**CCO eCoaching DB Unit Test Document**

* **Quality Other Feeds Load process**

February 17, 2017

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 |

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## TFS 2268 Quality Other Feed(s) - CTC Load

| Item | Description |
| --- | --- |
| Change Type | Change Request |
| Change Description | 1 Quality Other feed CTC will be loaded into ecl. |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | Create new tables for ‘Quality Other’ feeds  Added new mapping from report code CTC to sub coaching reason ID in Function -- [EC].[fn\_intSubCoachReasonIDFromRptCode]  Create SP for Insert into Coaching from Staging table |
| Code doc | CCO\_eCoaching\_Functions.sql  CCO\_eCoaching\_Quality\_Other\_Load\_Create.sql |
| Notes | Loaded CTC Files and verified that the Loaded records were inserted with Coaching Reason ID 21 and sub coaching reason ids 73 in the Coaching\_Log\_reason table.  In the Coaching\_log table the logs are identified by str report code starting with CTC  Useful sql  -- DBCC CheckIdent("[eCoachingDev].[EC].[Coaching\_Log]", RESEED,55597)  -- delete from ec.coaching\_log\_reason where coachingid >= 55597  --delete from ec.coaching\_log where coachingid >= 55597  --delete from [eCoachingDev].[EC].[Quality\_Other\_FileList]  --where file\_name = '\\vrivscors01\BCC Scorecards\Coaching\Quality Other\Test\eCL\_SDR\_20160306.csv'  SELECT \*  FROM [EC].[Quality\_Other\_Coaching\_Stage]  GO  SELECT \*  FROM [EC].[Coaching\_Log]  -- where strReportCode = 'CTC20160714'  where strReportCode = 'HFC20160714'  GO  SELECT CLR.\*  FROM [EC].[Coaching\_Log]CL JOIN [EC].[Coaching\_Log\_Reason]CLR  ON CL.CoachingID = CLR.CoachingID  -- where strReportCode = 'CTC20160714'  where strReportCode = 'HFC20160714'  GO  SELECT [CoachingReasonID]  ,[CoachingReason]  FROM [EC].[DIM\_Coaching\_Reason]  ORDER BY [CoachingReason]  GO  --21:Coaching (CTC)  --10: Quality (HFC)  --11: Recognition (KUD)  SELECT \*  FROM [EC].[DIM\_Sub\_Coaching\_Reason]  ORDER BY [SubCoachingReason]  GO  -- 73:Supervisor eCL Coaching (CTC)  --12: CSAT (HFC)  --42: Other (KUD)    SELECT \*  FROM [EC].[Quality\_Other\_Coaching\_Rejected]  order by [Rejected\_Date]  GO  SELECT \*  FROM [EC].[Quality\_Other\_Coaching\_Fact]  --where [Report\_Code] = 'CTC20160714'  where [Report\_Code] = 'HFC20160714'  GO  SELECT \*  FROM [EC].[Quality\_Other\_FileList]  order by [File\_LoadDate]  GO  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_SelectCoaching4Contact]  SELECT 'Return Value' = @return\_value  GO  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_Email\_Attributes]  @strModulein = N'CSR',  @intSourceIDin = 218,  @bitisCSEin = 0  SELECT 'Return Value' = @return\_value  GO  UPDATE [EC].[Coaching\_Log]  SET EmailSent = 1  where EmailSent = 0  UPDATE [EC].[Coaching\_Log]  SET EmailSent = 0  where FormName = 'eCL-renee.blakey-63370'  --eCL-renee.blakey-63370  DECLARE @return\_value int  EXEC [EC].[sp\_SelectReviewFrom\_Coaching\_Log]  @strFormIDin = N'eCL-renee.blakey-63370'  SELECT 'Return Value' = @return\_value  GO  --Test as log owner(sup)  Update [EC].[Employee\_Hierarchy]  set Emp\_Job\_Code= 'wacs40'  where Emp\_ID = '345712'  --251556  update [EC].[Coaching\_Log]  set empid = '251556'  where formname = 'eCL-renee.blakey-63370'  -- Test as employee  SELECT \*  FROM [EC].[Employee\_Hierarchy]  where Emp\_ID = '251556'  GO  -- To test as Mgr  --set my jobcode to mgr  Update [EC].[Employee\_Hierarchy]  set Emp\_Job\_Code= 'wacs40'  where Emp\_ID = '345712'  -- Reassign log to original owner  update [EC].[Coaching\_Log]  set empid = '345712'  where formname = 'eCL-barbara.minucci-56578'    --416475      --  --Make myself sup and test as sup    SELECT \*  FROM [EC].[Employee\_Hierarchy]  where Emp\_ID = '416475'  GO  --Make myself sup  update [EC].[Employee\_Hierarchy]  set Sup\_ID = '345712',  Sup\_LanID = 'susmitha.palacherla'  where Emp\_ID = '251556'      update [EC].[Employee\_Hierarchy]  set Sup\_ID = '408024',  Sup\_LanID = 'Porshell.Davis'  where Emp\_ID = '251556'      DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_SelectFrom\_Coaching\_Log\_CSRPending]  @strCSRin = N'susmitha.palacherla'  SELECT 'Return Value' = @return\_value  GO  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_SelectFrom\_Coaching\_Log\_SUPPending]  @strCSRSUPin = N'susmitha.palacherla'  SELECT 'Return Value' = @return\_value  GO  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_SelectFrom\_Coaching\_Log\_MGRPending]  @strCSRMGRin = N'susmitha.palacherla',  @strCSRin = N'%',  @strCSRSUPin = N'%'  SELECT 'Return Value' = @return\_value  GO      Load the files and check the following: |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 1.1 | Check coaching reason and subcoaching reason records for CTC | Should be 21 and 73 | P |  |
| 1.2 | Check fn for translate of Reportcode to subcoachingreasonID | Return 73 | P |  |
| 1.3 | Test sql agent load job | File should load successfully | P |  |
| 1.4 | Test File list table | Counts loaded correctly | P |  |
| 1.5 | Check strReportCode | CTC | P |  |
| 1.6 | Check SubCoachingReasonID in CLR table | 73 | P |  |
| 1.7 | Check if logs for inactive csrs are rejected | Should go to rejected table | P |  |
| 1.8 | Check that EmailSent is set to 1 on load | EmailSent =1 | P |  |
| 1.9 | Check records written to Fact table | Logs loaded top Coaching\_log table should also be loaded into Fact table | P |  |
| 1.10 | File should move to Backup directory after load | Check for file in Backup directory | P |  |
| 1.11 | Status of log on load | Pending Acknowledgement | P |  |
| 1.12 | Csr site and program | Should populate values from emp table | P |  |
| 1.13 | Notification | To employee(sup) copy sup(mgr) | P |  |
| 1.14 | Dashboard visibility | Should be available in both sup and mgr dashboard |  |  |
| 1.15 | Workflow when Sup acknowledges first | Sup acknowledges as owner  Status goes to Pending mgr review  Mgr reviews next  Status goes to completed | P |  |
| 1.16 | Workflow when Mgr acknowledges first | Mgr acknowledges  Status goes to Pending Emp review  Emp reviews next  Status goes to completed |  |  |

## TFS 3179 Quality Other Feed(s) - KUD Load

| Item | Description |
| --- | --- |
| Change Type | Change Request |
| Change Description | 1 Quality Other feed KUD will be loaded into ecl. |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | Added new mapping from report code KUD to sub coaching reason ID in Function -- [EC].[fn\_intSubCoachReasonIDFromRptCode]  Update SP for Insert into Coaching from Staging table  Update select for contact sp for new source |
| Code doc | CCO\_eCoaching\_Functions.sql  CCO\_eCoaching\_Quality\_Other\_Load\_Create.sql |
| Notes | Loaded KUDFiles and verified that the Loaded records were inserted with Coaching Reason ID 11 and sub coaching reason ids 42 in the Coaching\_Log\_reason table.  In the Coaching\_log table the logs are identified by str report code starting with KUD    Load the files and check the following: |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 2.1 | Check coaching reason and subcoaching reason records for CTC | Should be 11 and 42 | P |  |
| 2.2 | Check fn for translate of Reportcode to subcoachingreasonID | Return 42 | P |  |
| 2.3 | Test sql agent load job | File should load successfully | P |  |
| 2.4 | Test File list table | Counts loaded correctly | P |  |
| 2.5 | Check strReportCode | KUD | P |  |
| 2.6 | Check Sourceid in Coaching log table | 218 | P |  |
| 2.7 | Check if logs for inactive csrs are rejected | Should go to rejected table | P |  |
| 2.8 | Check that EmailSent is set to 1 on load | EmailSent =1 | P |  |
| 2.9 | Check records written to Fact table | Logs loaded top Coaching\_log table should also be loaded into Fact table | P |  |
| 2.10 | File should move to Backup directory after load | Check for file in Backup directory | P |  |
| 2.11 | Status of log on load | Pending Acknowledgement | P |  |
| 2.12 | Csr site and program | Should populate values from emp table | P |  |
| 2.13 | Notification | To employee(emp) copy sup | P |  |
| 2.14 | Dashboard visibility | Should be available in both emp and sup dashboard |  |  |
| 2.15 | Workflow when Sup acknowledges first | CSR acknowledges as owner  Status goes to Pending sup review  Sup reviews next  Status goes to completed | P |  |
| 2.16 | Workflow when Mgr acknowledges first | Sup acknowledges first  Status goes to Pending Emp review  Emp reviews next  Status goes to completed |  |  |

## TFS 3186 Quality Other Feed(s) - HFC Load

| Item | Description |
| --- | --- |
| Change Type | Change Request |
| Change Description | 1 Quality Other feed HFC will be loaded into ecl. |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | Added new mapping from report code HFC to sub coaching reason ID in Function -- [EC].[fn\_intSubCoachReasonIDFromRptCode]  Update SP for Insert into Coaching from Staging table  Update select for contact sp for new source |
| Code doc | CCO\_eCoaching\_Functions.sql  CCO\_eCoaching\_Quality\_Other\_Load\_Create.sql |
| Notes | Loaded KUDFiles and verified that the Loaded records were inserted with Coaching Reason ID 10 and sub coaching reason ids 12 in the Coaching\_Log\_reason table.  In the Coaching\_log table the logs are identified by str report code starting with HFC    Load the files and check the following: |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 3.1 | Check coaching reason and subcoaching reason records for CTC | Should be 10 and 12 | P |  |
| 3.2 | Check fn for translate of Reportcode to subcoachingreasonID | Return 12 | P |  |
| 3.3 | Test sql agent load job | File should load successfully | P |  |
| 3.4 | Test File list table | Counts loaded correctly | P |  |
| 3.5 | Check strReportCode | HFC | P |  |
| 3.6 | Check Sourceid in Coaching log table | 218 | P |  |
| 3.7 | Check if logs for inactive csrs are rejected | Should go to rejected table | P |  |
| 3.8 | Check that EmailSent is set to 1 on load | EmailSent =1 | P |  |
| 3.9 | Check records written to Fact table | Logs loaded top Coaching\_log table should also be loaded into Fact table | P |  |
| 3.10 | File should move to Backup directory after load | Check for file in Backup directory | P |  |
| 3.11 | Status of log on load | Pending Acknowledgement | P |  |
| 3.12 | Csr site and program | Should populate values from emp table | P |  |
| 3.13 | Notification | To employee(emp) copy sup | P |  |
| 3.14 | Dashboard visibility | Should be available in both emp and sup dashboard |  |  |
| 3.15 | Workflow when Sup acknowledges first | CSR acknowledges as owner  Status goes to Pending sup review  Sup reviews next  Status goes to completed | P |  |
| 3.16 | Workflow when Mgr acknowledges first | Sup acknowledges first  Status goes to Pending Emp review  Emp reviews next  Status goes to completed |  |  |

## TFS 3179 Quality Other Feed(s) - NPN Load

| Item | Description |
| --- | --- |
| Change Type | Change Request |
| Change Description | 1 Quality Other feed NPN will be loaded into ecl. |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | Added new mapping from report code NPN to sub coaching reason ID in Function -- [EC].[fn\_intSubCoachReasonIDFromRptCode]  Update SP for Insert into Coaching from Staging table  Update select review sp |
| Code doc | sp\_InsertInto\_Coaching\_Log\_Quality\_Other.sql  sp\_SelectReviewFrom\_Coaching\_Log.sql fn\_intSubCoachReasonIDFromRptCode.sql |
| Notes | Loaded NPN Files and verified that the Loaded records were inserted with Coaching Reason ID 5 and sub coaching reason ids 42 in the Coaching\_Log\_reason table.  In the Coaching\_log table the logs are identified by str report code starting with NPN  SELECT \*  FROM [EC].[Quality\_Other\_Coaching\_Stage]  GO  SELECT \*  FROM [EC].[Coaching\_Log]  where strReportCode = 'NPN20170130'  GO  SELECT CLR.\*  FROM [EC].[Coaching\_Log]CL JOIN [EC].[Coaching\_Log\_Reason]CLR  ON CL.CoachingID = CLR.CoachingID  where strReportCode = 'NPN20170130'  GO  SELECT \*  FROM [EC].[Quality\_Other\_Coaching\_Fact]  where [Report\_Code] = 'NPN20170130'  GO  SELECT \*  FROM [EC].[Quality\_Other\_FileList]  order by [File\_LoadDate]  GO  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_SelectCoaching4Contact]  SELECT 'Return Value' = @return\_value  GO  DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_Select\_Email\_Attributes]  @strModulein = N'CSR',  @intSourceIDin = 218,  @bitisCSEin = 0  SELECT 'Return Value' = @return\_value  GO  UPDATE [EC].[Coaching\_Log]  SET EmailSent = 1  where EmailSent = 0  UPDATE [EC].[Coaching\_Log]  SET EmailSent = 0  where FormName = 'eCL-kristina.taylor-66732'  DECLARE @return\_value int  EXEC [EC].[sp\_SelectReviewFrom\_Coaching\_Log]  @strFormIDin = N'eCL-kristina.taylor-66732'  SELECT 'Return Value' = @return\_value  GO  --Test as log owner(sup)  SELECT \*  FROM [EC].[Employee\_Hierarchy]  where Emp\_ID = '217272'  GO  Update [EC].[Employee\_Hierarchy]  set Emp\_Job\_Code= 'wacs40'  where Emp\_ID = '345712'  update [EC].[Employee\_Hierarchy]  set Sup\_ID = '345712',  Sup\_LanID = 'susmitha.palacherla'  where Emp\_ID = '217272'    DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_SelectFrom\_Coaching\_Log\_SUPPending]  @strCSRSUPin = N'susmitha.palacherla'  SELECT 'Return Value' = @return\_value  GO  update [EC].[Employee\_Hierarchy]  set Sup\_ID = '223640',  Sup\_LanID = 'Sharon.Spencer'  where Emp\_ID = '217272'  -- Test as employee  Update [EC].[Employee\_Hierarchy]  set Emp\_Job\_Code= 'wacs01'  where Emp\_ID = '345712'  --217635  update [EC].[Coaching\_Log]  set empid = '345712'  where formname = 'eCL-kristina.taylor-66732'    DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_SelectFrom\_Coaching\_Log\_CSRPending]  @strCSRin = N'susmitha.palacherla'  SELECT 'Return Value' = @return\_value  GO  Load the files and check the following: |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 4.1 | Check coaching reason and subcoaching reason records for NPN | Should be 5 and 42 | P |  |
| 4.2 | Check fn for translate of Reportcode to subcoachingreasonID | Return 42 | P |  |
| 4.3 | Test sql agent load job | File should load successfully | P |  |
| 4.4 | Test File list table | Counts loaded correctly | P |  |
| 4.5 | Check strReportCode | NPN | P |  |
| 4.6 | Check Sourceid in Coaching log table | 218 | P |  |
| 4.7 | Check if logs for inactive csrs are rejected | Should go to rejected table | P |  |
| 4.8 | Check that EmailSent is set to 0 on load | EmailSent = 0 | P |  |
| 4.9 | Check records written to Fact table | Logs loaded top Coaching\_log table should also be loaded into Fact table | P |  |
| 4.10 | File should move to Backup directory after load | Check for file in Backup directory | P |  |
| 4.11 | Status of log on load | Pending Supervisor review | P |  |
| 4.12 | Csr site and program | Should populate values from emp table | P |  |
| 4.13 | Notification | supervisor | P |  |
| 4.14 | Dashboard visibility | Should be available in sup dashboard |  |  |
| 4.15 | Workflow after Sup acknowledges | Status goes to Pending emp review | P |  |
| 4.16 | Workflow after Emp acknowledges | Status goes to completed | P |  |

## TFS 5649 Quality Other Feed(s) - NPN Description from table

| Item | Description |
| --- | --- |
| Change Type | Change Request |
| Change Description | 1 Quality Other feed NPN will be loaded into ecl. |
| Test Environment | eCoaching\_Dev database on vrivfssdbt02\scord01,1437 |
| Code Modules created/updated | Table TABLE [EC].[NPN\_Description] created and description rows inserted  FUNCTION [EC].[fn\_strNPNDescriptionFromCode] created  Update SP for Insert into Coaching from Staging table |
| Code doc | CCO\_eCoaching\_Quality\_Other\_Load\_Tables\_Create.sql  sp\_InsertInto\_Coaching\_Log\_Quality\_Other.sql  fn\_strNPNDescriptionFromCode.sql |
| Notes | Loaded NPN Files and verified that the Loaded records were inserted with description picked up from table and shows up correctly formatted in review page.  SELECT \*  FROM [EC].[Coaching\_Log]  where strReportCode = 'NPN20170213'  GO  --Test as log owner(sup)  SELECT \*  FROM [EC].[Employee\_Hierarchy]  where Emp\_ID = '280904'  GO  Update [EC].[Employee\_Hierarchy]  set Emp\_Job\_Code= 'wacs40'  where Emp\_ID = '345712'  --247125Aleydis.Silvabautist  update [EC].[Employee\_Hierarchy]  set Sup\_ID = '345712',  Sup\_LanID = 'susmitha.palacherla'  where Emp\_ID = '280904'    DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_SelectFrom\_Coaching\_Log\_SUPPending]  @strCSRSUPin = N'susmitha.palacherla'  SELECT 'Return Value' = @return\_value  GO  update [EC].[Employee\_Hierarchy]  set Sup\_ID = '247125',  Sup\_LanID = 'Aleydis.Silvabautist'  where Emp\_ID = '280904'  -- Test as employee  Update [EC].[Employee\_Hierarchy]  set Emp\_Job\_Code= 'wacs01'  where Emp\_ID = '345712'  --'280904'  update [EC].[Coaching\_Log]  set empid = '280904'  where formname = 'eCL-stephanie.m.johnson-66754'    DECLARE @return\_value int  EXEC @return\_value = [EC].[sp\_SelectFrom\_Coaching\_Log\_CSRPending]  @strCSRin = N'susmitha.palacherla'  SELECT 'Return Value' = @return\_value  GO  Load the file eCL\_Quality\_Feed\_NPN20170213.csv and check the following: |

| TEST# | ACTION | EXPECTED RESULTS | RESULTS  P/F/I | COMMENTS |
| --- | --- | --- | --- | --- |
| 4.3 | Test sql agent load job to load file eCL\_Quality\_Feed\_NPN20170213.csv | File should load successfully | P |  |
| 4.1 | Test File list table | Counts loaded correctly | P |  |
| 4.2 | Verify description | is picked up from table | P |  |
| 4.3 | Check log in ui review page | Should show formatting with /br | P |  |
| 4.4 | Check rest of general tests for npn work flow | Should work as expected | P |  |