**CCO eCoaching DB Unit Test Document**

* **eCL surveys**

February 25, 2019

Change History Log

| Date | Revision | Change Description | Author |
| --- | --- | --- | --- |
| 09/28/2015 | 1.0 | TFS 549 – Initial revision. | Susmitha Palacherla |
| 05/4/2018 | 2.0 | TFS 10890 – Disable Lawrence Pilot | Susmitha Palacherla |
| 05/09/2018 | 3.0 | TFS 10904 - New architecture for eCoaching Surveys | Susmitha Palacherla |
| 09/26/2018 | 4.0 | TFS 12089 - Surveys submissions receiving duplicate key error | Susmitha Palacherla |
| 02/25/2019 | 5.0 | TFS 13334 – Increased Surveys for London | Susmitha Palacherla |

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[5.0 TFS 13334 – Increased surveys for London 20](#_Toc2027925)

## TFS 549 – CSR Surveys

| Item | Description |
| --- | --- |
| Test ID | 1.0 |
| Change Type | New Functionality |
| Change Description | Setup the database objects for generating Surveys based on completed ecls. This TFS work item is specific to the setup of the CSR Survey but unit testing will includedesign support for expanding to other surveys and modules as needed. |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | 1. Tables  CREATE TABLE Survey\_DIM\_Type  CREATE TABLE Survey\_DIM\_Question  CREATE TABLE Survey\_DIM\_Response  CREATE TABLE Survey\_DIM\_QAnswer  CREATE TABLE Survey\_Response\_Header  CREATE TABLE Survey\_response\_Detail  2. Procedures  CREATE SP [EC].[sp\_InsertInto\_Survey\_Response\_Header]- SurveyGenerateInsertHeader and Expire  CREATE SP - NotificationSelect  CREATE SP- EmailSentUpdate  CREATE SP [EC].[sp\_Update\_Survey\_Response]- SurveyRespondUpdate  ALTER SPs - [EC].[sp\_Inactivations\_From\_Feed] AND [EC].[sp\_InactivateCoachingLogsForTerms] - Inactivate From feed and Terms  3. Notification Script  4. SSIS Package  5. SQL agent Job |
| Code doc | CCO\_eCoaching\_Surveys\_Create.sql |
| Notes | Useful sql  --delete from ec.Coaching\_Log\_reason  --where coachingid = 54876  --delete from ec.Coaching\_Log  --where formname = 'eCL-Kyle.Aldridge-54876'      --Delete from [EC].[Survey\_Response\_Header]  --where surveyid = 9    --DBCC CheckIdent("[eCoachingDev].[EC].[Survey\_Response\_Header]", RESEED,7)  -- Give the last id that remains in the table. |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 1.11 | Test contents of survey Type Table  SELECT \* FROM [EC].[Survey\_DIM\_Type] | 1 row with CSR =1 | P | Other Modules should be 0.  For Unit testing design Supervisor or Other Module will be temporarily set to 1 and should be reset to 0 in run book. |
| 1.2 | Test contents of Question DIM table  SELECT \* FROM [EC].[Survey\_DIM\_Question] | 5 questions and 1 row for Unknown Question value.  All Active. | P |  |
| 1.3 | Test contents of Response DIM table  SELECT \* FROM [EC].[Survey\_DIM\_Response] | An ID for each possible Response possible for the survey. Responses in this table are not tied to a specific Question. Just a mapping of ID to value and Active indicator.  Should have a row for every possible response per requirements. | P |  |
| 1.4 | Test contents of QAnswer DIM Table  SELECT \* FROM [EC].[Survey\_DIM\_QAnswer] | Unlike above Responses table this Table should have a row for every Question and Response combination possible with additional details like Response Type etc. | P |  |
| 1.5 | Test Record select for Survey Generation per requirements  --Test data setup  --1. Select CSR records  SELECT \*  FROM [eCoachingDev].[EC].[Employee\_Hierarchy]  where Active = 'A'  and emp\_job\_code = 'WACS01'  order by Emp\_Name  GO  --2. Insert 2 or more records for some of the CSR lanids  USE [eCoachingDev]  GO  DECLARE @return\_value int,  @nvcNewFormName nvarchar(50)  EXEC @return\_value = [EC].[sp\_InsertInto\_Coaching\_Log]  @nvcFormName = N'Keta.Abner',  @nvcEmpLanID = N'Keta.Abner',  @nvcProgramName = N'Medicare',  @intSourceID = 102,  @intStatusID = 4,  @SiteID = NULL,  @nvcSubmitter = N'susmitha.palacherla',  @dtmEventDate = N'2015-09-06 14:08:00.000',  @dtmCoachingDate = N'2015-09-06 11:38:00.000',  @bitisAvokeID = 0,  @nvcAvokeID = NULL,  @bitisNGDActivityID = 0,  @nvcNGDActivityID = NULL,  @bitisUCID = 0,  @nvcUCID = NULL,  @bitisVerintID = 0,  @nvcVerintID = NULL,  @intCoachReasonID1 = 10,  @nvcSubCoachReasonID1 = N'42',  @nvcValue1 = N'Opportunity',  @intCoachReasonID2 = 13,  @nvcSubCoachReasonID2 = N'99',  @nvcValue2 = N'ReInforcement',  @intCoachReasonID3 =NULL,  @nvcSubCoachReasonID3 =NULL,  @nvcValue3 = NULL,  @intCoachReasonID4 = NULL,  @nvcSubCoachReasonID4 = NULL,  @nvcValue4 = NULL,  @intCoachReasonID5 = NULL,  @nvcSubCoachReasonID5 = NULL,  @nvcValue5 = NULL,  @intCoachReasonID6 = NULL,  @nvcSubCoachReasonID6 = NULL,  @nvcValue6 = NULL,  @intCoachReasonID7 = NULL,  @nvcSubCoachReasonID7 = NULL,  @nvcValue7 = NULL,  @intCoachReasonID8 = NULL,  @nvcSubCoachReasonID8 = NULL,  @nvcValue8 = NULL,  @intCoachReasonID9 = NULL,  @nvcSubCoachReasonID9 = NULL,  @nvcValue9 = NULL,  @intCoachReasonID10 = NULL,  @nvcSubCoachReasonID10 = NULL,  @nvcValue10 = NULL,  @intCoachReasonID11 = NULL,  @nvcSubCoachReasonID11 = NULL,  @nvcValue11 = NULL,  @intCoachReasonID12 = NULL,  @nvcSubCoachReasonID12 = NULL,  @nvcValue12 = NULL,  @nvcDescription = N'Test inserts for Survey generation.',  @nvcCoachingNotes = N'Test inserts for Survey generation.',  @bitisVerified = 1,  @dtmSubmittedDate = N'2015-09-06 11:39:00.000',  @dtmStartDate = N'2015-09-06 11:39:00.000',  @dtmSupReviewedAutoDate = NULL,  @bitisCSE = 0,  @dtmMgrReviewManualDate = NULL,  @dtmMgrReviewAutoDate = NULL,  @nvcMgrNotes = NULL,  @bitisCSRAcknowledged = NULL,  @dtmCSRReviewAutoDate = NULL,  @nvcCSRComments = NULL,  @bitEmailSent = 1,  @ModuleID = 1,  @Behaviour = NULL,  @nvcNewFormName = @nvcNewFormName OUTPUT  SELECT @nvcNewFormName as N'NewFormName'  SELECT 'Return Value' = @return\_value  GO  select \* from ec.Coaching\_Log  where coachingid =  order by emplanid      Update ec.Coaching\_Log  set isCSRAcknowledged = 1  ,CSRReviewAutoDate= ''  ,statusid = 1  where coachingid =  --and submitteddate = '2015-09-06 11:39:00.000'      update [EC].[Employee\_Hierarchy]  set [Emp\_Email]= 'susmitha.palacherla@gdit.com'  --,[Emp\_LanID]= ''  Where emp\_id = ''  --Execute to Insert or run sql agent job  and test results  \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*  USE [eCoachingDev]  GO  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_InsertInto\_Survey\_Response\_Header]  SELECT 'Return Value' = @return\_value  GO  SELECT [SurveyID]  ,[SurveyTypeID]  ,[CoachingID]  ,[FormName]  ,[EmpID]  ,[EmpLanID]  ,[SiteID]  ,[SourceID]  ,[ModuleID]  ,[CreatedDate]  ,[MonthOfYear]  ,[CalendarYear]  ,[CSRComments]  ,[EmailSent]  ,[CompletedDate]  ,[Status]  ,[InactivationDate]  ,[InactivationReason]  FROM [eCoachingDev].[EC].[Survey\_Response\_Header]  GO | 3 logs selected per test data that was setup.  Records were randomly selected. (the record with the earlier or later CSRReviewAutoDate was not consistent)  Repeated executions of SP did not insert additional records for same employee for the same month.  Only completed ecl logs were selected. | P |  |
| 1.6 | Test Resend of a Survey  Can Test by either running  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_InsertInto\_Survey\_Response\_Header\_Resend]  SELECT 'Return Value' = @return\_value  GO  Or by setting variable @Resend in ssis package to True and running package. | Should insert an additional survey for employees that already have one survey of that type for the month. | P |  |
| 1.7 | Test Email Notification including EmailSent flag update  --Test Setup  Update all or specific employee logs that have surveys generated to have your email address. (Replace EmpIds in below sql to actual employees with pending surveys)  SELECT \* FROM [eCoachingDev].[EC].[Survey\_Response\_Header]  update [EC].[Employee\_Hierarchy]  set [Emp\_Email]= 'Lili.Huang@GDIT.com'  --,[Emp\_LanID]= 'Sherry.Abner'  Where emp\_id = '224459'  update [EC].[Employee\_Hierarchy]  set [Emp\_Email]= 'susmitha.palacherla@gdit.com'  --,[Emp\_LanID]= 'Sherry.Abner'  Where emp\_id in ( '243448','224459',  '244582',  '233527',  '221559','249230')  Update [eCoachingDev].[EC].[Survey\_Response\_Header]  set EmailSent = 0  where coachingid in ( 54863, 54698)  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_SelectSurvey4Contact]  SELECT 'Return Value' = @return\_value  GO | Received notifications and EmailSent flag set to 1 | P |  |
| 1.8 | Verify Email format and content per requirements. |  | P |  |
| 1.9 | After Notifications are sent verify EmailSent is set to 1. | EmailSent should be set to 1 for all records previously selected for notification above. | P |  |
| 1.10 | Test Record select for Survey Generation per requirements for additional module  Inserted ecls for Sup module and ensured they were in Completed state. | Survey was generated based on Supervisor being set to 1 in Survey Type DIM table. | P | \*Not part of this release but design support for future additions. |
| 1.11 | Test Record select for Survey Generation per requirements for additional Survey Type | Pending Test |  | \*Not part of this release but design support for future additions. |
| 1.12 | Pending surveys belonging to an employee are displayed for logged in employee  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_SelectFrom\_Survey\_EmpPending]  @strEmpin = N'Kyle.Aldridge'  SELECT 'Return Value' = @return\_value  GO | Any pending Surveys for logged in user returned. | P |  |
| 1.13 | Test Survey completion | Survey header record was updated and rows added to Response Detail table. | P | Several logs tested from Lilis local UI copy. |
| 1.14 | Test Survey expiry after 5 days  SELECT \* FROM [eCoachingDev].[EC].[Survey\_Response\_Header]  where DATEDIFF(DAY, [CreatedDate], GETDATE())> 5  USE [eCoachingDev]  GO  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_InactivateCoachingLogsForTerms]  SELECT 'Return Value' = @return\_value  GO | Survey status should get updated to ‘Inactive’  Inactivation date populated with test run datetime.  InactivationStatus ‘Survey Expired’ | P |  |
| 1.15 | Test survey inactivation for terms  Find a survey log that is outside of expiry date range for inactive csr or temporarily setup csr to be Active = ‘T’  SELECT \* FROM [eCoachingDev].[EC].[Survey\_Response\_Header]  where DATEDIFF(DAY, [CreatedDate], GETDATE())< 5  and [Status] = 'Open'  Survey ID 17 found.  Set Emoployee to ‘T’  update ec.employee\_Hierarchy  set Active= 'T',  emp\_lanid = 'Felice.Abram'  , [End\_Date]= 20150930  where emp\_id = '220810'  USE [eCoachingDev]  GO  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_InactivateCoachingLogsForTerms]  SELECT 'Return Value' = @return\_value  GO | Survey status should get updated to ‘Inactive’  Inactivation date populated with test run datetime.  InactivationStatus ‘Employee Not Active’ | P |  |
| 1.16 | Test survey inactivation for in-activations from feed.  Setup file with ecl formname with an open survey  Run Coachinginactivations sql agent job. | Survey status should get updated to ‘Inactive’  Inactivation date populated with test run datetime.  InactivationStatus ‘eCL Inactivated’ | P |  |
| 1.17 | Test ssis package flow |  | P |  |
| 1.x | Test sql agent job |  | P |  |
| 1.x |  |  |  |  |
| 1.x |  |  |  |  |
| 1.x |  |  |  |  |
| 1.x |  |  |  |  |

## TFS 10890 – Disable Lawrence Pilot Surveys

| Item | Description |
| --- | --- |
| Test ID | 2.0 |
| Change Type | Change Request |
| Change Description | Lawrence had an extra question in the CSR survey as part of a pilot. The survey was expected to run through the end of April. Program has requested to disable the Pilot and enable the regular Survey. |
| Test Environment | eCoachingDev on F3420-ECLDBD01 |
| Code Modules created/updated | Record Update in table Survey\_Sites |
| Code/Design doc | CCO\_eCoaching\_Log\_Dimension\_Table\_Data.xlsx |
| Notes | NA |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 2.1 | SELECT \*  FROM [EC].[Survey\_Sites]  WHERE SiteID = 10 | Row with [isPilot]=0 | P | . |
| 2.2 | Setup a record for survey insert that meets the primary selection criteria with site id Lawrence and not meeting the pilot survey selection criteria.  Survey should be generated.  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_InsertInto\_Survey\_Response\_Header]  SELECT 'Return Value' = @return\_value  GO | Form at site 10 should be selected for survey based on primary selection criteria. Setup a record for survey insert that meets the primary selection criteria with site id Lawrence and not meeting the pilot survey selection criteria.  Survey should be generated. | P | eCL-239612-98050  set siteid = 10,  CSRReviewAutoDate = '2018-05-02 14:39:09.667',  EmpID = '345712',  statusid = 1  where formname = 'eCL-239612-98050' |
| 3. | Open survey in ui | Should not show pilot question |  | This was tested with a log in test  update ec.coaching\_log  set siteid = 10,  CSRReviewAutoDate = '2018-05-02 14:39:09.667',  EmpID = '345712',  statusid = 1  where formname = 'eCL-241100-658154'  https://f3420-mpmd01.vangent.local/coach3/MySurvey.aspx?id=25 |

## TFS 10904 – New architecture for eCoaching Surveys

| Item | Description |
| --- | --- |
| Test ID | 3.0 |
| Change Type | Change Request |
| Change Description | Update stored procedures as needed for the survey to be ported to new architecture |
| Test Environment | eCoachingDev on F3420-ECLDBD01 |
| Code Modules created/updated | sp\_Select\_SurveyDetails\_By\_SurveyID |
| Code/Design doc | sp\_Select\_SurveyDetails\_By\_SurveyID.sql |
| Notes | NA |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 3.1 | DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_SurveyDetails\_By\_SurveyID]  @intSurveyID = 39  SELECT 'Return Value' = @return\_value  GO | Should return the survey ID as part of the return. | P |  |

## TFS 12089 – Surveys submissions receiving duplicate key error

| Item | Description |
| --- | --- |
| Test ID | 4.0 |
| Change Type | Problem report |
| Change Description | Update survey completion stored procedure to add check if survey already completed and to only attempt to add responses and update header only if not already completed. |
| Test Environment | eCoachingDev on F3420-ECLDBD01 |
| Code Modules created/updated | [EC].[sp\_Update\_Survey\_Response] |
| Code/Design doc | sp\_Update\_Survey\_Response sql |
| Notes | NA |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 4.1 | Generate a Survey and complete from UI by double clicking for submit. | Survey should be submitted successfully | P | Survey ID 41  <https://f3420-mpmd01.vangent.local/eCoachingLog_Dev/Survey?id=41> |
| 4.2 | USE [eCoachingDev]  GO  DECLARE @return\_value int,  @returnCode int,  @returnMessage varchar(100)  DECLARE @tableSR1 AS EC.ResponsesTableType  INSERT @tableSR1  VALUES  (1,1,'Test'),  (2,1,'Test'),  (3,1,'Test'),  (4,8,'Test'),  (5,12,'Test')  EXEC @return\_value = [EC].[sp\_Update\_Survey\_Response]  @intSurveyID = 41,  @tableSR = @tableSR1,  @nvcUserComments = 'Test',  @returnCode = @returnCode OUTPUT,  @returnMessage = @returnMessage OUTPUT  SELECT @returnCode as N'@returnCode',  @returnMessage as N'@returnMessage'  SELECT 'Return Value' = @return\_value  GO | Should not throw primary key violation error. | P |  |

## TFS 13334 – Increased surveys for London

| Item | Description |
| --- | --- |
| Test ID | 5.0 |
| Change Type | Change Request |
| Change Description | For the month of April – Generate a survey for all completed Verint-GDIT and Verint-GDIT Supervisor logs for London  For May through end of July Generate a survey for all completed Verint-CCO or Verint-CCO Supervisor logs for London  London employees will continue to receive 1random non quality survey similar to other sites |
| Test Environment | eCoachingDev on F3420-ECLDBD01 |
| Code Modules created/updated | Record Update in table Survey\_Sites  Insert ino Survey Header and resend procedures |
| Code/Design doc | CCO\_eCoaching\_Log\_Dimension\_Table\_Data.xlsx  sp\_InsertInto\_Survey\_Response\_Header.sql  sp\_InsertInto\_Survey\_Response\_Header\_Resend.sql |
| Notes | Since the survey behavior is for future dates unit testing was completed with the following values in the code  General Survey period - -90 days (instead of the last 7 days)  Pilot date range 1 – February 2019 (instead of April)  Pilot date range 2 – February 2019 (instead of May through June; tested with one log) |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 5.1 | SELECT \*  FROM [EC].[Survey\_Sites]  WHERE [isPilot]=0 | Row with [isPilot]=1  London | P | SiteID 9 |
| 5.2 | Setup records for survey insert that meet the primary and pilot selection criteria  Surveys should be generated.  \*see note above for dates used for unit testing  \* comment out the insert into header in the sp and run the select to analyze the possible surveys  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_InsertInto\_Survey\_Response\_Header]  SELECT 'Return Value' = @return\_value  GO | For sites other than London there should be exactly one survey per agent per period  For London there can be one non Verint survey per agent for the reporting period  For London there can be multiple Verint surveys per agent for the selected period. All competed Verint logs will generate a survey.  eCL-231082-152884 -- Selected  eCL-229322-153017 -- Not Selected (getdate() feb25th not in Jan)  eCL-229322-153018 -- Selected (getdate() feb25th in Feb)  eCL-226056-153249 -- Not Selected (Not reviewed in Jan)  eCL-229322-153270 -- Selected (getdate() feb25th in Feb)  eCL-231325-153278 -- Not Selected (Not reviewed in Jan) | P | --Pool of possible logs  SELECT \*  FROM [EC].[Coaching\_Log]  where submitteddate > '2018-12-20 00:00:00.873'  and submitteddate < '2018-12-31 00:00:00.873'  and moduleid = 1  and statusid in (3,6)    --Update attributes to be picked for surveys  Update [EC].[Coaching\_Log]  Set SupReviewedAutoDate = DATEADD (day , 1 , submitteddate),  CSRReviewAutoDate = DATEADD (day , 2 , submitteddate),  isCSRAcknowledged = 1,  statusid = 1,  Review\_SupID = SupID  where submitteddate > '2018-12-20 00:00:00.873'  and submitteddate < '2018-12-31 00:00:00.873'  and moduleid = 1  and statusid in (3,6)  update ec.coaching\_log  set empid = '345712'  where formname in ('eCL-226056-153249','eCL-229322-153018','eCL-229322-153270', 'eCL-229322-153017','eCL-231082-152884','eCL-231325-153278')  update ec.coaching\_log  set sourceid = 235  where formname ='eCL-229322-153018'  update ec.coaching\_log  set sourceid = 236,  CSRReviewAutoDate = '2019-02-20 06:07:55.837'  where formname ='eCL-229322-153270' |
| 5.3 | Repeat test in 5.2 with updated pilot dates  Set pilot 2 dates to requirements (May-Jul)  Set pilot1 dates to Feb  Set pilot 2 dates to may-Jul | eCL-231082-152884 -- Selected  eCL-229322-153017 -- Selected (getdate() feb25th in Feb)  eCL-229322-153018 -- Not Selected (getdate() feb25th not in May through July)  eCL-226056-153249 -- Selected (getdate() feb25th in Feb)  eCL-229322-153270 -- Not Selected (getdate() feb25th not in May through July)  eCL-231325-153278 -- Selected (getdate() feb25th in Feb) | P |  |
| 5.4 | Repeat test with actual pilot dates  Set pilot1 dates to Apr  Set pilot 2 dates to may-Jul | eCL-231082-152884 -- Selected | P |  |
| 5.5 | Run SurveyNotifications Job | Notifications sent and flag updated. | P |  |