**eCoaching Log System**

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

Change History Log

| Date | Revision | Change Description | Author |
| --- | --- | --- | --- |
| 4/11/2016 | 1.0 | TFS – 2268 - Initial revision. Quality Other (CTC) Load setup. | Susmitha Palacherla |
| 7/14/2016 | 2.0 | TFS – 3179 - Quality Other (KUD) Load setup | Susmitha Palacherla |
| 7/15/2016 | 3.0 | TFS – 3186 - Quality Other (HFC) Load setup | Susmitha Palacherla |
| 2/5/2017 | 4.0 | TFS 5901 – Quality Other (NPN) Load setup | Susmitha Palacherla |
| 2/17/2017 | 5.0 | Quality Other Feed(s) - NPN Description from table | 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 Quality Other Fact table | Susmitha Palacherla |
| 11/26/2018 | 8.0 | TFS 12591 - Quality Other (OTA) Load setup | Susmitha Palacherla |
| 08/16/2019 | 9.0 | TFS 15063 - Quality Now Rewards and Recognition (Bingo) | Susmitha Palacherla |
| 09/25/2019 | 10.0 | TFS 15465 - QCM Rewards and Recognition (Bingo) | Susmitha Palacherla |
| 10/01/2019 | 10.1 | TFS 15465 - QCM Rewards and Recognition (Bingo)- additional updates to support wild card | Susmitha Palacherla |
| 8/3/2020 | 11.0 | TFS 17716 - Removed company specific references | Susmitha Palacherla |
| 10/9/2020 | 12.0 | TFS 18833 - Expand the site field size in feeds | Susmitha Palacherla |
| 04/02/2021 | 13.0 | TFS 20677 - AD island to AD AWS environment changes | Susmitha Palacherla |
| 6/9/2021 | 14.0 | TFS 21493 - Written Corr Bingo records in bingo feeds | Susmitha Palacherla |
| 8/2/2021 | 15.0 | TFS 22443 - Add trigger and review performance for Bingo upload job | Susmitha Palacherla |
| 03/09/2022 | 16.0 | TFS 23967 - Send alerts if xlsx files staged | Susmitha Palacherla |
| 12/20/2023 | 17.0 | TFS 27441 - Setup email alert when unexpected file staged | Susmitha Palacherla |
| 01/10/2024 | 18.0 | TFS 27523 - Dashboard to view the feed load history in the Admin Tool | Susmitha Palacherla |
| 03/27/2024 | 19.0 | TFS 27851 - Quality Now Olympic Rewards Feed | Susmitha Palacherla |
| 05/22/2024 | 20.0 | TFS 28237 – Strange characters in QN Rewards Logs | Susmitha Palacherla |

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## SSIS – Quality\_Other\_Coaching

#### Project Name: CCO eCoaching

#### Unit Identifier: Quality\_Other\_Coaching.dtsx

#### Test Case identifier: QOC

| Item | Description |
| --- | --- |
| Change Type | Problem Report |
| Change Description | TFS 28237 – Strange characters in QN Rewards Logs |
| Test Environment | eCoaching\_Dev database on UVAADADSQL50CCO |
| Code Modules created/updated | Quality\_Other\_Coaching.dtsx and corresponding config files |
| Files used for testing | eCL\_Quality\_Feed\_QRM20240525.csv |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Test Case ID** | **Action** | **Expected Result** | **Tested** | **Pass/Fail** |
| QOC-1.1 | Run Load SQL Agent Job CoachingQualityOtherLoad | Job should complete successfully | Y | Pass |
| QOC-1.1.1 | No Bingo file loaded within a day | Bingo SharePoint Upload job is not kicked off | N | NA |
| QOC-1.1.2 | Bingo file loaded one day ago | Bingo SharePoint Upload job is kicked off (In non-pro environments instead of the Bingo Upload job , the job for Bingo Init step will be used for testing purposes to avoid uploading test logs to SharePoint) | N | NA |
| QOC-1.2 | Check Backup Folder  $\Coaching\Quality\Backups\ | Loaded files should be backed up | N | NA |
| QOC-1.3 | Check Decrypt Out Folder  $\ \Coaching\Quality\Decrypt\_Out\ | No decrypted files in folder | N | NA |
| QOC-1.4 | Check Encrypt out Folder  $ \Coaching\Quality\Encrypt\_Out\ | No files should remain if successfully loaded.  Should remain if load failed. | N | NA |
|  |  |  |  |  |
| QOC-2.1.1 | Run Notifications SQL Agent Job  CoachingNotifications | Job should complete successfully | N | NA |
| QOC-2.1.2 | Run Notifications SQL Agent Job  CoachingBingoNotifications | Job should complete successfully | N | NA |
| QOC-2.2 | Verify Email Sent on Coaching log | Email Sent flag for affected logs should be set to 1 | N | NA |
| QOC-2.3 | Verify Notification Date on Coaching Log | NotificationDate should be set to job run time | N | NA |
|  |  |  |  |  |
| QOC-3.1 | Query File List Table | Should record Filename, Load Datetime and Counts along with Report Attributes like Category and Code. | N | NA |
| QOC-3.2 | Query Feed Load History Table | Entries from File List table for respective file should be populated in this table | N | NA |
| QOC-4.1 | Query Rejected Table | If FileList table shows rejected logs, should be present with Reject Reason | N | NA |
| QOC-5.1 | Query Staging Table | Should be truncated | N | NA |
| QOC-6.1 | Query Coaching Log Table | Should return the number of Coaching logs recorded in File List table | N | NA |
| QOC-6.2 | Verify Report Code | Report Code as listed in reference table at end of doc | N | NA |
| QOC-6.3 | Verify Form Name | eCL-M-EmpID -CoachingID | N | NA |
| QOC-6.4 | Verify Source | Source as listed in reference table at end of doc | N | NA |
| QOC-6.5 | Verify Status | Status as listed in reference table at end of doc | N | NA |
| QOC-6.6 | Verify Site | Employee Site from Hierarchy table | N | NA |
| QOC-6.7 | Verify Module | Module as listed in reference table at end of doc | N | NA |
| QOC-6.8 | Verify Program | Employee Program from Hierarchy table | N | NA |
| QOC-6.9 | Verify Description | Format per FS  For BQN logs should only include QC description for either QC2 or QC4 depending on if employee has 2 or 4 QC competencies.  Logs for employees having 1 or 3 QC competencies are rejected.  In QRM and QRB Files, '–' should be encoded and stored in Coaching Log table Description as &mdash; | Y | Pass |
|  |  |  | N | NA |
| QOC-7.1 | Query Coaching Log Reason Table | Populated correctly for corresponding Coaching logs inserted | N | NA |
| QOC-7.2 | Verify Coaching Reason | Coaching Reason as listed in reference table at end of doc | N | NA |
| QOC-7.3 | Verify Sub Coaching Reason | Sub Coaching Reason as listed in reference table at end of doc | N | NA |
| QOC-7.4 | Verify Value | Value as listed in reference table at end of doc | N | NA |
|  |  |  | N | NA |
| QOC-8.1 | Query Coaching Log Bingo Table | Corresponding Competencies are inserted correctly | N | NA |
| QOC-8.1.1 | Verify Image column | Images corresponding to Competency and Bingo Type are populated correctly | N | NA |
| QOC-8.1.2 | Verify Include Column | Should be 0 for QC2 for Employees having only QC1 and QC2 QC competencies and 0 for QC1, QC2 and QC3 for employees having all 4 QC Competencies.  All other non QC competencies are 1 by Default. | N | NA |
|  |  |  |  |  |
| QOC-9.1 | Query QN Olympic Rewards table | Competency and corresponding images are inserted correctly per coaching log | N | NA |
|  |  |  |  |  |
|  |  |  |  |  |
| QOC-10.1 | Review Log | Log details displayed correctly. '–' in feed file should be displayed as is in review page. | Y | Pass |
| QOC-10.1 | Verify the Image value | QN Rewards Image value should be returned for the log | N | NA |
|  |  |  | N | NA |
| QOC-11.1 | Review workflow | Per FS  Each log has different workflow | N | NA |
|  |  |  | N | NA |
| QOC-12.1 | 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 |
| QOC-13.1 | Stage a file with No ‘Quality Other’ in name and run load job | An email notification should be received alerting that Unexpected Quality Others File Staged and cannot be loaded. | N | NA |
| QOC-13.2 | Stage a file with ‘Quality Other’ 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 Quality Others File Staged and cannot be loaded. | N | NA |
|  |  |  |  |  |
| **Unit Test Result:** | | | | **Pass** |

|  |  |  |
| --- | --- | --- |
| Susmitha Palacherla |  | 03/09/2022 |
| Initial Tester |  | Initial Date Completed |
| Susmitha Palacherla |  | 05/22/2024 |
| Last Tester |  | Last Tested On |

## References

**Report Codes**

|  |  |
| --- | --- |
| **Quality Other Report Code** | **Report** |
| CTC | Coach the Coach |
| KUD | Kudos |
| HFC | High Five CSAT |
| OTA | Overturned Appeals |
| BQN | Quality Now Bingo (CSR) |
| BQNS | Quality Now Bingo (Supervisor) |
| BQM | Quality Monitoring Bingo (CSR) |
| BQMS | Quality Monitoring Bingo (Supervisor) |
|  |  |
|  |  |

**Source**

|  |  |
| --- | --- |
| **Quality Other Report Code** | **Source** |
| CTC | Coach the coach |
| KUD | Internal CCO Reporting |
| HFC | Internal CCO Reporting |
| OTA | Quality Alignment |
| BQN | Internal CCO Reporting |
| BQNS | Internal CCO Reporting |
| BQM | Internal CCO Reporting |
| BQMS | Internal CCO Reporting |
| QRB | Internal CCO Reporting |
| QRM | Internal CCO Reporting |

**Status**

|  |  |
| --- | --- |
| **Quality Other Report Code** | **Status** |
| CTC | Pending Acknowledgement |
| KUD | Pending Acknowledgement |
| HFC | Pending Acknowledgement |
| OTA | Pending Quality Lead Review |
| BQN | Pending Acknowledgement |
| BQNS | Pending Acknowledgement |
| BQM | Pending Acknowledgement |
| BQMS  QRB  QRM | Pending Acknowledgement |
|  |  |
|  |  |

**Module**

|  |  |
| --- | --- |
| **Report Code** | **Employee Level** |
| CTC | Supervisor |
| KUD | Customer Service Representative |
| HFC | Customer Service Representative |
| OTA | Quality |
| BQN | Customer Service Representative |
| BQNS | Supervisor |
| BQM | Customer Service Representative |
| BQMS | Supervisor |
| QRM | Customer Service Representative |
| QRB | Customer Service Representative |

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Report Code** | **Coaching Reason** | **Opportunity/Reinforcement** | **Coaching Sub-reason** |
| CTC | Coaching | Reinforcement | Supervisor eCL Coaching |
| KUD | Recognition | Reinforcement | Other: Specify reason under coaching details. |
| HFC | Quality | Reinforcement | CSAT |
| OTA | Quality | Opportunity | Other: Specify reason under coaching details. |
| BQN | Quality | Reinforcement | Quality Now |
| BQNS | Quality | Reinforcement | Quality Now |
| BQM | Quality | Reinforcement | Other: Specify reason under coaching details. |
| BQMS | Quality | Reinforcement | Other: Specify reason under coaching details. |
| QRB  QRM | Quality | Reinforcement | QN Olympic Rewards |

**Email Notification**

|  |  |
| --- | --- |
| **Report Code** | **Recipients** |
| CTC | Email notifications for CTC coaching logs will be sent to the coaching log recipient and the recipient’s supervisor. |
| KUD | Email notifications for KUD coaching logs will be sent to the coaching log recipient and the recipient’s supervisor. |
| HFC | Email notifications for HFC logs will be sent to the coaching log recipient and the recipient’s supervisor. |
| OTA | Email notifications for OTA logs will be sent to the coaching log recipient’s supervisor. |
| BQN | Email notifications for BQN coaching logs will be sent to the coaching log recipient and the recipient’s supervisor. |
| BQNS | Email notifications for BQNS coaching logs will be sent to the coaching log recipient. |
| BQM | Email notifications for BQM coaching logs will be sent to the coaching log recipient and the recipient’s supervisor. |
| BQMS | Email notifications for BQMS coaching logs will be sent to the coaching log recipient. |
| QRM & QRB | Email notifications for QRM & QRB coaching logs will be sent to the coaching log recipient and the recipient’s supervisor. |
|  |  |

**Workflow**

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| --- | --- | --- | --- |
| **Report Code** | **Initial Status** | **Next Status** | **Next Status** |
| CTC | Pending Acknowledgement | Pending Emp review | Completed |
| KUD | Pending Acknowledgement |  |  |
| HFC | Pending Acknowledgement | Pending Sup Review/Pending Emp review | Completed |
| OTA | Pending Quality Lead Review | Pending Emp review | Completed |
| BQN, BQM, QRB, QRM | Pending Acknowledgement | Pending Sup Review/Pending Emp review | Completed |
| BQNS, BQMS | Pending Acknowledgement | 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\_Other\_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 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'  \*/ |