**CCO eCoaching DB Unit Test Document**

* **Quality Load process**

March 3, 2017

Change History Log

| Date | Revision | Change Description | Author |
| --- | --- | --- | --- |
| 07/01/2014 | 1.0 | SCR – 12963 Fix incorrect Loaded Count in File List table | Susmitha Palacherla |
| 07/21/2014 | 2.0 | SCRs- 13054 and 12930 to load and display Verint Form name | Susmitha Palacherla |
| 07/21/2014 | 3.0 | SCR 13138 – Restrict Quality logs from being loaded if already submitted from UI | Susmitha Palacherla |
| 10/31/2014 | 4.0 | SCR – 13701 Revert to use evalid as unique identifier to support load of IQA logs | Susmitha Palacherla |
| 08/14/2015 | 5.0 | TFS- 413 new source Verint-GDIT supervisor in feed. | Susmitha Palacherla |
| 08/31/2015 | 6.0 | TFS- 283 – New IQS Feed. Format description to force CRLF in Description. | Susmitha Palacherla |
| 03/01/2017 | 7.0 | TFS 5653 - Create new NPN coaching logs from existing quality submitted scorecard logs | Susmitha Palacherla |

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## SCR 12963 Fix incorrect Count\_Loaded value in File list table

To move updates for Migrated Users above the employee ID To table Update

| Item | Description |
| --- | --- |
| Change Type | Problem Fix |
| Change Description | The Loaded count is not being populated correctly. Prior to the fix all rows in the table are getting updated with the most recent Loaded count value. Process has been fixed to update the Loaded count for each file as it is loaded. |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | Package – IQS\_Coaching.dtsx  Procedure - [EC].[ sp\_InsertInto\_Coaching\_Log\_Quality] updated to add Output parameter @Count to get the @@ROWCOUNT on insert. |
| Code doc | CCO\_eCoaching\_Quality\_Load\_Create.sql |
| Notes | Loaded 2 files and verified that the Loaded Count has been populated correctly for each file loaded. |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 1.1 | Loaded file with File name eCL\_IQS\_Scorecard\_20140630.csv  (Actual File for 06/29) | Count\_Loaded value in Quality\_FileList table should update record count value for that file name only. | P |  |
| 1.2 | Loaded file with File name eCL\_IQS\_Scorecard\_20140630.csv  (Actual File for 06/30) | Count\_Loaded value in Quality\_FileList table should update record count value for that file name second instance only.  Value is the count of records inserted into Coaching\_log table. | P |  |
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## SCRs 12930 and 13054 to load and Display Verint Form name

| Item | Description |
| --- | --- |
| Change Type | Change request |
| Change Description | Program has requested that the Verint Form name be displayed on the eCL review page. The value was previously not available in the database, so had to be added to the feed from verint, imported and stored in the eCL database and made available for the display in the review pages. |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | Package – IQS\_Coaching.dtsx  Tables quality stage, rejected and fact and coaching\_log updated to add the new column  Procedure - [EC].[ sp\_InsertInto\_Coaching\_Log\_Quality] updated to load the new field.  Procedure - [EC].[ sp\_SelectReviewFrom\_Coaching\_Log] updated to add the isUCID and VerintFormnames to the return list. |
| Code doc | CCO\_eCoaching\_Quality\_Load\_Create.sql doc - Code  CCO\_eCoaching\_Log\_Create.sql doc - Code |
| Notes | Loaded test file and verified that the file loaded successfully and the new value populated as expected in the tables. |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 2.1 | Loaded file with File name eCL\_IQS\_Scorecard\_Test20140718.csv | File Loads successfully  VerintFormName populated correctly in quality stage, rejected and fact and coaching\_log tables. | P | SCR 13054 |
| 2.2 | Executed procedure EC].[ sp\_SelectReviewFrom\_Coaching\_Log] passing in a formname value that had the verintFormname populated.  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_SelectReviewFrom\_Coaching\_Log]  @strFormIDin = N'eCL-carlie.robison-679198'  SELECT 'Return Value' = @return\_value  GO | Record returned should display   1. The VerintFormname of ‘GDIT PPOM (Quality Specialist Only)’ 2. And isUCID value of 0 | P | SCR 12930 |
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## SCR 13138 – Restrict Quality logs submitted from UI from loading from the feed.

| Item | Description |
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| Change Type | Change request |
| Change Description | Program has indicated that Coaching for failed quality monitors has to take place within 4 days. The current feed from HPG arrived with a delay of 4 days, so users will be requested to create ecls for failed monitors from web interface. We would have to restrict those ecls from being resubmitted during the feed load.  This will have to be done by joining on VerintID and SubmitterID unlike the VerintEvalID that has been used so far as users submitting logs from UI will not have the Verint Eval ID to enter during ecl submission. |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | Procedure - [EC].[ sp\_InsertInto\_Coaching\_Log\_Quality] updated to join on journal\_id and evaluator\_id 9verintid and submitterid in coaching\_log table).  Procedure - [EC].[sp\_InsertInto\_Coaching\_Log]updated to translate the Opportunity and Re-inforcement values to Met Goal and did Not Meet Goal when submitted from UI. |
| Code doc | CCO\_eCoaching\_Quality\_Load\_Create.sql doc - Code  CCO\_eCoaching\_Log\_Create.sql doc - Code |
| Notes | Loaded test file and verified that the file loaded successfully and the new value populated as expected in the tables. |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 3.1 | Loaded file with File name eCL\_IQS\_Scorecard\_Test20140721.csv into staging table.  Updated 2 records in staging table with journal ids and submitter ids to match existing records from coaching\_log table.  Update [eCoachingDev].[EC].[Quality\_Coaching\_Stage]  set Journal\_ID = '9120525808060010511'  where Eval\_ID ='1000030450'  Update [eCoachingDev].[EC].[Quality\_Coaching\_Stage]  set Journal\_ID = '9120579406040007911'  where Eval\_ID ='1000030905'  Update [eCoachingDev].[EC].[Quality\_Coaching\_Stage]  set Evaluator\_ID = '232181'  where Eval\_ID ='1000030450'  Update [eCoachingDev].[EC].[Quality\_Coaching\_Stage]  set Evaluator\_ID = '361400'  where Eval\_ID ='1000030905' | The 2 update records that already exist in the Coaching\_log table with the 2 journal ids and submitter ids should not load again. | P | 0 rows returned |
|  | Then executed procedure [EC].[sp\_InsertInto\_Coaching\_Log\_Quality] to load from staging table to Coaching\_log table.  DECLARE @return\_value int,  @Count int  EXEC @return\_value = [EC].[sp\_InsertInto\_Coaching\_Log\_Quality]  @Count = @Count OUTPUT  SELECT @Count as N'@Count'  SELECT 'Return Value' = @return\_value  GO  Then queried the Coaching\_log table to return all rows from the table with the 2 journal ids.  SELECT \*  FROM [eCoachingDev].[EC].[Coaching\_Log]  where verintformname is not null  and submitteddate > '2014-07-20 12:13:00.000'  and verintid in ('9120525808060010511','9120579406040007911')  order by submitteddate desc  GO |  | P | SCR 12930 |
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## SCR 13701 Revert to use evalid as unique identifier to support load of IQA logs

| Item | Description |
| --- | --- |
| Change Type | Change request |
| Change Description | Program has requested that the IQA logs fromVerint be loaded into the Coaching table. These IQA logs will not have a valid GDIT value as Evaluator ID, so a default value of 999999 will be substituted. Currently the Evaluator ID is being used as part of the unique identifier for the Verint evaluations along with the journal id. If we continue to load using that identifier , IF multiple IQA evaluations are performed for the same journal id, only the first one received will be loaded into ECL. Subsequent ones will be considered duplicates. To avoid this we will be using the Eval ID as the unique identifier for Verint feed records. |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | Procedure - [EC].[ sp\_InsertInto\_Coaching\_Log\_Quality] updated to load the new field. |
| Code doc | CCO\_eCoaching\_Quality\_Load\_Create.sql doc - Code |
| Notes | Loaded test file with a test record that had the same journal id and submitter id as an existing ecl and verified that it was loaded into the Coaching\_log table. |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 4.1 | Loaded file with File name Test\_eCL\_IQS\_Scorecard\_20141031.csv  In that file updated a record to have same submitterid and journalid as an existing record.  Existing record is coachingid 13854  Evalid - 1000121986  Journalid – 9121078021200000511  Submitterid – 396924 | File Loads successfully  New record with new coachingid - 15523  Evalid – 2222214399  Journalid – 9121078021200000511  Submitterid – 396924 | P | SCR 13701 |
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## TFS 413 New source Verint-GDIT Supervisor in Quality feed

| Item | Description |
| --- | --- |
| Change Type | Change request |
| Change Description | New eCoaching source of Verint-GDIT Supervisor is needed for those Verint-GDIT scorecards coming from IQS which have Supervisor formnames. |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | Table [EC].[DIM\_Source] table  Table [EC].[Email\_Notifications] table  Procedure [EC].[sp\_SelectReviewFrom\_Coaching\_Log]  Procedure [EC].[sp\_SelectCoaching4Contact] |
| Code doc | CCO\_eCoaching\_Quality\_Load\_Create.sql  CCO\_eCoaching\_Maintenance\_Create.sql |
| Notes | Loaded test file with records having new source file. Verify that they are loaded into table with sourceid 230 and appropriate notifications go out and isIQS is set to 1 in review page. |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 5.1 | Loaded test file | Verify that records having source Verint-GDIT supervisor in feed are loaded with sourceid 230. | 17 logs of sourceid 230  P | Test\_eCL\_IQS\_Scorecard\_20150814.csv.zip.encryp |
| 5.2 | Test Notification for a source 230 log at pending acknowledgement.  select \* from ec.employee\_hierarchy  where emp\_id = '404432'  Update ec.employee\_hierarchy  set  emp\_email= 'susmitha.palacherla@gdit.com'  ,sup\_email= 'susmitha.palacherla@gdit.com'  ,mgr\_email= 'susmitha.palacherla@gdit.com'  where emp\_id = '404432'  update [eCoachingDev].[EC].[Coaching\_Log]  set emailsent = 0  where formname = 'eCL-danetta.phillips-53472' | Appropriate Notification should go out per the value in Email Notification table. | P |  |
| 5.3 | Test Notification for a source 230 log at pending supervisor review.  Update ec.employee\_hierarchy  set  emp\_email= 'susmitha.palacherla@gdit.com'  ,sup\_email= 'susmitha.palacherla@gdit.com'  ,mgr\_email= 'susmitha.palacherla@gdit.com'  where emp\_id = '239583'  update [eCoachingDev].[EC].[Coaching\_Log]  set emailsent = 0  where formname = 'eCL-april.thompson-53465' | Appropriate Notification should go out per the value in Email Notification table. | P |  |
| 5.4 | Test Notification for a source 230 log at pending manager review.  Update ec.employee\_hierarchy  set  emp\_email= 'susmitha.palacherla@gdit.com'  ,sup\_email= 'susmitha.palacherla@gdit.com'  ,mgr\_email= 'susmitha.palacherla@gdit.com'  where emp\_id = '221836'  update [eCoachingDev].[EC].[Coaching\_Log]  set emailsent = 0,  statusid = 5  where formname = 'eCL-teresa.vaught-53504'  Update ec.employee\_hierarchy  set  emp\_email= 'susmitha.palacherla@gdit.com'  ,sup\_email= 'susmitha.palacherla@gdit.com'  ,mgr\_email= 'susmitha.palacherla@gdit.com'  where emp\_id = '256038'  update [eCoachingDev].[EC].[Coaching\_Log]  set emailsent = 0,  statusid = 5  ,iscSE = 1  where formname = 'eCL-brandon.edwards-53467'  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_SelectCoaching4Contact]  SELECT 'Return Value' = @return\_value  GO | Appropriate Notification should go out per the value in Email Notification table. | P |  |
| 5.5 | Verify a log with sourceid 230 in review page  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_SelectReviewFrom\_Coaching\_Log]  @strFormIDin = N'eCL-brandon.edwards-53467'  SELECT 'Return Value' = @return\_value  GO | isIQS should be set to 1 | P |  |
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## TFS 282 New IQS Feed. Format Description to force CRLF

| Item | Description |
| --- | --- |
| Change Type | Change request |
| Change Description | All changes for the new Quality feed were in IQS and the feed layout did not change, The only change on the ecl side was to introduce CRLF to display each section of the Description value on a new line. |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 and eCoaching\_test database on vrivfssdbt02\scord01,1438  Although some testing was done in dev, the test cases documented here are from eCoachingTest as UI is pointing to test. |
| Code Modules created/updated | [EC].[sp\_Update\_Coaching\_Log\_Quality]  [EC].[sp\_InsertInto\_Coaching\_Log\_Quality] |
| Code doc | CCO\_eCoaching\_Quality\_Load\_Create.sql |
| Notes | Loaded test file. Verify that the various sections of the Description are displayed on a new line with CRLF.  Verified logs with status Pending sup review from supervisor dashboard by assigning myself as supervisor for several employees that had logs in the test file that loaded with statusid 6.  update [EC].[Employee\_Hierarchy]  set Sup\_ID = '345712',  Sup\_LanID = 'susmitha.palacherla',  Sup\_Job\_Code = 'WACS40'  where emp\_id in ('396135','228019','235389','257174',  '411083','230940','260364','247818','253239') |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 6.1 | Loaded test file  Test newly loaded logs and updated logs (logs in test file but previously loaded) | In My dashboard tab of UI <https://f3420-mpmd01.vangent.local/coach3/default.aspx>  Selected logs loaded from test file for review and ‘Details of the behavior being coached’ section should display the comments with CRLF (new line for each comment section) | P | Ecl-jenney.mayne=693600  Ecl-jose.carrasco-693615  Ecl-lori.dillehay-693616  Ecl-jose.carrasco-692932  Ecl-trineicia.coleman-693351 |

## TFS 282 Create new NPN coaching logs from existing quality submitted scorecard logs

| Item | Description |
| --- | --- |
| Change Type | Change request |
| Change Description | Program has requested querying existing coaching logs to create new coaching logs related to NPN quality scorecard.  specific details to be determined but expect looking at existing coaching logs with source of 223 - Verint-GDIT and have a description containing #NPNFFM? (where ? is a number 1 to 5).  for each record found, a new log for the csr will be created using the #NPN code to retrieve the proper text for the log description. |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 and eCoaching\_test database on vrivfssdbt02\scord01,1438  Although most un it testing was done in dev, some test cases test cases documented here maybe from from eCoachingTest as UI is pointing to test. |
| Code Modules created/updated | New fn [EC].[fn\_NPNQualityRecs]  New sp [EC].[sp\_InsertInto\_Coaching\_Log\_NPN]  New sp [EC].[ sp\_Get\_Dates\_For\_Previous\_Week] |
| Code doc | fn\_NPNQualityRecs.sql  sp\_InsertInto\_Coaching\_Log\_NPN.sql  sp\_Get\_Dates\_For\_Previous\_Week.sql |
| Notes | By default scheduled should run on Mondays after quality load for IQS 223 logs loaded previous Saturday through Sunday  Add functionality to run ad-hoc (other than Monday and any given date range)  SELECT  CoachingID,  [EmpID],  [EmpLanID],  [ProgramName],  [SiteID],  [SourceID],  [EventDate],  [VerintEvalID],  [VerintID],  substring([Description], patindex ('%#NPNFFM%', [Description]), 8) as NPNCode    FROM EC.Coaching\_Log CL with (nolock)join EC.Employee\_Hierarchy EH  ON CL.EmpID = EH. Emp\_ID  WHERE CL.SourceID in (223,230)  AND CL.[Description] not like '%NPNFFM%'  AND CL.[StatusID] <> 2  AND EH.[Active] = 'A'  AND [EC].[fn\_intDatetime\_to\_YYYYMMDD](CL.[SubmittedDate]) BETWEEN 20160101 and 20170228  --\*\*\*\*\*\*\*\*\*\*\*\*  --update EC.Coaching\_Log  --set Description = 'This is a test for creating #NPNFFM3 logs from quality'  --,SubmittedDate = '2017-02-24 11:53:00.000'  --where coachingid = 66530  --update EC.Coaching\_Log  --set Description = 'This is a test for creating #NPNFFM3 logs from quality'  --,SubmittedDate = '2017-02-24 11:53:00.000'  --,VerintID = '9126037365660000511'  --,[VerintEvalID]= '10011310421'  --,EmpID = '269660'  --,SOURCEID = 223  --,emplanid = 'tiwang.ballantine'  --,SiteID = 4  --,EventDate = '2016-08-31 10:19:00.000'  --where coachingid = 66525  --\*\*\*\*\*\*\*\*\*\*\*\*  --select \* from eCoachingDev.EC.Coaching\_Log where VerintID = '9126037365660000511'  --\*\*\*\*\*\*\*\*\*\*\*\*  --update eCoachingDev.EC.Coaching\_Log  --set VerintFormName = REPLACE(VerintFormName, 'PPOM','')  --where coachingid = 66530  --\*\*\*\*\*\*\*\*\*\*\*\*  --select \* from eCoachingDev.EC.Employee\_Hierarchy  --where Emp\_ID = '368329'  --\*\*\*\*\*\*\*\*\*\*\*\*  --\*\*\*\*\*\*\*\*\*\*\*\*  SELECT \* FROM [EC].[fn\_NPNQualityRecs] (20170219,20170225)  GO  --\*\*\*\*\*\*\*\*\*\*\*\*  SELECT \* FROM [eCoachingDev].[EC].[Quality\_Coaching\_Stage]  --\*\*\*\*\*\*\*\*\*\*\*\*  USE [eCoachingDev]  GO  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_InsertInto\_Coaching\_Log\_NPN]  SELECT 'Return Value' = @return\_value  GO  --\*\*\*\*\*\*\*\*\*\*\*\*  select \* from EC.Coaching\_Log  where strReportCode = 'NPN20170228'  --\*\*\*\*\*\*\*\*\*\*\*\*  SELECT CLR.\*  FROM [EC].[Coaching\_Log]CL JOIN [EC].[Coaching\_Log\_Reason]CLR  ON CL.CoachingID = CLR.CoachingID  where strReportCode = 'NPN20170303'  GO  --\*\*\*\*\*\*\*\*\*\*\*\*  select \* from EC.Coaching\_Log  where CoachingID > 66779  order by CoachingID  --\*\*\*\*\*\*\*\*\*\*\*\*  --update EC.Coaching\_Log  --set EmailSent = 1  --where strReportCode is not null  --and EmailSent = 0 |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 7.1 | Run on Monday or for testing purposes specified day of week with ad-hoc set to false | NPN logs should be created for underlying eligible IQS logs (submitted previous Sunday through Saturday)  2 logs created | P | 66764 and 66765 |
|  |  |  |  |  |
| 7.2 | Repeat test above | Additional NPN logs should not be created for same verint ID (only one NPN log per eligible Verint ID) | P | DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_InsertInto\_Coaching\_Log\_NPN]  SELECT 'Return Value' = @return\_value  GO |
|  |  |  |  |  |
| 7.3 | Run on non Monday or day other than specified | No NPN logs should be created | P | No NPN log created for underlying IQS 66512 |
|  |  |  |  |  |
| 7.4 | Run on non Monday and ad-hoc set to true for custom date range (other than previous sun thru sat) | NPN logs should be created for underlying eligible IQS logs (submitted during given custom date range)  66766 | P | --update EC.Coaching\_Log  --set Description = 'This is a test for creating #NPNFFM2 logs from quality'  --,SubmittedDate = '2017-02-26 11:53:00.000'  --where coachingid = 66512  On 03/01  Default date range is 02/19-02/25 but ran for  SELECT \* FROM [EC].[fn\_NPNQualityRecs] (20170226,20170304)  GO |
|  |  |  |  |  |
| 7.5 | Verify properties of logs NPN logs created |  |  |  |
|  | Source | 218 | P |  |
|  | Status | 6 | P |  |
|  | Program | Iqs log | P |  |
|  | Site | Iqs log | P |  |
|  | Description | Looked up based on #NPNFFMn from iqs log | P |  |
|  | Module | 1 | P |  |
|  | Verint ID | Iqs log | P |  |
|  | Submitted Date | Load date | P |  |
|  | Employee Status | Active | P |  |
|  | Source of underlying IQS log | 223 | P |  |
|  | Status of underlying IQs logs | Not inactive | P |  |
|  |  |  |  |  |
|  |  |  |  |  |
| 7.6 | Selected for Email | Should be selected | P |  |
|  | Email properties | As defined | P |  |
|  |  |  |  |  |
| 7.7 | Check coaching reason and subcoaching reason records for NPN | Should be 5 and 42 | P |  |
|  |  |  |  |  |
| 7.8 | Have multiple iqs logs with same verint id | NPN log should only be created for source id 223 and non ppom iqs log | P |  |
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