**eCoaching Log System**

**Unit Test Document – CSR Surveys**

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 |
| 04/22/2019 | 6.0 | TFS 14178 – Hot topic question for London | Susmitha Palacherla |
| 11/5/2019 | 7.0 | TFS 15989 - change to London surveys | Susmitha Palacherla |
| 8/3/2020 | 8.0 | TFS 17716 - Removed company specific references | Susmitha Palacherla |
| 3/21/2021 | 9.0 | TFS 20256 - Add Quality Now surveys for additional sites | Susmitha Palacherla |
| 04/02/2021 | 10.0 | TFS 20677 - AD island to AD AWS environment changes | Susmitha Palacherla |
| 3/15/2022 | 11.0 | TFS 24201 - Change eCL survey expiration and reminder timeframes | Susmitha Palacherla |

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## CSR Surveys

#### Project Name: CCO eCoaching

#### Unit Identifier: Quality Now additional sites

#### Test Case identifier: QNS

| Item | Description |
| --- | --- |
| Change Type | Change Request |
| Change Description | TFS 24201 - Change eCL survey expiration and reminder timeframes |
| Test Environment | eCoaching\_Dev database on UVAADADSQL50CCO |
| Code Modules created/updated | Stored Procedures  sp\_InactivateCoachingLogsForTerms.sql  sp\_SelectSurvey4Contact.sql  sp\_SelectSurvey4Reminder.sql |
| Notes and sql |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Test Case ID** | **Action** | **Expected Result** | **Tested** | **Pass/Fail** |
| QNS-1.1 | Ensure logs meeting the following conditions are available  Completed Status  Acknowledged by CSR  CSR Module  CSR Review date in the last 7 days  Run Load SQL Agent Job Coaching Survey Generate | Job completes successfully  Survey header records inserted for logs meeting the condition | Y | Pass |
| QNS-1.2 | Check the Coaching\_Log table for the log for which the Survey has been generated. | SurveySeent is set to 1 | Y | Pass |
| QNS-1.3.1 | Run SQl Agent Job Coaching SurveyNotifications | Survey Notifications are delivered to Survey Recipient with a link to Survey | Y | Pass |
| QNS-1.3.2 | Check the Survey expiry date in the survey notification email. | The expiry date should be 7 days out.  e.g ‘This survey will expire on mm/dd/yyyy + 7 days’. | Y | Pass |
| QNS-1.4 | Click on Survey Link in email body | Survey opens in web interface | N | NA |
| QNS-1.5 | Verify the number of questions | 5 regular questions and the extra hot topic question are available for a Survey based on Quality Now log during the Pilot | N | NA |
| QNS-1.6 | Complete the Survey by selecting responses and clicking submit after all responses selected. | Successfully complete the Survey | N | NA |
| QNS-1.7 | Attempt to complete the same survey from the url in the Email Notification | A message is displayed that Survey has been completed. | N | NA |
| QNS-1.8 | Click on Survey Link for a Quality Now Survey generated outside of the Pilot period. | Extra hot topic question is not presented to user. | N | NA |
| QNS-2.1 | Check open surveys after daily employee load | Surveys older than 7 days need to be Inactivated with Inactivation Reason ‘Survey Expired’ | Y | Pass |
| QNS-3.1 | Run CoachingSurveyReminders sql agent job | All surveys that are 72 hours and older that are active will receive a reminder notification in email | Y | Pass |
|  |  |  |  |  |
| **Unit Test Result:** | | | | **Pass** |

|  |  |  |
| --- | --- | --- |
| Susmitha Palacherla |  | 3/15/2022 |
| Initial Tester |  | Initial Date Completed |
| Susmitha Palacherla |  | 3/15/2022 |
| Last Tester |  | Last Tested On |

**Useful SQL**

|  |
| --- |
| SELECT [SiteID]  ,[City]  ,[State]  ,[StateCity]  ,[isActive]  FROM [EC].[DIM\_Site]  --where City in ('Chester', 'Hattiesburg', 'London', 'Lynn Haven', 'Riverview','Winchester')  GO  SiteID City  4 Chester  7 Hattiesburg  9 London  12 Lynn Haven  15 Riverview  18 Winchester  select \* from ec.coaching\_log  where 1= 1  and SourceID in (235,236)  and CSRReviewAutoDate > 'yyyy-mm-dd 00:26:12.390'  and statusid = 1  and surveysent = 0  --and siteid = 9  order by coachingid  update ec.coaching\_log  set CSRReviewAutoDate = 'yyyy-mm-dd 00:07:56.677'  ,moduleid = 1  ,statusid = 1  --,empid = '236464'  --,siteid = 9  ,isCSRAcknowledged =1  -- test selection  DECLARE @EndOfPeriod DATETIME  DECLARE @StartOfPeriod DATETIME  DECLARE @StartOfPilotDate1 DATETIME  DECLARE @EndOfPilotDate1 DATETIME  DECLARE @StartOfPilotDate2 DATETIME  DECLARE @EndOfPilotDate2 DATETIME    SET @EndOfPeriod = DATEADD(day, DATEDIFF(DD, 0, GetDate()),0)  -- For Start of Current Month  --SET @StartOfMonth = DATEADD(month, DATEDIFF(month, 0, GetDate()),0)  -- For testing setting to beginning of year.  --SET @StartOfMonth = DATEADD(year, DATEDIFF(year, 0, GetDate()),0)  -- For n months in the past GetDate())-n  --SET @StartOfMonth = DATEADD(month, DATEDIFF(month, 0, GetDate())-4,0)  -- For n days in the past GetDate())-n  SET @StartOfPeriod = DATEADD(day, DATEDIFF(DD, 0, GetDate())-7,0) -- 7 days for Production code  SET @StartOfPilotDate1 = (SELECT [StartOfPilotDate1] FROM [EC].[Survey\_Pilot\_Date])  SET @EndOfPilotDate1 = (SELECT [EndOfPilotDate1] FROM [EC].[Survey\_Pilot\_Date])  SET @StartOfPilotDate2 = (SELECT [StartOfPilotDate2] FROM [EC].[Survey\_Pilot\_Date])  SET @EndOfPilotDate2 = (SELECT [EndOfPilotDate2] FROM [EC].[Survey\_Pilot\_Date])  SELECT DISTINCT 1 SurveyTypeID,  CL.CoachingID,  CL.Formname,  CL.EmpID,  CL.SiteID,  CL.SourceID,  CL.ModuleID,  CL.Submitteddate,  DD.MonthOfYear,  DD.CalendarYear  FROM [EC].[Coaching\_Log] CL WITH (NOLOCK) JOIN EC.DIM\_Date DD  ON DATEADD(dd, DATEDIFF(dd, 0, CL.CSRReviewAutoDate),0) = DD.Fulldate JOIN  (SELECT CL.EMPID EmpID, CL.CoachingID CoachingID  FROM [EC].[Coaching\_Log] CL WITH (NOLOCK) JOIN [EC].[Employee\_Hierarchy]EH  ON CL.EmpID = EH.Emp\_ID  WHERE Statusid = 1 -- Completed  AND ModuleID = 1-- Each Module  AND SiteID IN (SELECT SiteID FROM [EC].[Survey\_Sites] WHERE isPilot = 1) -- Include sites with Pilot Survey here  AND ((SourceID IN (123, 130, 223, 230) AND DATEADD(day, DATEDIFF(DD, 0, GetDate()),0) between @StartOfPilotDate1 and @EndOfPilotDate1) -- Quality  OR (SourceID IN (135, 136, 235, 236) AND DATEADD(day, DATEDIFF(DD, 0, GetDate()),0) between @StartOfPilotDate2 and @EndOfPilotDate2)) -- QualityNow  AND isCSRAcknowledged = 1  AND SurveySent = 0  AND CSRReviewAutoDate BETWEEN @StartOfPeriod and @EndOfPeriod  AND EH.Active = 'A'  )SP  ON CL.CoachingID = SP.CoachingID  AND CL.EmpID = SP.EmpID  \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*  -- all surveys  DECLARE @EndOfPeriod DATETIME  DECLARE @StartOfPeriod DATETIME  DECLARE @StartOfPilotDate1 DATETIME  DECLARE @EndOfPilotDate1 DATETIME  DECLARE @StartOfPilotDate2 DATETIME  DECLARE @EndOfPilotDate2 DATETIME    SET @EndOfPeriod = DATEADD(day, DATEDIFF(DD, 0, GetDate()),0)  -- For Start of Current Month  --SET @StartOfMonth = DATEADD(month, DATEDIFF(month, 0, GetDate()),0)  -- For testing setting to beginning of year.  --SET @StartOfMonth = DATEADD(year, DATEDIFF(year, 0, GetDate()),0)  -- For n months in the past GetDate())-n  --SET @StartOfMonth = DATEADD(month, DATEDIFF(month, 0, GetDate())-4,0)  -- For n days in the past GetDate())-n  SET @StartOfPeriod = DATEADD(day, DATEDIFF(DD, 0, GetDate())-7,0) -- 7 days for Production code  SET @StartOfPilotDate1 = (SELECT [StartOfPilotDate1] FROM [EC].[Survey\_Pilot\_Date])  SET @EndOfPilotDate1 = (SELECT [EndOfPilotDate1] FROM [EC].[Survey\_Pilot\_Date])  SET @StartOfPilotDate2 = (SELECT [StartOfPilotDate2] FROM [EC].[Survey\_Pilot\_Date])  SET @EndOfPilotDate2 = (SELECT [EndOfPilotDate2] FROM [EC].[Survey\_Pilot\_Date])  SELECT DISTINCT 1 SurveyTypeID,  CL.CoachingID,  CL.Formname,  CL.EmpID,  CL.SiteID,  CL.SourceID,  CL.ModuleID,  CL.Submitteddate,  DD.MonthOfYear,  DD.CalendarYear  FROM [EC].[Coaching\_Log] CL WITH (NOLOCK) JOIN EC.DIM\_Date DD  ON DATEADD(dd, DATEDIFF(dd, 0, CL.CSRReviewAutoDate),0) = DD.Fulldate JOIN  (SELECT x.EmpID, x.CoachingID FROM  (SELECT CL.EMPID EmpID, CL.CoachingID CoachingID,ROW\_NUMBER() OVER( PARTITION BY CL.EMPID  ORDER BY NewID()) AS Rn  FROM [EC].[Coaching\_Log] CL WITH (NOLOCK) JOIN [EC].[Employee\_Hierarchy]EH  ON CL.EmpID = EH.Emp\_ID  WHERE Statusid = 1 -- Completed  AND ModuleID = 1 -- Each Module  AND ((SiteID IN (SELECT SiteID FROM [EC].[Survey\_Sites] WHERE isPilot = 1) AND SourceID NOT IN (123, 130, 135,136, 223, 224,230, 235, 236 )) -- Exclude all Verint for Pilot site(s)  OR (SiteID NOT IN (SELECT SiteID FROM [EC].[Survey\_Sites] WHERE isPilot = 1) AND SourceID <> 224)) -- Exclude Verint-TQC for Non Pilot site(s)  AND isCSRAcknowledged = 1  AND SurveySent = 0  AND CSRReviewAutoDate BETWEEN @StartOfPeriod and @EndOfPeriod  AND EH.Active = 'A'  )x  WHERE x.Rn=1)SP  ON CL.CoachingID = SP.CoachingID  AND CL.EmpID = SP.EmpID  \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*  select \* from [EC].[Survey\_Pilot\_Date];  SELECT \* FROM [EC].[Survey\_Sites];  SELECT DATEADD(day, DATEDIFF(DD, 0, GetDate())-7,0) AS StartOfPeriod ;-- 7 days for Production code  SELECT DATEADD(day, DATEDIFF(DD, 0, GetDate()),0) AS EndOfPeriod; -- Current Day  SELECT [StartOfPilotDate1] FROM [EC].[Survey\_Pilot\_Date]  SELECT [EndOfPilotDate1] FROM [EC].[Survey\_Pilot\_Date]  SELECT [StartOfPilotDate2] FROM [EC].[Survey\_Pilot\_Date]  SELECT [EndOfPilotDate2] FROM [EC].[Survey\_Pilot\_Date]  SELECT [SurveyID]  ,[SurveyTypeID]  ,[CoachingID]  ,[FormName]  ,[EmpID]  ,[SiteID]  ,[SourceID]  ,[ModuleID]  ,[CreatedDate]  ,[MonthOfYear]  ,[CalendarYear]  ,[CSRComments]  ,[EmailSent]  ,[CompletedDate]  ,[Status]  ,[InactivationDate]  ,[InactivationReason]  ,[NotificationDate]  ,[EmpLanID]  FROM [EC].[Survey\_Response\_Header]  WHERE 1 = 1  AND [CalendarYear]= 2021  AND [MonthOfYear] = 3  AND SiteID = 9  AND SourceID in (235,236)  GO  EXEC [EC].[sp\_SelectSurvey4Contact];  SELECT [QuestionID]  ,[Description]  ,[DisplayOrder]  ,[StartDate]  ,[EndDate]  ,[isHotTopic]  ,[isActive]  ,[LastUpdateDate]  ,[isPilot]  FROM [EC].[Survey\_DIM\_Question]  GO  EXEC [EC].[sp\_Select\_Questions\_For\_Survey] @intSurveyID = 62  EXEC [EC].[sp\_Select\_Questions\_For\_Survey] @intSurveyID = 68  EXEC [EC].[sp\_Select\_Questions\_For\_Survey] @intSurveyID = 69 |