  |  |
|  | Workflow |  |  |  |
| 1. | Initial | Supervisors My pending section | NA- Not tested for this TFS |  |
| 2. | After sup Review | Pending employee Review | NA- Not tested for this TFS |  |
| 3. | After emp review | Completed | NA- Not tested for this TFS |  |

## TFS 14631 New logic for handling multiple Strengths and Opportunities texts for QN batch

| Item | Description |
| --- | --- |
| Change Type | Change request |
| Change Description | A change was requested to the QN load process on the ecl side If a batch is received with more than one Strengths and summaries value, it is currently being rejected as non-distinct parent record values will generate 2 ecls. Mark has requested that in such cases we pick the text from the latest evaluation for a batch. |
| Test Environment | eCoachingDev database on F3420-ECLDBD01 |
| Code Modules created/updated |  |
| Code doc |  |
| Notes | Load the files and check the following:  Prepare file with 5 test batches  'QN0000000069'- Strengths and Opportunities NULL for all Evals.  'QN0000000096'- Have Strengths and Opportunities populated for 2 evals. The one with later Eval date should be used.  'QN0000000179'- Strengths and Opportunities NULL for record having max Eval date in batch. Strengths and Opportunities populated in third evaluation.  'QN0000000189'- Have Strengths and Opportunities populated for 2 evals. The one with later Eval date should be used.  'QN0000000229'- Strengths and Opportunities NULL for record having max Eval date in batch. Strengths and Opportunities populated in first evaluation. |
|  |  |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 1. | Run sql agent job CoachingQualityNowLoad | File should Load successfully | NA- Not tested for this TFS |  |
| 2. | Test File list table | Counts loaded correctly | NA- Not tested for this TFS |  |
| 3. | Check decrypted file | Should be deleted | NA- Not tested for this TFS |  |
|  | Load |  |  |  |
| 4a. | Check Coaching\_Log table | 5 batches created.  None rejected due to having multiple Strengths and Opportunities.  Where Multiple values, later one used.  If last eval has NULL value, other value used. | P |  |
| 4b. | Check updates to Coaching\_Log table | QNStrengthsOpportunities should be updated if changed even if initially NULL  If previously had value should update to latest value from file | P |  |
| 5a. | Check Evaluations table | All evaluations for batch need to be inserted | NA- Not tested for this TFS |  |
| 5b. | Check updates to Evaluations table | Changed values need to be updated. Last\_Updated\_date should be updated to DateTime of actual update. | NA- Not tested for this TFS |  |
| 6. | Check existing batch that comes in as inactive | Corresponding ecl should be inactivated | NA- Not tested for this TFS |  |
| 7. | Check existing batch that comes in as Active with updatable attribute updated | Corresponding values need to be updated | NA- Not tested for this TFS |  |
| 8. | Check behavior of an active batch of evaluations with existing inactive ecl | New ecl needs to be created for same batch number and detail records inserted accordingly | NA- Not tested for this TFS |  |
| 9. | Check site for ecl | From Employee record | NA- Not tested for this TFS |  |
| 10. | Check source | 235/236 | NA- Not tested for this TFS |  |
| 11. | Check status | Pending Supervisor Review | NA- Not tested for this TFS |  |
| 12. | Check submitter on parent ecl | 999999 | NA- Not tested for this TFS |  |
| 13. | Check Module | Email delivery | NA- Not tested for this TFS |  |
| 14. | Check Evaluation details in Evaluations table | 57 for CSR Module/58 for Quality Module | NA- Not tested for this TFS |  |
| 15. | Check Sub Coaching Reason in Coaching Log Reason table | 42 | NA- Not tested for this TFS |  |
| 16. | Check Value in Coaching Log Reason table | NA | NA- Not tested for this TFS |  |
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|  | Notification |  |  |  |
| 1. | Test Notification selection | Records should be flagged for notification for regular pending Sup review attributes | NA- Not tested for this TFS |  |
| 2. | Test Notification delivery | Email should be delivered successfully in correct format and to intended recipients | NA- Not tested for this TFS |  |
| 3. | Test Notification update attributes | EmailSent flag set to 1 after Email delivery and notification date set | NA- Not tested for this TFS |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  | Dashboards Review and Update |  |  |  |
| 1. | Log review | Display  isIQSQN=1  QNBatchID  QNStrengthsOpportunities | NA- Not tested for this TFS |  |
| 2. | Review page details | Show additional details of evals from evaluations table | NA- Not tested for this TFS |  |
| . | Log review Reasons | Display ‘’ for Value | NA- Not tested for this TFS |  |
|  |  |  |  |  |
|  | Dashboard Export |  |  |  |
| 1. | Historical | Return separate list for export with additional fields | NA- Not tested for this TFS |  |
| 2. | Director Export | Return separate list for export with additional fields | NA- Not tested for this TFS |  |
|  |  |  |  |  |
|  | Workflow |  |  |  |
| 1. | Initial | Supervisors My pending section | NA- Not tested for this TFS |  |
| 2. | After sup Review | Pending employee Review | NA- Not tested for this TFS |  |
| 3. | After emp review | Completed | NA- Not tested for this TFS |  |

## TFS 15058 – Changes to QN Evaluations for September 1st

| Item | Description |
| --- | --- |
| Change Type | Change request |
| Change Description | Updated to change data type for Customer Temp Start and End to nvarchar(30) |
| Test Environment | eCoachingDev database on F3420-ECLDBD01 |
| Code Modules created/updated |  |
| Code doc |  |
| Notes | Load the files and check the following:  Dev\_eCL\_IQS\_QN\_Scorecard\_20190815.csv.zip.encrypt |
|  |  |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 1. | Run sql agent job CoachingQualityNowLoad | File should Load successfully | P |  |
| 2. | Test File list table | Counts loaded correctly | P |  |
| 3. | Check decrypted file | Should be deleted | P |  |
|  | Load |  |  |  |
| 4a. | Check Coaching\_Log table |  | P |  |
| 4b. | Check updates to Coaching\_Log table |  | NA- Not tested for this TFS |  |
| 5a. | Check Evaluations table | All evaluations inserted successfully with the new values for Customer temp start and end showing | P |  |
| 5b. | Check updates to Evaluations table | Changed values need to be updated. Last\_Updated\_date should be updated to DateTime of actual update. | NA- Not tested for this TFS |  |
| 6. | Check existing batch that comes in as inactive | Corresponding ecl should be inactivated | NA- Not tested for this TFS |  |
| 7. | Check existing batch that comes in as Active with updatable attribute updated | Corresponding values need to be updated | NA- Not tested for this TFS |  |
| 8. | Check behavior of an active batch of evaluations with existing inactive ecl | New ecl needs to be created for same batch number and detail records inserted accordingly | NA- Not tested for this TFS |  |
| 9. | Check site for ecl | From Employee record | NA- Not tested for this TFS |  |
| 10. | Check source | 235/236 | NA- Not tested for this TFS |  |
| 11. | Check status | Pending Supervisor Review | NA- Not tested for this TFS |  |
| 12. | Check submitter on parent ecl | 999999 | NA- Not tested for this TFS |  |
| 13. | Check Module | Email delivery | NA- Not tested for this TFS |  |
| 14. | Check Evaluation details in Evaluations table | 57 for CSR Module/58 for Quality Module | NA- Not tested for this TFS |  |
| 15. | Check Sub Coaching Reason in Coaching Log Reason table | 42 | NA- Not tested for this TFS |  |
| 16. | Check Value in Coaching Log Reason table | NA | NA- Not tested for this TFS |  |
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|  | Notification |  |  |  |
| 1. | Test Notification selection | Records should be flagged for notification for regular pending Sup review attributes | NA- Not tested for this TFS |  |
| 2. | Test Notification delivery | Email should be delivered successfully in correct format and to intended recipients | NA- Not tested for this TFS |  |
| 3. | Test Notification update attributes | EmailSent flag set to 1 after Email delivery and notification date set | NA- Not tested for this TFS |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  | Dashboards Review and Update |  |  |  |
| 1. | Log review | Display  isIQSQN=1  QNBatchID  QNStrengthsOpportunities | P |  |
| 2. | Log Review (QN) | Show additional details of evals from evaluations table | P |  |
| . | Log review Reasons | Display ‘’ for Value | P |  |
|  |  |  |  |  |
|  | Dashboard Export |  |  |  |
| 1. | Historical | Return separate list for export with additional fields | P |  |
| 2. | Director Export | Return separate list for export with additional fields | P |  |
|  |  |  |  |  |
|  | Workflow |  |  |  |
| 1. | Initial | Supervisors My pending section | NA- Not tested for this TFS |  |
| 2. | After sup Review | Pending employee Review | NA- Not tested for this TFS |  |
| 3. | After emp review | Completed | NA- Not tested for this TFS |  |

## TFS 15894- eCL Supervisor Forms change Batch Numbering

| Item | Description |
| --- | --- |
| Change Type | Change request |
| Change Description | Replace the QN in Verint CCO – Supervisor form batch ids with QNS |
| Test Environment | eCoachingDev database on F3420-ECLDBD01 |
| Code Modules created/updated |  |
| Code doc |  |
| Notes | Data Update only |
|  |  |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 1. | Verify that no records with sourceid 236 in Coaching\_log table have a batch id that does not start have QNS% naming convention  select count(\*) from ec.coaching\_log  where qnbatchid is not null  and sourceid = 236  and qnbatchid not like 'QNS%' | 0 | P |  |
| 2. | Repeat above check In Table Coaching\_Log\_Quality\_Now\_Evaluations  select count(\*)  from ec.coaching\_log cl join ec.Coaching\_Log\_Quality\_Now\_Evaluations qne  on cl.coachingid = qne.CoachingID  and cl.QNBatchID = qne.QNBatchID  where cl.sourceid = 236  and qne.qnbatchid not like 'QNS%' | 0 | P |  |

## TFS 16924 - Handle blank evaluator in quality now logs from IQS

| Item | Description |
| --- | --- |
| Change Type | Problem Report |
| Change Description | Updated to handle records with missing Evaluator IDs |
| Test Environment | eCoachingDev database on F3420-ECLDBD01 |
| Code Modules created/updated |  |
| Code doc |  |
| Notes | Load the following file which has records with missing Evaluator ID  Dev\_eCL\_IQS\_QN\_Scorecard\_20200407.csv |
|  |  |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 1. | Run sql agent job CoachingQualityNowLoad | File should Load successfully | P |  |
| 2. | Test File list table | Counts loaded correctly | P |  |
| 3. | Check decrypted file | Should be deleted | NA- Not tested for this TFS |  |
|  | Load |  |  |  |
| 4a. | Check Coaching\_Log table |  | P |  |
| 4b. | Check updates to Coaching\_Log table |  | NA- Not tested for this TFS |  |
| 5a. | Check Evaluations table | All evaluations inserted successfully with some evaluations having no Evaluator ID | P |  |
| 5b. | Check updates to Evaluations table | Changed values need to be updated. Last\_Updated\_date should be updated to DateTime of actual update. | NA- Not tested for this TFS |  |
| 6. | Check existing batch that comes in as inactive | Corresponding ecl should be inactivated | NA- Not tested for this TFS |  |
| 7. | Check existing batch that comes in as Active with updatable attribute updated | Corresponding values need to be updated | NA- Not tested for this TFS |  |
| 8. | Check behavior of an active batch of evaluations with existing inactive ecl | New ecl needs to be created for same batch number and detail records inserted accordingly | NA- Not tested for this TFS |  |
| 9. | Check site for ecl | From Employee record | NA- Not tested for this TFS |  |
| 10. | Check source | 235/236 | NA- Not tested for this TFS |  |
| 11. | Check status | Pending Supervisor Review | NA- Not tested for this TFS |  |
| 12. | Check submitter on parent ecl | 999999 | NA- Not tested for this TFS |  |
| 13. | Check Module | Email delivery | NA- Not tested for this TFS |  |
| 14. | Check Coaching Reason in Coaching Log Reason table | 57 for CSR Module/58 for Quality Module | NA- Not tested for this TFS |  |
| 15. | Check Sub Coaching Reason in Coaching Log Reason table | 42 | NA- Not tested for this TFS |  |
| 16. | Check Value in Coaching Log Reason table | NA | NA- Not tested for this TFS |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  | Notification |  |  |  |
| 1. | Test Notification selection | Records should be flagged for notification for regular pending Sup review attributes | NA- Not tested for this TFS |  |
| 2. | Test Notification delivery | Email should be delivered successfully in correct format and to intended recipients | NA- Not tested for this TFS |  |
| 3. | Test Notification update attributes | EmailSent flag set to 1 after Email delivery and notification date set | NA- Not tested for this TFS |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  | Dashboards Review and Update |  |  |  |
| 1. | Log review | Display  isIQSQN=1  QNBatchID  QNStrengthsOpportunities | P |  |
| 2. | Log Review (QN) | Show additional details of evals from evaluations table | P |  |
| . | Log review Reasons | Display ‘’ for Value | NA- Not tested for this TFS |  |
|  |  |  |  |  |
|  | Dashboard Export |  |  |  |
| 1. | Historical | Return separate list for export with additional fields | NA- Not tested for this TFS |  |
| 2. | Director Export | Return separate list for export with additional fields | NA- Not tested for this TFS |  |
|  |  |  |  |  |
|  | Workflow |  |  |  |
| 1. | Initial | Supervisors My pending section  Evaluation appears in review page | P |  |
| 2. | After sup Review | Pending employee Review | P |  |
| 3. | After emp review | Completed | P |  |