**eCoaching Log System**

**Unit Test Document – Quality Now Load process**

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 |
| 4/21/2020 | 6.0 | TFS 17030 - Add EvalID to the return | Susmitha Palacherla |
| 8/3/2020 | 7.0 | TFS 17716 - Removed company specific references | Susmitha Palacherla |
| 04/02/2021 | 8.0 | TFS 20677 - AD island to AD AWS environment changes | Susmitha Palacherla |
| 5/24/2021 | 9.0 | TFS 21276 - Update QN Alt Channels compliance and mastery levels | Susmitha Palacherla |
| 6/8/2021 | 10.0 | TFS 21496 - eCL feeds strip special characters - review what is stripped and allow more | Susmitha Palacherla |
| 4/6/2022 | 11.0 | TFS 24460 - Update QN Load Process to reconcile partial batches | Susmitha Palacherla |
| 2/10/2023 | 12.0 | TFS 26002 - QN Supervisor Evaluation Changes | Susmitha Palacherla |

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## SSIS – Quality\_Now\_Coaching (IQS-QN)

#### Project Name: CCO eCoaching

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

#### Test Case identifier: IQS-QN-TDL

| Item | | | Description | | | |
| --- | --- | --- | --- | --- | --- | --- |
| Change Type | | | Change Request | | | |
| Change Description | | | TFS 24460 - Update QN Load Process to reconcile partial batches | | | |
| Test Environment | | | eCoaching\_Dev database on UVAADADSQL50CCO | | | |
| Code Modules created/updated | | | sp\_Update\_Coaching\_Log\_Quality\_Now | | | |
| Code doc | | |  | | | |
| Notes and sql | | | Modified the load process to associate additional evaluations for a batch to an existing Coaching log. | | | |
| **Test Case ID** | **Action** | | **Expected Result** | **Tested** | **Pass/Fail** | |
|  |  | |  |  |  | |
|  | Load | |  |  |  | |
| IQS-QN-TDL-1.1 | Run Load SQL Agent Job CoachingQualityNowLoad | | Job should complete successfully | Y | Pass | |
| IQS-QN-TDL-1.2 | Check Backup Folder  $\Coaching\IQS\Backups\ | | Loaded files should be backed up | N | NA | |
| IQS-QN-TDL-1.3 | Check Decrypt Out Folder  $\ \Coaching\IQS\Decrypt\_Out\ | | No decrypted files in folder | N | NA | |
| IQS-QN-TDL-1.4 | Check Encrypt out Folder  $ \Coaching\IQS\Encrypt\_Out\ | | No files should remain if successfully loaded.  Should remain if load failed. | N | NA | |
|  |  | |  |  |  | |
|  | Notifications | |  |  |  | |
| IQS-QN-TDL-2.1 | Test Notification selection | | Records should be flagged for notification for regular pending Sup review attributes | N | NA | |
| IQS-QN-TDL-2.2 | Run Notifications SQL Agent Job  CoachingNotifications | | Job should complete successfully | N | NA | |
| IQS-QN-TDL-2.3 | Test Notification delivery | | Email should be delivered successfully in correct format and to intended recipients | N | NA | |
| IQS-QN-TDL-2.4 | Test Notification update attributes | | EmailSent flag set to 1 after Email delivery and notification date set | N | NA | |
|  |  | |  |  |  | |
|  | Data checks | |  |  |  | |
| IQS-QN-TDL-3.1 | Test File list table | | Counts loaded correctly | N | NA | |
|  |  | |  |  |  | |
|  |  | |  |  |  | |
|  | Coaching\_Log table | |  |  |  | |
| IQS-QN-TDL-4.1 | Check Coaching\_Log table | | 1 ecl created per batch  None rejected due to having multiple Strengths and Opportunities.  Where Multiple values, later one used.  If last eval has NULL value, other value used. | N | NA | |
| IQS-QN-TDL-4.2 | 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 | N | NA | |
| IQS-QN-TDL-4.3 | Check updates to Coaching\_Log table  For batch coming in as inactive | | If ecl exists for batch, it should be Inactivated  If new batch, no ecl is generated | N | NA | |
| IQS-QN-TDL-4.4 | 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 | N | NA | |
| IQS-QN-TDL-4.5 | Check site for ecl | | From Employee record | N | NA | |
| IQS-QN-TDL-4.6 | Check source | | 235/236 | N | NA | |
| IQS-QN-TDL-4.7 | Check CoachingNotes | | Should be NULL for both 235 and 235 logs | Y | Pass | |
| IQS-QN-TDL-4.8 | Check status | | Pending Supervisor Review | Yes | Pass | |
| IQS-QN-TDL-4.9 | Check submitter on parent ecl | | 999999 | N | NA | |
| IQS-QN-TDL-4.10 | Check Module | | CSR | N | NA | |
|  |  | |  |  |  | |
|  | Evaluations Details table | |  |  |  | |
| IQS-QN-TDL-5.1 | Check Evaluations table | | All evaluations for batch need to be inserted | N | NA | |
| IQS-QN-TDL-5.2 | Check updates to Evaluations table | | Changed values need to be updated. Last\_Updated\_date should be updated to DateTime of actual update. | N | NA | |
| IQS-QN-TDL-5.3 | Check existing batch that comes in as Active with updatable attributes updated | | Corresponding values in Eval table need to be updated | N | NA | |
| IQS-QN-TDL-5.4 | Check Channel, and ID columns (Activity ID, DCN and Case Number) | | Populated with values in file. | N | NA | |
| IQS-QN-TDL-5.5 | Cgeck Evaluations table for additional Evals in file that were not previously loaded | | Additional Evaluation records should be inserted and associated with existing Coaching Log and Batch combo | Y | Pass | |
|  |  | |  |  |  | |
|  | Coaching Log Reason table | |  |  |  | |
| IQS-QN-TDL-6.1 | Check Coaching Reason in Coaching Log Reason table | | 57 for CSR Module/58 for Quality Module | N | NA | |
| IQS-QN-TDL-6.2 | Check Sub Coaching Reason in Coaching Log Reason table | | 42 | N | NA | |
| IQS-QN-TDL-6.3 | Check Value in Coaching Log Reason table | | NA | N | NA | |
|  |  | |  | N | NA | |
|  | Dashboards Review and Update | |  | N | NA | |
| IQS-QN-TDL-7.1 | Log review | | Display  isIQSQN=1  QNBatchID  QNStrengthsOpportunities  Channel  Activity ID (should return Activity ID for Web Chat, DCN for Written Corr and empty string for all other channels) | N | NA | |
| IQS-QN-TDL-7.2 | Review page details | | Show additional details of evals from evaluations table | N | NA | |
| IQS-QN-TDL-7.3 | Log review Reasons | | Display ‘’ for Value | N | NA | |
|  |  | |  | N | NA | |
|  | Dashboard Export | |  | N | NA | |
| IQS-QN-TDL-8.1 | Historical | | Return separate list for export with additional fields | N | NA | |
| IQS-QN-TDL-8.2 | Historical Export | | Return all detail fields from Evaluations table.  For this TFS additionally return Channel, Activity ID, DCN and case Number. | N | NA | |
| IQS-QN-TDL-8.3 | Director Export | | Return separate list for export with additional fields | N | NA | |
|  |  | |  | N | NA | |
|  | Workflow | |  | N | NA | |
| IQS-QN-TDL-9.1 | Initial | | Supervisors My pending section | N | NA | |
| IQS-QN-TDL-9.2 | After sup Review | | Pending employee Review | N | NA | |
| IQS-QN-TDL-9.3 | After emp review | | Completed | N | NA | |

|  |  |  |
| --- | --- | --- |
| Susmitha Palacherla |  | 2/10/2023 |
| Last Tester |  | Last Tested On |

## IQS-QN-AC References

**Report Codes**

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

**Source**

|  |  |
| --- | --- |
| **Source Value** | **Source of Information** |
| Verint-CCO | Verint QN scorecards with CCO QN or ATA in form name |
| Verint-CCO Supervisor | Verint QN scorecards with CCO QN and Supervisor in form name |
|  |  |

**Status**

|  |  |
| --- | --- |
| **Coaching Value** | **Status** |
| Initial Status | Pending Supervisor Review |
|  |  |

**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 Now | NA | Other: Specify reason under coaching details. |
| ATA | ATA Alignment Now | NA | Other: Specify reason under coaching details. |

**Email Notification**

|  |  |
| --- | --- |
| **Value** | **Recipients** |
|  |  |
| Pending Supervisor Review | Supervisor |
|  |  |

**Workflow**

|  |  |  |
| --- | --- | --- |
| **Initial Status** | **Next Status** | **Next Status** |
| Pending Supervisor Review | Pending Employee Review | Completed |
|  |  |  |
|  |  |  |

|  |
| --- |
| 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].[Quality\_Now\_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 (235,236)  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 (235,236)  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'  \*/ |