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**eCoaching Dashboard Test Plan**

June 2, 2017

**Change History Log**

| **Date** | **Change Description** | **Author** |
| --- | --- | --- |
| 08/25/2014 | New installment : ECUIDASH01 ECUIDASH02 ECUIDASH03 ECUIDASH04 ECUIDASH05  ECUIDASH06  ECUIDASH07  ECUIDASH08 ECUIDASH09  ECUIDASH10  ECUIDASH11  ECUIDASH12 | Jourdain Augustin |
| 09/12/2014 | P13506 - Updated ECUIDASH07 to reflect ARC as any CSR (WACS\*) who has ARC role in EC.Historical\_Dashboard\_ACL table | Jourdain Augustin |
| 09/17/2014 | P13512 – Create new test case ECUIDASH13 to reflect change from “CSR” to “Employee” for new modular design on review pages. | Jourdain Augustin |
| 10/13/2014 | P13479 – Create new test case ECUIDASH14 to test for new Warning dashboard section for SUP and MGR job codes | Jourdain Augustin |
| 10/17/2014 | P13622 – Create new test case ECUIDASH15 to test for updated OMR SOP link for Outlier records opened in review | Jourdain Augustin |
| 11/03/2014 | P13631 – Create new test case ECUIDASH16 to test for management notes and management auto date update from review page for CSE pending manager review records | Jourdain Augustin |
| 11/04/2014 | P13753 – Create new test case ECUIDASH17 to test for sr. management job code WPWL51 to have access to management level of main dashboard  Create new test case ECUIDASH18 to test for sr. management job code WPWL51 to have access to historical dashboard | Jourdain Augustin |
| 11/21/2014 | P13822 – Create new test case ECUIDASH19 to test for ARC CSRs who attempt to access records they have submitted being redirected to unauthorized access page. | Jourdain Augustin |
| 12/2/2014 | P13895 – Created new test case ECUIDASH20 to test for Scorecard Name to be displayed when applicable on review page when record is complete. | Jourdain Augustin |
| 12/17/2014 | P13891 – Created new test case ECUIDASH21 to test for signer name when hierarchy changes. | Jourdain Augustin |
| 01/12/2015 | P13892 – Created new test case ECUIDASH22 to test for URL opened for OMR link in review page | Jourdain Augustin |
| 01/15/2015 | P13653 – Created new test case ECUIDASH23 to test for LSA module record updateability for statues | Jourdain Augustin |
| 01/15/2015 | P14066 – Created new test case ECUIDASH24 to test for all the IQS Sources displaying on review page. | Jourdain Augustin |
| 02/04/2015 | P14065 – Created new test case ECUIDASH25 to test for HR users ability to view “Historical Dashboard” tab Created new test case ECUIDASH26 to test for HR users ability to query for and open records in review page  Created new test case ECUIDASH27 to test for HR users ability to query for warning records and open in review page | Jourdain Augustin |
| 02/10/2015 | P14251 – Created new test case ECUIDASH28 to test for IQS record detail displaying supervisor review information.  P14065 - Updated test case ECUIDASH27 notes section to remove reliance on EC.Historical\_Dashboard\_ACL. All HR users with HR job codes will have access to any records in db. | Jourdain Augustin |
| 02/13/2015 | P14065 - Updated test case ECUIDASH25 to include comment on historical dashboard being the only tab visible to HR users.  Added test case ECUIDASH29 to test for new “Warning” source in source dropdown menu |  |
| 02/16/2015 | P14065 – Updated test case ECUIDASH29 to include note on “Warning” showing in Source dropdown for HR users only. | Jourdain Augustin |
| 02/16/2015 | P14322 – Created new test case ECUIDASH30 to verify spelling of “Acknowledgement” in review.aspx. | Jourdain Augustin |
| 02/18/2015 | P14304 – Created new test case ECUIDASH31 to verify new warning columns in warning table for Supervisor and Manager and removal of status column | Jourdain Augustin |
| 03/20/2015 | P14422 – Created new test case ECUIDASH32 to verify updates to main dashboard tables  Created new test case ECUIDASH33 to verify updates to my submission dashboard tables  Created new test case ECUIDASH34 to verify updates to historical dashboard tables | Jourdain Augustin |
| 03/25/2015 | Updated cases ECUIDASH32 and ECUIDASH33 to include “Coaching Reason” header validation | Jourdain Augustin |
| 03/25/2015 | P14423 – Created new test case ECUIDASH35 to verify creation of new table in main dashboard for users with SRMGR role  Created new test case ECUIDASH36 to verify new table is not visible to users without SRMGR role | Jourdain Augustin |
| 03/27/2015 | P14423 – Updated test case ECUIDASH35 and ECUIDASH36 to include reference to new “My Hierarchy Warning eCoaching Logs” table for users with SRMGR role  Also updated test case ECUIDASH35 and ECUIDASH36 to include reference to review2.aspx and review3.aspx as updated files to recognize sr. manager users | Jourdain Augustin |
| 04/02/2015 | P14422 – Created new test case ECUIDASH37 to verify historical dashboard table has been modified to replace “Opportunity” and “Reinforcement” columns with “Coaching Reason”, “Sub-Coaching Reason” and “Value” columns | Jourdain Augustin |
| 04/21/2015 | P14676 (Export Historical Dashboard to Excel) – Created new test case ECUIDASH38. | Lili Huang |
| 04/30/2015 | P14840 – Created new test case ECUIDASH39 to verify submitted date range for Sr. MGR dashboard table  Created new test case ECUIDASH40 to verify that ecoaching tabs do not refresh page whne selected | Jourdain Augustin |
| 05/05/2015 | P14881 [Authentication and Authorization] – Created new test case ECUIDASH41 | Lili Huang |
| 05/08/2015 | P14948 - Created new test case ECUIDASH42 to verify no cached data crossing application browsers for historical dashboard | Jourdain Augustin |
| 05/12/2015 | P14951 – Created new test case ECUIDASH43 to verify that warning records display on historical dashboard for HR users if available. | Jourdain Augustin |
| 05/20/2015 | P14818 – Created new test case ECUIDASH44 to verify that “Details of the behavior being coached” field and “Management Notes” field only display once on main review page regardless of user being both Supervisor and Manager for a record | Jourdain |
| 05/20/2015 | P14818 – Created new test case ECUIDASH45 to verify that review page for Low CSAT records display Low CSAT specific message text when manager is reviewing. | Jourdain |
| 06/05.2015 | 14893 – Historical Dashboard Performance Round 2 (Custom Paging) – Created new test case ECUIDASH46 | Lili Huang |
| 06/05/2015 | P15059 - eCoaching - OMR Low CSAT not updating at manager review – Created new test case ECUIDASH47 to verify manager review of Low CSAT pending manager review record. | Jourdain Augustin |
| 06/08/2015 | 14916 – Added WHRC\* users to have access to Historical Dashboard/Review – Created new test case ECUIDASH48 | Lili Huang |
| 06/30/2015 | 14966 – Duplicate Lan IDs.  Created new test case ECUIDASH49 | Lili Huang |
| 07/20/2015 | 13631 (TFS 119) – Coaching Notes overwritten  Created new test case ECUIDASH50 | Lili Huang |
| 07/23/2015 | TFS 369 – Coaching Notes is not being displayed on CSR Review/acknowledge page  Created new test case ECUIDASH51 | Lili Huang |
| 09/22/2015 | TFS 689 – Inappropriate ARC escalation feed  Created new test case ECUIDASH52 | Lili Huang |
| 11/5/2015 | TFS 1089 – Open CSR Comments field.  Added new test case ECUIDASH53 | Lili Huang |
| 12/10/2015 | TFS 1410 – Warning section display on My Dashboard  Added new test case ECUIDASH54 | Lili Huang |
| 12/15/2015 | TFS 1472 – Add job code WHHR70  Added new test case ECUIDASH55 | Lili Huang |
| 02/17/2016 | TFS 1991 – OMR Short Calls feed with Manager Review  Added new test case ECUIDASH56 | Lili Huang |
| 02/22/2016 | TFS 1925 – LCS: allow hierarchy managers to view the log record (read-only)  Added ECUIDASH57 | Lili Huang |
| 03/03/2016 | TFS 1881 – Add Short Duration Reporting (Training SDR)  Added ECUIDASH58 | Lili Huang |
| 03/09/2016 | TFS 2196 – CSR Comments not appearing in completed logs from IQS  Added ECUIDASH59 | Lili Huang |
| 03/22/2016 | TFS 2308 – Overdue Training feed.  Added ECUIDASH60 | Lili Huang |
| 04/08/2016 | TFS 2429 - Unknown user should not be able to access;  Added ECUIDASH61  TFS 2432 - Separate solution for HR access;  Added ECUIDASH62 | Lili Huang |
| 06/28/2016 | TFS 2826 – Coach the Coach data feed  Added ECUIDASH63 | Lili Huang |
| 07/25/2016 | TFS 3252 – High CSAT 5 data feed  Added ECUIDASH64 | Lili Huang |
| 08/24/2016 | TFS 3622 – “My Dashboard” over 100 db connections within 1 db session  Added ECUIDASH65 | Lili Huang |
| 09/19/2016 | TFS 1991 – Attendance data feed  Added ECUIDASH66 | Lili Huang |
| 10/27/2016 | TFS 4102 - Include Yes/No value to coaching monitor question.  Added ECUIDASH67 | Lili Huang |
| 12/06/2016 | TFS 3878 - Email comments entered by CSRs to hierarchy when logs are completed  Added ECUIDASH68 | Lili Huang |
| 2/1/2017 | TFS 5404 – Allow users with job codes starting “WPOP” to access Historical Dashboard | Lili Huang |
| 4/14/2017 | TFS 6188 – New data feed through OMR for CSRs exceeding the number of breaks and the length of breaks  Added ECUIDASH70 | Lili Huang |
| 4/21/2017 | TFS 6392 – Add OMR Break feeds (BRN and BRL) to Quality module  Added ECUIDASH71 | Lili Huang |
| 6/1/2017 | TFS 6881 – Add new main non coachable reasons for OMR IAE logs  Added ECUIDASH72 | Lili Huang |
| 6/2/2017 | TFS 6197 – Request for two new feeds from Performance Scorecard  Added ECUIDASH73 | Lili Huang |

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| --- | --- |
| **Scope** | This document focuses on development test plan for the eCoaching configuration. |

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| --- | --- |
| **Purpose** | The purpose of the eCoaching Test Plan is to document the specific steps test that the application is functioning successfully. |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH01 |
| Source Description | New |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an application account :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P* |  |
|  | Select “My Dashboard” tab | Verify that all Source dropdown menus contain the following values:   1. ARC 2. BCC Security and Privacy Incident Coaching 3. CMS Reported Item 4. CSAT 5. CSET 6. CSR Reported Issue 7. Internal CCO Reporting 8. IQS 9. Leadership Listening 10. Manager Coaching 11. OMR 12. Other 13. Quality Call Listening 14. Quality Specialist Coaching 15. Supervisor Coaching 16. Training and Development 17. Unknown 18. Verint Quality Monitoring 19. Walk-By | *P* | *Perform same test for the below job codes :*  *WACS01 - CSR*  *WACS40 - SUP*  *WACS50 - MGR*  *WAQS - Quality* |
|  | Select Historical Dashboard tab | Verify that all Source dropdown menus contain the following values:   1. ARC 2. BCC Security and Privacy Incident Coaching 3. CMS Reported Item 4. CSAT 5. CSET 6. CSR Reported Issue 7. Internal CCO Reporting 8. IQS 9. Leadership Listening 10. Manager Coaching 11. OMR 12. Other 13. Quality Call Listening 14. Quality Specialist Coaching 15. Supervisor Coaching 16. Training and Development 17. Unknown 18. Verint Quality Monitoring 19. Walk-By | *P* | *Perform same test for the below job codes :*  *WACS01 - CSR*  *WACS40 - SUP*  *WACS50 - MGR*  *WAQS - Quality* |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH02 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an application account :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P* |  |
|  | Select My Dashboard tab and choose a record to open in review page that has an existing Call ID | Verify that the correct Call ID label and value appear in the right-top side of the screen | *P* | *Perform same test for the below Call ID types :*  *Verint*  *AVOKE*  *NGD Activity*  *Universal Call* |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH03 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an application account :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P* |  |
|  | Select “My Dashboard” tab and choose a record to open in review page that has an existing Verint Call ID | Verify that the “Scorecard Name” label and value appear in the right-top side of the screen below the “Verint ID” value | *P* |  |
|  | Select “My Dashboard” tab and choose a record to open in review page that does not have an existing Verint Call ID | Verify that the “Scorecard Name” label and value are not displayed in the right-top side of the screen | *P* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH04 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an application account :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P* |  |
|  | Select “My Dashboard” tab | Verify that the “Created Date” columns of each table display the text “PDT” after each time stamp value | *P* |  |
|  | Select “My Submissions” tab | Verify that the “Created Date” columns of each table display the text “PDT” after each time stamp value | *P* |  |
|  | Select “Historical Dashboard” tab and select options to query for database data | Verify that the “Created Date” columns of each table display the text “PDT” after each time stamp value | *P* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH05 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an application account :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P* |  |
|  | Select “My Dashboard” tab and select a record to open in the review page | Verify that the “Date Submitted:” value in the right-side screen includes “PDT” next to the displayed time | *P* |  |
|  | Select “My Dashboard” tab and select a completed IQS record to open in the review page | Verify that the CSR Review date and the Supervisor Review date include “PDT” next to the displayed times | *P* |  |
|  | Select “Historical Dashboard” tab and select options to query and select a record to open in the review page | Verify that the Review date time stamps include the text “PDT” after each time stamp value | *P* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH06 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an application account :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P* |  |
|  | Select “My Dashboard” tab and select an Outlier record to open in the review page that has “Research Required” in the “OMR / Exceptions” coaching reasons field | Verify that the Outlier question group displays on the review page | *P* | *Perform the same test for records that have “Research Required” in the “Current Coaching Initiative” field* |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH07 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an CSR account :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P* | *Perform same test for CSR and non-CSR job code group* |
|  | Select “My Submissions” tab. | [IOPTION1] – if user is job code WACS\* and is in - EC.Historical\_Dashboard\_ACL then verify that user can see and access content on the “My Submissions” tab  [IOPTION2] – if user is job code WACS\* and **is not** in - EC.Historical\_Dashboard\_ACL, or is any other job code, then verify that user **cannot** see and access content on the “My Submissions” | *P* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH08 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an CSR account :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P* | *Perform same test for CSR and non-CSR job code group* |
|  | Select “My Dashboard” tab. | [IOPTION1] – if user is a CSR job code then verify that user can see a pending and completed coaching sections.  [IOPTION2] – if user is job code is not a CSR job code then verify that user can see pending, team pending, team completed and completed sections. | *P* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH09 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an CSR account :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P* | *Perform same test for CSR and non-CSR job code group* |
|  | Select “My Dashboard” or “My Submissions” tab. | [IOPTION1] – if user record is not “Complete” and is pending action by the user, display updatable content.  [IOPTION2] – if user record is “Complete” or is not pending action by the user, display read only content. | *P* | *Perform same test from “My Dashboard” and “My Submissions” tabs* |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH10 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an CSR account :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P* | *Perform same test for CSR and non-CSR job code group* |
|  | Identify visible tabs | [OPTION1] – CSR level users should see the “My Dashboard” tab [OPTION2] – CSR level users with ARC permissions should see the “New Submissions”, “My Dashboard” and “My Submissions” tabs [OPTION3] – All other users should see the “New Submissions”, “My Dashboard”, “My Submissions” and “Historical Dashboard” tabs |  |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH11 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an CSR account :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P* |  |
|  | Select “Historical Dashboard” tab and populate parameters to generate a report. | [IOPTION1] – if is assigned “ECL” permission in table - EC.Historical\_Dashboard\_ACL – then user can open any record displayed for read-only viewing.  [IOPTION2] – if user is not assigned “ECL” permission in table - EC.Historical\_Dashboard\_ACL – then user can only open records where user is part of employee hierarchy for record for read-only viewing. | *P* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH12 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an CSR account :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P* |  |
|  | Select “My Dashboard” or “My Submissions” tab and open a record pending user’s review. | If user is level 2 - (e.g. Supervisor)  [IOPTION1] – if status is level 2 (e.g. Pending Supervisor Review):  If record source is “IQS” then display management notes, coaching notes and details of the behavior being coached if not blank else display details of the behavior being coached and notes from manager. Also if record is CSR acknowledged then display monitor acknowledgement checkbox.  [IOPTION2] – if status is level 4 (Pending Acknowledgement):  Display details of the behavior being coached and management notes if not blank. Also display monitor acknowledgement checkbox.  [IOPTION3] – if status is not level 2 or level 4:  Display details of the behavior being coached and management notes if not blank with no updatable fields.  If user is level 3 – (e.g. Manager)  [IOPTION1] – if status is level 2 (e.g. Pending Manager Review):  Display details of the behavior being coached and coaching notes.  If “Current Coaching Initiative” or “OMR / Exceptions” = “Research Required” then display details of the behavior being coached. Also display coaching date, coaching required condition and supporting follow up rationale.  If not “Research Required” then display CSE question group. Also display details of the behavior being coached and coaching notes if not blank.  [IOPTION2] – if status is not level 3:  Display details of the behavior being coached and management notes if not blank with no updatable fields.  If user is level 1 – (e.g. Employee)  [IOPTION1] – if status is level 1 (e.g. Pending Employee Review):  Display details of the behavior being coached and coaching notes.  If strSource = “IQS” supervisor has updated record then display monitor acknowledgement checkbox. Else display coaching acknowledgement checkbox and comments box.  [IOPTION2] – if status is level 4:  Display monitor acknowledgement checkbox.  If user is submitter and not part of hierarchy –  Display details of the behavior being coached and management notes if not blank  If record status = “Complete” display no updatable fields -  Display details of the behavior being coached. Also if record is CSE then display CSE text else display not CSE text.  Display management notes if not blank.  Display coaching notes.  If source = “IQS” display supervisor review and quality monitor acknowledgement information else display review and acknowledgement date info and CSR comments | *P* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH13 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | review.aspx, review2.aspx |
| Supporting Documentation | eCoaching\_Dashboard\_DDD.docx |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an CSR account :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P*  *09/17/2014* |  |
|  | Select “My Dashboard” or “My Submissions” tab and open a record. | Verify that all references to a coaching recipient are referred to as “Employee” instead of “CSR” | *P*  *09/17/2014* | *Perform the same test for all the various record types (e.g. OMR, CSE, IQS, Outlier and Research Required)*  *Also perform the same test for the three status levels.* |
|  | Select “Historical Dashboard” tab and search for and open a record. | Verify that all references to a coaching recipient are referred to as “Employee” instead of “CSR” | *P*  *09/17/2014* | *Perform the same test for all the various record types (e.g. OMR, CSE, IQS, Outlier and Research Required)*  *Also perform the same test for the three status levels.* |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH14 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | view2.aspx, review3.aspx |
| Supporting Documentation | eCoaching\_Dashboard\_DDD.docx |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using an SUP or MGR account from CSR module :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P*  *10/13/2014* |  |
|  | Select “My Dashboard” or “My Submissions” tab and open a record. | Verify that the following warning sections display:  For SUP (WACS40) – “My Team’s Warning eCoaching Logs”  For MGR (WACS50, WACS60) – “My Team’s Warning eCoaching Logs” | *P*  *10/13/2014* | *Perform the same test for SUP and MGR call center job code groups (WACS40, WACS50, WACS60).* |
|  | Select a link from the Warning dashboard section. | Verify that selected record details open in a new review page “review3.aspx” with no updatable sections. | *P*  *10/13/2014* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH15 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | review.aspx |
| Supporting Documentation | eCoaching\_Dashboard\_DDD.docx |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using a MGR account from CSR module :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P*  *10/17/2014* |  |
|  | Select “My Dashboard” or “My Submissions” tab and open an OMR record. | Verify that the OMR SOP link opens successfully | *P*  *10/17/2014* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH16 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | review.aspx, eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using a MGR account from CSR module :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P*  *11/03/2014* |  |
|  | Select “My Dashboard” or “My Submissions” tab and open a CSE record that is pending manager review. | Verify that the record opens with options to indicate it is a CSE record | *P*  *11/03/2014* |  |
|  | Select “Yes” and add management notes for CSE record and submit. | Verify that database record has updated management notes and auto review management date fields from update. | *P*  *11/03/2014* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH17 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using a user with job code WPWL51 :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P*  *11/04/2014* |  |
|  | Select “My Dashboard” or “My Submissions” tab. | Verify that the dashboard displays records that are viewable for the user | *P*  *11/04/2014* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH18 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using a user with job code WPWL51 :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db and historical dashboard tab is displayed | *P*  *11/04/2014* |  |
|  | Select “Historical Dashboard” tab and select search options and submit. | Verify that the dashboard displays records that match the selected filter critieria | *P*  *11/04/2014* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH19 |
| Source Description |  |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page using a user with job code of CSR (WACS\*) :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P*  *11/21/2014* | *User should also be in table - EC.Historical\_Dashboard\_ACL – with Role of “ARC”* |
|  | Select “My Submissions Dashboard” tab and select a record. | Verify that the review page popup redirects the user to the unauthorized access page | *P*  *11/21/2014* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH20 |
| Source Description | SCCB-P13895 |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page:  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P*  *12/2/2014* |  |
|  | Select “My Dashboard” tab and select a record that has isVerintMonitor = “True” and status = “Complete”. | Verify that the review page popup opens the record and that the Scorecard Name value is displayed in the left-hand side of the screen | *P*  *12/2/2014* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH21 |
| Source Description | SCCB-P13891 |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | review.aspx, review2.aspx, eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page:  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P*  *12/17/2014* |  |
|  | Select “My Dashboard” tab and select a completed IQS record that has a supervisor signing different than current hierarchy. | Verify that the review page popup opens the record and that the supervisor name that signed the record appears in “Supervisor Review Information” section and current hierarchy supervisor shows up in left-hand side of page. | *P*  *12/17/2014* |  |
|  | Select “Historical dashboard” tab and query for a completed IQS record that has a supervisor signing different than current hierarchy. | Verify that the review page popup opens the record and that the supervisor name that signed the record appears in “Supervisor Review Information” section and current hierarchy supervisor shows up in left-hand side of page. | *P*  *12/17/2014* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH22 |
| Source Description | SCCB-P14043 |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | review.aspx, eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test main dashboard page:  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P*  *01/12/2015* |  |
|  | Select “My Dashboard” tab and select a completed Research Required record that is pending level 3 user review. | Verify that the review page displays with reference to OMR SOP and corresponding hyperlink text from the following text:  *Contact Center Operations 46.0 Outlier Management Report (OMR): Outlier Research Process SOP*  Verify that the hyper link occurs after the following text:  *You are receiving this eCL record because an Employee on your team was identified in an Outlier Management Report (OMR). Please research this item in accordance with the latest* | *P*  *01/12/2015* |  |
|  | Select OMR SOP hyperlink. | Verify that new window opens to the all SOP list page with OMR SOP included in list of available documents at the following URL:  [https://cco.gdit.com/Resources/SOP/Contact Center Operations/Forms/AllItems.aspx](https://cco.gdit.com/Resources/SOP/Contact%20Center%20Operations/Forms/AllItems.aspx) | *P*  *01/12/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH23 |
| Source Description | SCCB-P13653 |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes | Perform same test for records that are “Pending Supervisor Review” |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using an LSA user account capable of submission:  https://vacmsmpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db | *P*  *01/15/2015* |  |
|  | Select “My Dashboard” tab and select a record submitted with LSA module that is “Pending Employee Review” | Verify that the record opens in review page with correct corresponding fields and submits successfully. | *P*  *01/15/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH24 |
| Source Description | SCCB-P14066 |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | review.aspx, eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes | Perform same test for other IQS records |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using an user account capable of reviewing:  https://vacmsmpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db | *P*  *01/15/2015* |  |
|  | Select “My Dashboard” tab and select an IQS record to open for review. | Verify that the record opened displays the correct IQS source. | *P*  *01/15/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH25 |
| Source Description | SCCB-P14065 |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using a user with Human Resource account:  https://vacmsmpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db | *P*  *02/05/2015* |  |
|  | Select “Historical Dashboard” tab | Verify that the Historical Dashboard tab is the only tab displayed for the user. | *P*  *02/05/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH26 |
| Source Description | SCCB-P14065 |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using a user with Human Resource account:  https://vacmsmpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db | *P*  *02/05/2015* |  |
|  | Select “Historical Dashboard” tab and select/enter criteria to query for **non-warning** records. | Verify that query results are displayed on the page. | *P*  *02/05/2015* |  |
|  | Select a hyperlink of one of the returned results. | Verify that a new page opens with the details of the record selected. | *P*  *02/05/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH27 |
| Source Description | SCCB-P14065 |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using a user with Human Resource account:  https://vacmsmpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db | *P*  *02/05/2015* |  |
|  | Select “Historical Dashboard” tab and select/enter criteria to query for **warning** records. | Verify that query results are displayed on the page. | *P*  *02/05/2015* |  |
|  | Select a hyperlink of one of the returned results. | Verify that a new page opens with the details of the record selected. | *P*  *02/05/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH28 |
| Source Description | SCCB-P14251 |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | Review2.aspx, eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using a user with historical dashboard access:  https://vacmsmpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db | *P*  *02/10/2015* |  |
|  | Select “Historical Dashboard” tab and select/enter criteria to query for **IQS** records. | Verify that query results are displayed on the page. | *P*  *02/10/2015* |  |
|  | Select a hyperlink of one of the returned results. | Verify that a new page opens with the details of the record selected displaying employee information section and supervisor information section. | *P*  *02/10/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH29 |
| Source Description | SCCB-P14251 |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | View4.aspx |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using an HR user:  https://vacmsmpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db. | *P*  *02/13/2015* |  |
|  | Select “Historical Dashboard” tab and select Source dropdown menu. | Verify that source dropdown menu displays “Warning” option. | *P*  *02/13/2015* |  |
|  | Launch link to test page using a non-HR user with Historical Dashboard access:  https://vacmsmpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db. | *P*  *02/16/2015* |  |
|  | Select “Historical Dashboard” tab and select Source dropdown menu. | Verify that source dropdown menu does not display “Warning” option. | *P*  *02/16/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH30 |
| Source Description | SCCB-P14322 |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | review.aspx |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using a supervisor user account:  https://vacmsmpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db. | *P*  *02/16/2015* |  |
|  | Select “My Dashboard” tab and select an IQS record that is pending supervisor review or pending acknowledgment. | Verify that the spelling of “acknowledgment”. | *P*  *02/16/2015* |  |
|  | Launch link to test page using a CSR user account:  https://vacmsmpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db. | *P*  *02/16/2015* |  |
|  | Select “My Dashboard” tab and select an IQS record that is pending employee status or a pending acknowledgment record. | Verify that the spelling of “acknowledgment”. | *P*  *02/16/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH31 |
| Source Description | SCCB-P14304 |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | View2.aspx, eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes | Verify for both supervisor and manager user account |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using a supervisor or manager user account:  https://vacmsmpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db. | *P*  *02/18/2015* |  |
|  | Select “My Dashboard” tab and scroll to the warnings table. | Verify that the warnings table includes the columns “Warning Type” and “Warning Reason(s)”.  Also verify that the strFormStatus column has been removed. | *P*  *02/19/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH32 |
| Source Description | SCCB-P14422 |
| Test Location | https://f3420-mpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | View2.aspx, eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes | Verify for CSR, Supervisor, manager and miscellaneous/fictional user account |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using a CSR user account:  https://f3420-mpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db. | *P*  *03/20/2015* |  |
|  | Select “My Dashboard” tab and view displayed tables. | Verify that the following conditions exists:   1. All tables include “Coaching Reason”, “Sub-coaching Reason” and “Value” columns except for Warning table 2. All tables include header change from “CSR Name” to “Employee Name” 3. All filter field values have content populated strictly by database procedure 4. Column headers have been updated from “strFormStatus” to “Status” 5. Column headers have been updated from “strSource” to “Source” | *P*  *03/20/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH33 |
| Source Description | SCCB-P14422 |
| Test Location | https://f3420-mpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | View3.aspx, eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes | Verify for ARC CSR, Supervisor, manager and miscellaneous/fictional user account |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using an ARC CSR user account:  https://f3420-mpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db. | *P*  *03/20/2015* |  |
|  | Select “My Submissions” tab and view displayed tables. | Verify that the following conditions exists:   1. All tables include “Coaching Reason”, “Sub-coaching Reason” and “Value” columns 2. All tables include header change from “CSR Name” to “Employee Name” 3. All filter field values have content populated strictly by database procedure 4. Column headers have been updated from “strFormStatus” to “Status” 5. Column headers have been updated from “strSource” to “Source” | *P*  *03/20/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH34 |
| Source Description | SCCB-P14422 |
| Test Location | https://f3420-mpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | View4.aspx, eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes | Verify for Supervisor or manager user account with “ECL” role in EC.Historical\_Dashboard\_ACL table |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using a Supervisor user account:  https://f3420-mpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db. | *P*  *03/20/2015* |  |
|  | Select “Historical Dashboard” tab and view displayed tables. | Verify that the following conditions exists:   1. Table includes header change from “CSR Name” to “Employee Name” 2. All filter field values have content populated strictly by database procedure 3. Table includes new “Submitter” filter 4. Table includes new “Submitter Name” column 5. “Opportunity” and “Reinforcement” filters have been replaced with new “Value” filter 6. Column headers have been updated from “strFormStatus” to “Status” 7. Column headers have been updated from “strSource” to “Source” | *P*  *03/20/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH35 |
| Source Description | SCCB-P14423 |
| Test Location | https://f3420-mpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | View2.aspx, review2.aspx, review3.aspx, eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes | Verify for user with “SRMGR” role in EC.Historical\_Dashboard\_ACL table |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using a user account which has been added to EC.Historical\_Dashboard\_ACL table with “SRMGR” role:  https://f3420-mpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db. | *P*  *03/25/2015* |  |
|  | Select “My Dashboard” tab and view displayed tables. | Verify that the following conditions exists:   1. Table “My Hierarchy eCoaching Logs” is displayed with data 2. Table “My Hierarchy Warning eCoaching Logs” is displayed with data | *P*  *03/27/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH36 |
| Source Description | SCCB-P14423 |
| Test Location | https://f3420-mpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | View2.aspx, review2.aspx, review3.aspx, eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes | Verify for user without “SRMGR” role in EC.Historical\_Dashboard\_ACL table |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using a user account which has not been added to EC.Historical\_Dashboard\_ACL table with “SRMGR” role:  https://f3420-mpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db. | *P*  *03/25/2015* |  |
|  | Select “My Dashboard” tab and view displayed tables. | Verify that the following conditions exists:   1. Table “My Hierarchy eCoaching Logs” is not displayed 2. Table “My Hierarchy Warning eCoaching Logs” is not displayed | *P*  *03/27/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH37 |
| Source Description | SCCB-P14422 |
| Test Location | https://f3420-mpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | View4.aspx, eCoachingFixed.dll |
| Supporting Documentation |  |
| Notes | Verify replaced columns in historical dashboard table |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
|  | Launch link to test page using a user account which has historical dashboard access:  https://f3420-mpmd01.vangent.local/coach3/default.aspx | Main page successfully loads with credentials passed reflecting data in database db. | *P*  *04/02/2015* |  |
|  | Select “Historical Dashboard” tab and view displayed tables. | Verify that the following conditions exists:   1. “Opportunity” and “Reinforcement” columns are no longer displayed 2. “Coaching Reason”, Sub-Coaching Reason” and “Value” columns are displayed | *P*  *04/02/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH38 |
| Source Description | SCCB-P14676 |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | Site2.Master, view4.aspx, view4.aspx.vb, eCoachingFixed.dll |
| Added Files(s) | bin\ICSharpCode.SharpZipLib.dll, NPOI.dll, NPOI.OOXML.dll, NPOI.OpenXml4Net.dll, NPOI.OpenXmlFormats.dll  scripts\jquery.cookie.js |
| Supporting Documentation |  |
| Notes | Verify excel file (.xlsx) gets generated with the criteria chosen by the user on Historical Dashboard page;  Verify all required information is included in the generated excel file. Refer to “CCO\_eCoaching\_Log\_FS.docx section 6.1.2 Data” for required information. |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
| *1.* | Launch eCoaching using an application account :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P* |  |
| *2.* | Select “Historical Dashboard” tab | “Export to Excel” button displays on the page. | *P* |  |
| *3.* | On “Historical Dashboard” page, choose filter criteria by selecting specific values from dropdowns;  Click “Export to Excel” | Modal dialog “Please wait while we process your request…” displays blocking UI;  Once the excel file is generated, modal dialog disappears, UI is enabled, and the download file dialog displays allowing user to either Open or Save the file. | *P* |  |
| *4.* | Click Open from the download file dialog from test #3 | The generated excel file successfully opens using Microsoft Excel. | *P* |  |
| *5.* | Click Save from the download file dialog from test #3 | The generated excel file is successfully saved on your local drive. | *P* |  |
| *6.* | Open the generated excel file to verify the content meets the requirement | All required information in the generated excel file. | *P* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH39 |
| Source Description | SCCB-P14840 |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | View4.aspx, view4.aspx.vb, view4.aspx.designer.vb |
| Added Files(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
| *1.* | Launch eCoaching using an application account with Sr. MGR user access :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P*  *04/30/2015* |  |
| *2.* | Select “Historical Dashboard” tab | Verify that Sr. MGR dashboard table section displays and Submitted date range appears as a filter option | *P*  *04/30/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH40 |
| Source Description | SCCB-P14840 |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | Default.aspx, default.aspx.vb |
| Added Files(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
| *1.* | Launch eCoaching using an application account with any access :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | Main page successfully loads with credentials passed reflecting data in database db | *P*  *04/30/2015* |  |
| *2.* | Select any tab | Verify that tab content loads and displays | *P*  *04/30/2015* |  |
| *3.* | Select another tab | Verify that tab content loads and displays | *P*  *04/30/2015* |  |
| *4.* | Return to original tab | Verify that tab content does not reload but displays last existing content | *P*  *04/30/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH41 |
| Source Description | SCCB-P14881 – Authentication and authorization |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | default.aspx, default.aspx.designer.vb, default.aspx.vb, default2.aspx, default2.aspx.vb, review2.aspx, review2.aspx.designer.vb, review2.aspx.vb, review3.aspx, review3.aspx.designer.vb, review3.aspx.vb, view2.aspx, view2.aspx.designer.vb, view2.aspx.vb, view3.aspx, view3.aspx.designer.vb, view3.aspx.vb, view4.aspx.vb, Web.config, eCoachingFixed.dll |
| Added Files(s) | common\BasePage.vb |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
| *1.* | Launch link to test page using an account with access to dashboard tabs:  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | “Authentication Required” dialog displays asking for User Name and Password:  Enter User Name and Password, Click OK;  User is authenticated;  User information (jobcode$email$name) is saved in Session;  User is authorized; User’s job code controls which tabs display  eCoachingLog main page displays. | *P* |  |
| *2.* | Click any dashboard tab other than the main page tab | Authentication is skipped;  Authorization is further done to control what the user sees on this page – since this is page initial display (none post back) | *P* |  |
| *3.* | On the page in Test#2, change any filter value and submit the page | Authentication is skipped;  Authorization is skipped – since this is page post back. | *P* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH42 |
| Source Description | SCCB-P14948 – eCoaching - Historical Dashboard data shared when sorting |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | view4.aspx.vb, Web.config, eCoachingFixed.dll |
| Added Files(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
| *1.* | Launch link to test page using an account with access to historical dashboard tab:  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | “eCoachingLog main page displays. | *P*  *05/08/2015* |  |
| *2.* | Select historical dashboard tab and select filter values to display and submit | Data displays in table | *P*  *05/08/2015* |  |
| *3.* | Launch link in new browser to test page using an account with access to historical dashboard tab:  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | “eCoachingLog main page displays. | *P*  *05/08/2015* |  |
| *4* | Select historical dashboard tab and select filter values to display and submit | Data displays in table | *P*  *05/08/2015* |  |
| *5* | Select a sort column from one dashboard browser display to rearrange data. | Verify that sorting applies to displayed data | *P*  *05/08/2015* |  |
| *6* | Open other browser and chose to regenerate existing results | Verify that data is not same data as other browser and not using same sorting applied in other browser | *P*  *05/08/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH43 |
| Source Description | SCCB-P14951 – eCoaching - Historical Dashboard not showing warnings for HR |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | view4.aspx.vb, eCoachingFixed.dll |
| Added Files(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
| *1.* | Launch link to test page using an HR user account with access to historical dashboard tab:  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | “eCoachingLog main page displays. | *P*  *05/12/2015* |  |
| *2.* | Select historical dashboard tab and select filter values including source of “Warning” to display and submit | Data displays in table | *P*  *05/12/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH44 |
| Source Description | SCCB-P14818 – CCO eCoaching - Incorporate Low CSAT feed into eCL |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | Review.aspx, review.aspx.vb, eCoachingFixed.dll |
| Added Files(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
| *1.* | Launch link to test page using an HR user account with main dashboard access to a record that has same person as supervisor and manager for one or more records:  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | eCoachingLog main page displays. | *P*  *05/20/2015* |  |
| *2.* | Select My Dashboard tab and choose a record that has a user as supervisor and manager | Data displays in table with the following conditions: 1. “Details of the behavior being coached” section only displays once  2. Management Notes appears only once if contains content | *P*  *05/20/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH45 |
| Source Description | SCCB-P14818 – CCO eCoaching - Incorporate Low CSAT feed into eCL |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | Review.aspx, review.aspx.vb, eCoachingFixed.dll |
| Added Files(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
| *1.* | Launch link to test page using a user account with manager access to a Low CSAT record :  <https://vacmsmpmd01.vangent.local/coach3/default.aspx> | eCoachingLog main page displays. | *P*  *05/28/2015* |  |
| *2.* | Select My Dashboard tab and choose a Low CSAT record with “Pending Manager Review” status | Verify that the following message text displays prior to question group:  “You are receiving this eCL because you have been assigned to listen to and provide feedback on a call that was identified as having low customer satisfaction. Please review the call from a PPoM perspective and provide details on the specific opportunities requiring coaching in the record below.” | *P*  *05/28/2015* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH46 |
| Source Description | SCCB-P14893 – Historical Dashboard Round 2 (Custom Paging) |
| Test Location | https://f3420-mpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | View4.aspx, view4.aspx.vb,eCoachingFixed.dll |
| Added Files(s) | BLL\HsitoricalDashboardhandler.vb,  DAL\DBUtility.vb,  DAL\HistoricalDashboardDBAccess.vb,  Models\HistoricalDashboard.vb,  Models\HistoricalDashboardFilter.vb |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
| *1.* | Launch link to test page using an account with access to historical dashboard tab:  https://f3420-mpmd01.vangent.local/coach3/default.aspx | “Authentication Required” dialog displays asking for User Name and Password  Enter User Name and Password, Click OK;  User is authenticated; | *P* |  |
| *2.* | Click Historical Dashboard tab | Historical Dashboard page displays | *P* |  |
| *3* | Leave all filters as default values, click “Apply” | First 50 records requested (if the total number of records is greater than 50) are displayed on page 1. | *P* |  |
| *4* | Continue with step 3, click page 2 | The next set of records starting with record #51 are displayed on page 2. | *P* |  |
| *5* | Continue with step 4, click last page | The last set of records are displayed on the last page | *P* |  |
| *6* | Select a specific Site | CSR dropdown, Supervisor dropdown, and Manager dropdown are properly populated | *P* |  |
| *7* | Continue with step 6, click “Apply” | Records requested are correctly displayed on page 1. | *P* |  |
| *8* | Click “FormID” column header to sort by Form ID | Records are correctly sorted. | *P* |  |
| *9* | Click “Employee Name” column header to sort by Employee Name | Records are correctly sorted. | *P* |  |
| *10* | Click “Supervisor Name” column header to sort by Supervisor Name | Records are correctly sorted. | *P* |  |
| *11* | Click “Manager Name” column header to sort by Manager Name | Records are correctly sorted. | *P* |  |
| *12* | Click “Submitter Name” column header to sort by Submitter Name | Records are correctly sorted. | *P* |  |
| *13* | Click “Source” column header to sort by Source | Records are correctly sorted. | *P* |  |
| *14* | Click “Status” column header to sort by Status | Records are correctly sorted. | *P* |  |
| *15* | Click “Created Date” column header to sort by Created Date | Records are correctly sorted. | *P* |  |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH47 |
| Source Description | SCCB-P15059 – eCoaching - OMR Low CSAT not updating at manager review |
| Test Location | https://f3420-mpmd01.vangent.local/coach3\_backup/default.aspx |
| Updated File(s) | Review.aspx.vb,eCoachingFixed.dll |
| Added Files(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
| *1.* | Launch link to test page using an account with access to a pending manager review Low CSAT record:  https://f3420-mpmd01.vangent.local/coach3\_backup/default.aspx | eCoaching application displays successfully | *P*  *06/05/2015* | *Application loads successfully* |
| *2.* | Click My Dashboard tab and locate a Low CSAT record that is pending manager review. | Review page displays with correct question group. | *P*  *06/05/2015* | *Review page displays research required question group with Low CSAT specific text* |
| *3* | Complete question group options and select “Yes” for research required question and choose to submit. | Record should submit successfully and populate database. | *P*  *06/05/2015* | *Update completes successfully with no errors and database is updated with new status of pending supervisor review.* |

| **Item** | **Description** |
| --- | --- |
| Test Case ID | ECUIDASH48 |
| Source Description | SCCB-P14916 – Added WHRC\* users to have access to Historical Dashboard/Review |
| Test Location | https://vacmsmpmd01.vangent.local/coach3/default.aspx |
| Updated File(s) | default.aspx.vb, review2.aspx.vb, review3.aspx.vb, view4.aspx.vb, eCoachingFixed.dll |
| Added Files(s) |  |
| Supporting Documentation |  |
| Notes |  |

| **TEST#** | **ACTION** | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| --- | --- | --- | --- | --- |
| *1.* | Launch the following link (update database, set EC.Employee\_Hierarchy.Emp\_Job\_Code to be “WHRC11” before this step)  https://f3420-mpmd01.vangent.local/coach3/default.aspx | Historical Dashboard is the only tab displayed | *P* |  |
| *2.* | Click Apply button | Coaching Logs display on the page | *P* |  |
| *3* | Click any form name in FormID column | Review log page displays in a separate window | *P* |  |
| *4* | Close browser;  Repeat steps 1-3 for job codes:  WHRC12, WHRC13, and WHHR11 | Same as “Expected Results” in Steps 1-3 | *P* |  |

| **Item** | | **Description** | | | |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | | ECUIDASH49 | | | |
| Source Description | | 14966 – Duplicate Lan IDs | | | |
| Test Location | | https://f3420-mpmd01.vangent.local/coach3/default.aspx | | | |
| Updated File(s) | | common\BasePage.vb, DAL\UserDBAccess.vb, Models\User.vb,  review.aspx, review.aspx.vb, review2.aspx, review2.aspx.vb, review3.aspx, review3.aspx.vb, eCoachingLogFixed.dll | | | |
| Added Files(s) | |  | | | |
| Supporting Documentation | |  | | | |
| Notes | |  | | | |
| **TEST#** | **ACTION** | | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| *1.* | Launch the following link  https://f3420-mpmd01.vangent.local/coach3/default.aspx | | “Authentication Required” Dialog displays asking for User Name and Password. | *P* |  |
| *2* | Enter your AD domain User Name and Password, Click Ok. | | eCoaching Log main page displays. |  |  |
| *3.* | Click “My Dashboard” tab and locate a log that belongs to someone else on the page;  Update the log in database to have EmpLanID to be your lan ID;  Click the log. | | “You are not authorized to access this record.” Page displays. | *P* |  |
| *4* | Repeat step 3 with “My Submissions” tab. | | “You are not authorized to access this record.” Page displays. | *P* |  |
| *5* | Repeat step 3 with “Historical Dashboard” tab. | | Repeat step 3 with “My Submissions” tab. | P |  |

| **Item** | | **Description** | | | |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | | ECUIDASH50 | | | |
| Source Description | | 13631 – Coaching Notes overwritten | | | |
| Test Location | | https://f3420-mpmd01.vangent.local/coach3/default.aspx | | | |
| Updated File(s) | | review.aspx, review.aspx.vb, eCoachingLogFixed.dll | | | |
| Added Files(s) | |  | | | |
| Supporting Documentation | |  | | | |
| Notes | |  | | | |
| **TEST#** | **ACTION** | | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| *1.* | Launch the following link  https://f3420-mpmd01.vangent.local/coach3/default.aspx  With job code WISO12 | | Authentication Dialog displays;  Enter user id and password;  Main page (New Submission) displays. | *P* |  |
| *2* | Submit a coaching Direct/CSE record for a CSR;  Data setup:  Set up the user as the CSR’s manager  update EC.Employee\_Hierarchy set Mgr\_ID=user emp ID, Mgr\_Email=user email, Mgr\_LanID=user lan ID where Emp\_ID=CSR emp ID | | The coaching record is created in coaching\_log table | *P* |  |
| *3.* | Refresh the page by pressing Ctrl + F5;  Go to My Dashboard | | The record created in step 2 displays under “My Pending eCoaching Logs” | *P* |  |
| *4* | Click the record in step 3 | | Review page displays in a separate window | *P* |  |
| *5* | For “1. Is the coaching opportunity a confirmed Customer Service Escalation (CSE)?”,  Select “Yes, this is a confirmed Customer Service Escalation.” ;  Enter a date under “2. Enter the date coached:”;  Enter notes under “3. Provide the details from the coaching session including action plans developed:”;  Click Submit | | Date saved in coaching\_log.MgrManualDate;  Notes saved in coaching\_log.MgrNotes;  Coaching\_log.MgrReviewAutoDate populated with the system date/time when submit; | P |  |
| *6* | Repeat step 5, except For “1. Is the coaching opportunity a confirmed Customer Service Escalation (CSE)?”,  Select “No, this is not a confirmed Customer Service Escalation.” | | Same as 5 | P |  |
| *7* | Update the user as the CSR’s Supervisor in employee hierarchy table:  update EC.Employee\_Hierarchy set Sup\_ID=user emp ID, Sup\_Email=user email, Sup\_LanID=user lan ID where Emp\_ID=CSR emp ID  Update the user as the CSR’s Supervisor in coaching log table:  update EC.Coaching\_Log set SupID=user emp ID where CoachingID=the record coachingID from step 2  Refresh the page by pressing Ctrl + F5 | | The record created in step 2 displays under “My Pending eCoaching Logs” |  |  |
| *8* | Enter a date under “1. Enter the date coaching:”;  Enter notes under “2. Provide the details from the coaching session including action plans developed:”;  Click Submit | | Notes and Date entered on the review page got appended to coaching\_log.CoachingNotes as below:  Existing coachingNotes  Supervisor Name + (System Date/Time) – date entered on the review page + notes entered on the review page.  Coaching\_log.SupReviewedAutoDate populated with the system date/time when submit; | P |  |

| **Item** | | **Description** | | | |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | | ECUIDASH51 | | | |
| Source Description | | TFS 369 – Coaching Notes is not being displayed on CSR Review/acknowledge page | | | |
| Test Location | | https://f3420-mpmd01.vangent.local/coach3/default.aspx | | | |
| Updated File(s) | | review.aspx, review.aspx.vb, eCoachingLogFixed.dll | | | |
| Added Files(s) | |  | | | |
| Supporting Documentation | |  | | | |
| Notes | |  | | | |
| **TEST#** | **ACTION** | | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| *1.* | Launch the following link  https://f3420-mpmd01.vangent.local/coach3/default.aspx  With job code WACS01 (CSR) | | Authentication Dialog displays;  Enter user id and password;  My Dashboard Page displays. | *P* |  |
| *2* | On My Dashboard page, click a record under “My Pending eCoaching Logs” | | Review/Acknowledge page displays in a separate window, and Coaching Notes displays. | *P* |  |

| **Item** | | **Description** | | | |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | | ECUIDASH52 | | | |
| Source Description | | TFS 689 – Inappropriate ARC escalation feed | | | |
| Test Location | | https://f3420-mpmd01.vangent.local/coach3/default.aspx | | | |
| Updated File(s) | | review.aspx, review.aspx.vb | | | |
| Added Files(s) | |  | | | |
| Supporting Documentation | |  | | | |
| Notes | |  | | | |
| **TEST#** | **ACTION** | | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| *1* | Locate a coaching log with Coaching\_Log.strReportCode starting with “IAE”, and status id as 6 (Pending Supervisor Review);  Set myself as the log owner (coaching\_log.empID) supervisor in Employee\_Hierarchy table.  Launch eCL website.  https://f3420-mpmd01.vangent.local/coach3/default.aspx | | Authentication Dialog displays; | *P* |  |
| *2* | Enter user id and password. | | eCL main page (New Submissions) displays  My Dashboard Page displays. | *P* |  |
| *3* | Click “My Dashboard” tab. | | My Dashboard Page displays | *P* |  |
| *4* | On My Dashboard page, click the record from step 1 under “My Pending eCoaching Logs” | | Review/Acknowledge page displays in a separate window;  The following display:  1. Date:\*  Textbox  2. Based on your research does this record require coaching?  RadioButton Yes  RadioButton No  If Yes is selected, the following displays:  3. Provide the details from the coaching session including action plans developed \*  If No is selected, the following displays:  3.What was the main reason this item was not coachable?  Dropdownlist populated with main reasons  4.Please provide reason / explanation /justification as to why the item was not coachable: \* | *P* |  |
| *5* | Repeat steps 1-4 for Inappropriate ARC Transfer log (strReportCode starts with “IAT”). | | Same as above | *P* |  |

| **Item** | | **Description** | | | |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | | ECUIDASH53 | | | |
| Source Description | | TFS 1089 – Open CSR Comments field. | | | |
| Test Location | | https://f3420-mpmd01.vangent.local/coach3/default.aspx | | | |
| Updated File(s) | | review.aspx, review.aspx.vb, review.aspx.designer.vb, StringUtils.vb | | | |
| Added Files(s) | |  | | | |
| Supporting Documentation | |  | | | |
| Notes | |  | | | |
| **TEST#** | **ACTION** | | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| *1* | Update myself to CSR – Employee\_Hierarchy.Emp\_Job\_Code = ‘WACS01’;  Find a CSR coaching log in Coaching\_Log table, update status id to 3 (Pending Acknowledgement), and EmpID to my employee ID.  Launch eCL website.  https://f3420-mpmd01.vangent.local/coach3/default.aspx | | “My Dashboard” tab displays;  The coaching log with status id 3 displays; | *P* |  |
| *2* | Click the Coaching Log form name link on “My Dashboard” page | | Acknowledge page displays;  The text box for entering comments with its instruction text displays. | *P* |  |
| *3* | Enter comments and click Submit; | | Comment is saved in Coaching\_Log.CSRComments field. | *P* |  |

| **Item** | | **Description** | | | |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | | ECUIDASH54 | | | |
| Source Description | | TFS 1410 – Display Warning section for Quality\Traing\LSA on My Dashboard | | | |
| Test Location | | https://f3420-mpmd01.vangent.local/coach3/default.aspx | | | |
| Updated File(s) | | view2.aspx.vb | | | |
| Added Files(s) | |  | | | |
| Supporting Documentation | |  | | | |
| Notes | |  | | | |
| **TEST#** | **ACTION** | | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| *1* | Launch eCL website as a user other than CSR, Manager, and HR.  https://f3420-mpmd01.vangent.local/coach3/default.aspx | | eCL main pag displays | *P* |  |
| *2* | Click “My Dashboard” | | “My Team’s Warning eCoaching Logs” section displays | *P* |  |

| **Item** | | **Description** | | | |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | | ECUIDASH55 | | | |
| Source Description | | TFS 1472 – Add job code WHHR70 | | | |
| Test Location | | https://f3420-mpmd01.vangent.local/coach3/default.aspx | | | |
| Updated File(s) | | default.aspx, default.aspx.vb, ECLHandler.vb | | | |
| Added Files(s) | |  | | | |
| Supporting Documentation | |  | | | |
| Notes | |  | | | |
| **TEST#** | **ACTION** | | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| *1* | Launch eCL website as a user with job code WHHR70  https://f3420-mpmd01.vangent.local/coach3/default.aspx | | Historical Dashboard is the only tab displays | *P* |  |
| **Item** | | **Description** | | | |
| Test Case ID | | ECUIDASH56 | | | |
| Source Description | | TFS 1991 – OMR Short Calls feed with Manager Review | | | |
| Test Location | | https://f3420-mpmd01.vangent.local/coach3/default.aspx | | | |
| Updated File(s) | | review.aspx, review.aspx.vb | | | |
| Added Files(s) | |  | | | |
| Supporting Documentation | |  | | | |
| Notes | |  | | | |
| **TEST#** | **ACTION** | | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| *1* | Data Setup:  Locate OMR./ISQ record (strReportCode starts with “ISQ”) in coaching\_log table with statusid as 5 (Pending manager review) .  Update yourself as the manager of the record employee by setting ec.employee\_hierarchy.Mgr\_ID to your employee ID;  Launch eCL System Test website:  https://f3420-mpmd01.vangent.local/coach3/default.aspx | | eCL home page displays | *P* |  |
| *2* | Go to “My Dashboard” page;  Locate the record from step 1 under “My Pending eCoaching Logs” section;  Click the record | | The following text displays after “Details of the behavior being coached:” section:  “You are receiving this eCL because you have been assigned to listen to and provide feedback on calls that have been identified as having a short duration. Details of each call can be found within the Performance Report Catalog by clicking [here](https://cco.gdit.com/bi/ReportsCatalog/TQC_ShortCall/Forms/AllItems.aspx). Please review the calls and provide specific details on opportunities that requiring coaching.”  “here” is a URL pointing to <https://cco.gdit.com/bi/ReportsCatalog/TQC_ShortCall/Forms/AllItems.aspx> | *P* |  |

| **Item** | | **Description** | | | |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | | ECUIDASH57 | | | |
| Source Description | | TFS 1925 – LCS: allow hierarchy managers to view the log (read-only) | | | |
| Test Location | | https://f3420-mpmd01.vangent.local/coach3/default.aspx | | | |
| Updated File(s) | | review.aspx, review.aspx.vb | | | |
| Added Files(s) | |  | | | |
| Supporting Documentation | |  | | | |
| Notes | |  | | | |
| **TEST#** | **ACTION** | | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| *1* | **Set yourself as hierarchy manager:**  Locate OMR./LCS record (strReportCode starts with “LCS”) in coaching\_log table with statusid as 5 (Pending manager review) .  Update yourself as the manager of the record employee by setting ec.employee\_hierarchy.Mgr\_ID to your employee ID;  (Make sure coaching\_log.MgrID is not your employee ID)  Launch eCL System Test website:  https://f3420-mpmd01.vangent.local/coach3/default.aspx | | eCL home page displays | *P* |  |
| *2* | Go to “My Dashboard” page;  Locate the record from step 1 under “My Pending eCoaching Logs” section;  Click the record | | Review page displays with no editable fields, and no Submit button | *P* |  |
| *3* | **Set yourself as log record manager:**  Locate OMR./LCS record (strReportCode starts with “LCS”) in coaching\_log table with statusid as 5 (Pending manager review) .  Update yourself as the manager when the log was submitted by setting ec.coaching\_log.MgrID to your employee ID;  (Make sure ec.employee\_hierarchy.Mgr\_ID is not your employee ID)  Launch eCL System Test website:  https://f3420-mpmd01.vangent.local/coach3/default.aspx | | eCL home page displays | *P* |  |
| *4* | Go to “My Dashboard” page;  Locate the record from step 3 under “My Pending eCoaching Logs” section;  Click the record | | Review page displays with all the editable fields, and the Submit button | *P* |  |
| *5* | Repeat steps 1 & 2:  But setup yourself as both the hierarchy manager and the log manager | | Review page displays with all the editable fields, and the Submit button | *P* |  |

| **Item** | | **Description** | | | |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | | ECUIDASH58 | | | |
| Source Description | | TFS 1881 – Add Short Duration Reporting (Training SDR) records. | | | |
| Test Location | | https://f3420-mpmd01.vangent.local/coach3/default.aspx | | | |
| Updated File(s) | | review.aspx, review.aspx.vb | | | |
| Added Files(s) | |  | | | |
| Supporting Documentation | |  | | | |
| Notes | |  | | | |
| **TEST#** | **ACTION** | | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| *1* | **Data setup:**  **Locate a SDR record in coaching\_log table with status at 6 (Pending Supervisor Review)**  select \* from EC.Coaching\_Log where strReportCode like 'SDR%' and StatusID=6  **Update yourself as the supervisor of the employee in the record:**  update EC.Employee\_Hierarchy set Sup\_ID=your emp ID,  Sup\_Name=your name,  Sup\_LanID = your lan ID  where Emp\_ID = coaching\_log.empID  **Login to eCoaching:**  https://f3420-mpmd01.vangent.local/coach3/default.aspx | | Main Page displays (New Submissions) | *P* |  |
| *2* | Click “My Dashboard” | | “My Dashboard” page displays  The record setup in step 1 displays under “My Pending eCoaching Logs” | *P* |  |
| *3* | Click the record setup in step 1 under “My Pending eCoaching Logs” | | Review page displays with the correct fields and Text. | *P* |  |
| *4* | On Review page, enter Date, select “Yes” to question “2. Based on your research does this record require coaching?”, enter Coaching Notes;  Click Submit button | | Record gets successfully updated in database:  Coaching\_log.statusID: 4 (Pending Employee Review)  Coaching\_log.SupReviewedAutoDate: Timestamp when the page was submitted  And the following get updated with the values entered on the review page:  Coaching\_log.CoachingNotes  Coaching\_log.isCoachingRequired | *P* |  |
| *5* | Repeat step 4 except:  Select “No” to question “2. Based on your research does this record require coaching?”, select not coachable reason, enter description for not coachable reason. | | Record gets successfully updated in database:  Coaching\_log.statusID: 2 (Inactive)  Coaching\_log.SupReviewedAutoDate: Timestamp when the page was submitted  And the following get updated with the values entered on the review page:  Coaching\_log.strReasonNotCoachable  Coaching\_log.txtReasonNotCoachable  Coaching\_log.isCoachingRequired | *P* |  |

| **Item** | | **Description** | | | |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | | ECUIDASH59 | | | |
| Source Description | | TFS 2196 – CSR Comments not appearing in completed logs from IQS. | | | |
| Test Location | | https://f3420-mpmd01.vangent.local/coach3/default.aspx | | | |
| Updated File(s) | | review.aspx.vb | | | |
| Added Files(s) | |  | | | |
| Supporting Documentation | |  | | | |
| Notes | |  | | | |
| **TEST#** | **ACTION** | | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| *1* | Launch eCL website as a CSR who has a completed IQS log.  https://f3420-mpmd01.vangent.local/coach3/default.aspx | | My Dashboard displays with the completed IQS log under “My Completed eCoaching Logs” section. | *P* |  |
| *2* | Click the completed IQS log | | Review page displays in a separate window;  “Employee Comments/Feedback” displays on the page. | *P* |  |

| **Item** | | **Description** | | | |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | | ECUIDASH60 | | | |
| Source Description | | TFS 2308 – Overdue Training feed. | | | |
| Test Location | | https://f3420-mpmd01.vangent.local/coach3/default.aspx | | | |
| Updated File(s) | | review.aspx, review.aspx.vb | | | |
| Added Files(s) | |  | | | |
| Supporting Documentation | |  | | | |
| Notes | |  | | | |
| **TEST#** | **ACTION** | | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| *1* | **Data setup:**  **Locate a ODT record in coaching\_log table with status at 6 (Pending Supervisor Review)**  select \* from EC.Coaching\_Log where strReportCode like 'ODT%' and StatusID=6  **Update yourself as the supervisor of the employee in the record:**  update EC.Employee\_Hierarchy set Sup\_ID=your emp ID,  Sup\_Name=your name,  Sup\_LanID = your lan ID  where Emp\_ID = coaching\_log.empID  **Login to eCoaching:**  https://f3420-mpmd01.vangent.local/coach3/default.aspx | | Main Page displays (New Submissions) | *P* |  |
| *2* | Click “My Dashboard” | | “My Dashboard” page displays  The record setup in step 1 displays under “My Pending eCoaching Logs” | *P* |  |
| *3* | Click the record setup in step 1 under “My Pending eCoaching Logs” | | Review page displays with the correct fields and Text. | *P* |  |
| *4* | On Review page, enter Date, select “Yes” to question “2. Based on your research does this record require coaching?”, enter Coaching Notes;  Click Submit button | | Record gets successfully updated in database:  Coaching\_log.statusID: 4 (Pending Employee Review)  Coaching\_log.SupReviewedAutoDate: Timestamp when the page was submitted  And the following get updated with the values entered on the review page:  Coaching\_log.CoachingNotes  Coaching\_log.isCoachingRequired | *P* |  |
| *5* | Repeat step 4 except:  Select “No” to question “2. Based on your research does this record require coaching?”, select not coachable reason, enter description for not coachable reason. | | Record gets successfully updated in database:  Coaching\_log.statusID: 2 (Inactive)  Coaching\_log.SupReviewedAutoDate: Timestamp when the page was submitted  And the following get updated with the values entered on the review page:  Coaching\_log.strReasonNotCoachable  Coaching\_log.txtReasonNotCoachable  Coaching\_log.isCoachingRequired | *P* |  |

| **Item** | | **Description** | | | |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | | ECUIDASH61 | | | |
| Source Description | | TFS 2429 - Unknown user should not be able to access; | | | |
| Test Location | | https://f3420-mpmd01.vangent.local/coach3/default.aspx | | | |
| Updated File(s) | | UserDBAccess.vb, UserHandler.vb, ECLHandler.vb | | | |
| Added Files(s) | |  | | | |
| Supporting Documentation | |  | | | |
| Notes | |  | | | |
| **TEST#** | **ACTION** | | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| *1* | **Data setup:**  **Remove myself from** EC.EmployeeID\_To\_LanID table by updating my lanID to ‘lili.huang1’.  update EC.EmployeeID\_To\_LanID set LanID='lili.huang1' where LanID='lili.huang'  **Remove myself from** EC. Employee\_Hierarchy table by updating my lanID to ‘lili.huang1’.  update EC.Employee\_Hierarchy set Emp\_LanID='lili.huang1' where Emp\_LanID='lili.huang'  **Try to login to eCoaching:**  https://f3420-mpmd01.vangent.local/coach3/default.aspx | | Received Unthorized page.  AD\lili.huang  You are not authorized to access this application. | *P* |  |

| **Item** | | **Description** | | | |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | | ECUIDASH62 | | | |
| Source Description | | TFS 2432 – Separate solutions for HR Access; | | | |
| Test Location | | https://f3420-mpmd01.vangent.local/coach3/default.aspx | | | |
| Updated File(s) | | UserDBAccess.vb, UserHandler.vb, ECLHandler.vb | | | |
| Added Files(s) | |  | | | |
| Supporting Documentation | |  | | | |
| Notes | |  | | | |
| **TEST#** | **ACTION** | | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| *1* | **Data setup:**  **Update myself to have job code “WHRC11”**.  update EC.Employee\_Hierarchy set Emp\_Job\_code='WHRC11' where Emp\_LanID='lili.huang'  **Try to login to eCoaching:**  https://f3420-mpmd01.vangent.local/coach3/default.aspx | | Received Unthorized page.  AD\lili.huang  You are not authorized to access this application. | *P* |  |

| **Item** | | **Description** | | | |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | | ECUIDASH63 | | | |
| Source Description | | TFS 2826 – Coach the Coach data feed; | | | |
| Test Location | | https://f3420-mpmd01.vangent.local/coach3/default.aspx | | | |
| Updated File(s) | | review.aspx, review.aspx.vb, review2.aspx, review2.aspx.vb | | | |
| Added Files(s) | |  | | | |
| Supporting Documentation | |  | | | |
| Notes | |  | | | |
| **TEST#** | **ACTION** | | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| *Employee acknowledges first:* | | | | | |
| *1* | **Data setup:**  **Locate a CTC record in coaching\_log table with Pending Acknowledgement status.**  **Update the owner of the record to myself.**  **Update myself (Employee\_Hierarchey table) to be Supervisor (**WACS40**)**  **Login to eCoaching:**  https://f3420-mpmd01.vangent.local/coach3/default.aspx | | Default page displays. | *P* |  |
| *2* | **Click “My Dashboard” tab** | | The record from step 1 displays under My Pending eCoaching Logs section. | *P* |  |
| *3* | **Click the record link** | | Review page displays with correct information and input textboxes for the employee to acknowledge the record. | *P* |  |
| *4* | **Fill in required information;**  **Click Submit button** | | The record gets successfully updated to “Pending Manager Review”. | *P* |  |
| *5* | **Update the owner of the record to supervisor A.**  **Update myself (Employee\_Hierarchey table) to be manager (**WACS50**) of supervisor A.**  **Close browser.**  **Re-open browser.**  **Login to eCoaching:**  https://f3420-mpmd01.vangent.local/coach3/default.aspx | | Default page displays | *P* |  |
| *6* | **Repeat step 2-3** | | Same as step 2-3 | *P* |  |
| *7* | **Fill in required information;**  **Click Submit button** | | The record gets successfully updated to “Completed”. | *P* |  |
| *Manager acknowledges first:* | | | | | |
| *8* | **Repeat step 1, except:**  **Update myself (Employee\_Hierarchey table) to be Manager (**WACS50**) of the CTC record’s owner.** | | Same as step 1 | *P* |  |
| *9* | **Repeat step 2-3** | | Same as step 2-3 | *P* |  |
| *10* | **Fill in required information;**  **Click Submit button** | | The record gets successfully updated to “Pending Employee Review”. | *P* |  |
| *11* | **Repeat step 1** | | Same as step 1 | *P* |  |
| *12* | **Repeat step 2-3** | | Same as step 2-3 | *P* |  |
| *13* | **Fill in required information;**  **Click Submit button** | | The record gets successfully updated to “Completed”. |  |  |

| **Item** | | **Description** | | | |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | | ECUIDASH64 | | | |
| Source Description | | TFS 3252 – High CSAT 5 data feed; | | | |
| Test Location | | https://f3420-mpmd01.vangent.local/coach3/default.aspx | | | |
| Updated File(s) | | review.aspx, review.aspx.vb, Site.css, Site3.Master | | | |
| Added Files(s) | |  | | | |
| Supporting Documentation | |  | | | |
| Notes | |  | | | |
| **TEST#** | **ACTION** | | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| *Employee acknowledges first:* | | | | | |
| *1* | **Data setup:**  **Locate a HFC record in coaching\_log table with Pending Acknowledgement status.**  **Update the owner of the record to myself.**  **Update myself (Employee\_Hierarchey table) to be CSR (**WACS01**)**  **Login to eCoaching:**  https://f3420-mpmd01.vangent.local/coach3/default.aspx | | Default page displays. | *P* |  |
| *2* | **Click “My Dashboard” tab** | | The record from step 1 displays under My Pending eCoaching Logs section. | *P* |  |
| *3* | **Click the record link** | | Review page displays with correct information and input textboxes for the employee to acknowledge the record. | *P* |  |
| *4* | **Fill in required information;**  **Click Submit button** | | The record gets successfully updated to “Pending Supervisor Review”. | *P* |  |
| *5* | **Update the owner of the record to CSR A.**  **Update myself (Employee\_Hierarchey table) to be supervisor (**WACS40**) of CSR A.**  **Close browser.**  **Re-open browser.**  **Login to eCoaching:**  https://f3420-mpmd01.vangent.local/coach3/default.aspx | | Default page displays | *P* |  |
| *6* | **Repeat step 2-3** | | Same as step 2-3 | *P* |  |
| *7* | **Fill in required information;**  **Click Submit button** | | The record gets successfully updated to “Completed”. | *P* |  |
| *Supervisor acknowledges first:* | | | | | |
| *8* | **Repeat step 1, except:**  **Update myself (Employee\_Hierarchey table) to be Supervisor (**WACS40**) of the HFC record’s owner.** | | Same as step 1 | *P* |  |
| *9* | **Repeat step 2-3** | | Same as step 2-3 | *P* |  |
| *10* | **Fill in required information;**  **Click Submit button** | | The record gets successfully updated to “Pending Employee Review”. | *P* |  |
| *11* | **Repeat step 1** | | Same as step 1 | *P* |  |
| *12* | **Repeat step 2-3** | | Same as step 2-3 | *P* |  |
| *13* | **Fill in required information;**  **Click Submit button** | | The record gets successfully updated to “Completed”. |  |  |

| **Item** | | **Description** | | | |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | | ECUIDASH65 | | | |
| Source Description | | TFS 3622 – “My Dashboard” over 100 db connections within 1 db session; | | | |
| Test Location | | https://f3420-mpmd01.vangent.local/coach3/default.aspx | | | |
| Updated File(s) | | view2.aspx, view2.aspx.vb | | | |
| Added Files(s) | |  | | | |
| Supporting Documentation | |  | | | |
| Notes | |  | | | |
| **TEST#** | **ACTION** | | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| *Employee acknowledges first:* | | | | | |
| *1* | **Login to eCoaching as CSR, Supervisor, and Manager separately.**  https://f3420-mpmd01.vangent.local/coach3/default.aspx | | Default page displays. | *P* |  |
| *2* | **Click “My Dashboard” tab** | | Logs display correctly in all sections. | *P* |  |

| **Item** | | **Description** | | | |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | | ECUIDASH66 | | | |
| Source Description | | TFS 3991 – Attendance data feed; | | | |
| Test Location | | https://f3420-mpmd01.vangent.local/coach3/default.aspx | | | |
| Updated File(s) | | review.aspx, review.aspx.vb | | | |
| Added Files(s) | |  | | | |
| Supporting Documentation | |  | | | |
| Notes | |  | | | |
| **TEST#** | **ACTION** | | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| *Employee acknowledges first:* | | | | | |
| *1* | **Data setup:**  **Locate a SEA record in coaching\_log table with Pending Acknowledgement status.**  **Update the owner of the record to myself.**  **Update myself (Employee\_Hierarchey table) to be CSR (**WACS01**)**  **Login to eCoaching:**  https://f3420-mpmd01.vangent.local/coach3/default.aspx | | “My Dashboard” page displays.  The record displays under My Pending eCoaching Logs section. | *P* |  |
| *2* | **Click the record link** | | Review page displays with correct information and input textboxes for the employee to acknowledge the record. | *P* |  |
| *3* | **Fill in required information;**  **Click Submit button** | | The record gets successfully updated to “Pending Supervisor Review”. | *P* |  |
| *4* | **Update the owner of the record to CSR A.**  **Update myself (Employee\_Hierarchey table) to be supervisor (**WACS40**) of CSR A.**  **Close browser.**  **Re-open browser.**  **Login to eCoaching:**  https://f3420-mpmd01.vangent.local/coach3/default.aspx | | Default page displays | *P* |  |
| *5* | **Click “My Dashboard” tab** | | The record displays under My Pending eCoaching Log section. | *P* |  |
| *6* | **Click the record link** | | Review page displays with correct information and input textboxes for the supervisor to acknowledge the record. |  |  |
| *7* | **Fill in required information;**  **Click Submit button** | | The record gets successfully updated to “Completed”. | *P* |  |
| *Supervisor acknowledges first:* | | | | | |
| *8* | **Repeat step 1, except:**  **Update myself (Employee\_Hierarchey table) to be Supervisor (**WACS40**) of the HFC record’s owner.** | | Same as step 1 | *P* |  |
| *9* | **Repeat step 2-3** | | Same as step 2-3 | *P* |  |
| *10* | **Fill in required information;**  **Click Submit button** | | The record gets successfully updated to “Pending Employee Review”. | *P* |  |
| *11* | **Repeat step 1** | | Same as step 1 | *P* |  |
| *12* | **Repeat step 2-3** | | Same as step 2-3 | *P* |  |
| *13* | **Fill in required information;**  **Click Submit button** | | The record gets successfully updated to “Completed”. |  |  |

| **Item** | | **Description** | | | |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | | ECUIDASH67 | | | |
| Source Description | | TFS 4102 – Include Yes/No value to coaching monitor question. | | | |
| Test Location | | https://f3420-mpmd01.vangent.local/coach3/default.aspx | | | |
| Updated File(s) | | review.aspx, review.aspx.vb, review2.aspx, review2.aspx.vb | | | |
| Added Files(s) | |  | | | |
| Supporting Documentation | |  | | | |
| Notes | |  | | | |
| **TEST#** | **ACTION** | | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| *Employee acknowledges first:* | | | | | |
| *1* | **Login to eCoaching as a supervisor and with an ECL role.**  https://f3420-mpmd01.vangent.local/coach3/default.aspx | | New Submissions page displays. | *P* |  |
| *2* | **Click My Dashboard tab** | | My Dashboard page displays | *P* |  |
| *3* | **Click on any scorecard log on My Dashboard page.** | | Review page displays Coaching Monitor information after Scorecard Name in the left blue panel. | *P* |  |
| *4* | **Click on any NON scorecard log on My Dashboard page.** | | Review page does NOT display Coaching Monitor information after Scorecard Name in the left blue panel. | *P* |  |
| *5* | **Click Historical Dashboard tab** | | Historical Dashboard displays | *P* |  |
| *6* | **Click on any scorecard log on Historical Dashboard page** | | Review page displays Coaching Monitor information after Scorecard Name in the left blue panel. | *P* |  |
| *7* | **Click on any NON scorecard log on Historical Dashboard page** | | Review page does NOT display Coaching Monitor information after Scorecard Name in the left blue panel. | *P* |  |
| *8* | **Login to eCoaching as HR (job code WHRC13)** | | Only Historical Dashboard tab displays | *P* |  |
| *9* | **Select Warning from All Sources dropdown. Click Apply.** | | Warning logs are displayed. | *P* |  |
| *10* | **Click on any log (warning logs).** | | Review page does NOT display Coaching Monitor information after Scorecard Name in the left blue panel. | *P* |  |

| **Item** | | **Description** | | | |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | | ECUIDASH68 | | | |
| Source Description | | TFS 3878 – Email comments entered by CSRs to hierarchy when logs are completed | | | |
| Test Location | | https://f3420-mpmd01.vangent.local/coach3/default.aspx | | | |
| Updated File(s) | | BasePage.vb, review.aspx, review.aspx.vb | | | |
| Added Files(s) | | EclUtils.vb | | | |
| Supporting Documentation | |  | | | |
| Notes | |  | | | |
| **TEST#** | **ACTION** | | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| *Employee acknowledges first:* | | | | | |
| *1* | **Login to eCoaching as a CSR.**  https://f3420-mpmd01.vangent.local/coach3/default.aspx | | My Dashboard page displays | *P* |  |
| *2* | **Click any pending log that has been acknowledged by the supervisor.** | | Review page displays. | *P* |  |
| *3* | **Enter comments, click Submit** | | Comments should be emailed to the CSR’s supervisor and manager. |  |  |
| *4* | **Login to eCoaching as a supervisor.** | | Default page displays | *P* |  |
| *5* | **Click My Dashboard tab** | | My Dashboard page displays | *P* |  |
| *6* | **Click on any pending log that has been acknowledged by the CSR.** | | Review page displays | *P* |  |
| *7* | **Click Submit** | | CSR comments for this log should be emailed to the supervisor and manager | *P* |  |

| **Item** | | **Description** | | | |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | | ECUIDASH69 | | | |
| Source Description | | TFS 5404 – Allow users with job codes starting “WPOP” to access Historical Dashboard | | | |
| Test Location | | https://f3420-mpmd01.vangent.local/coach3/default.aspx | | | |
| Updated File(s) | | ECLHandler.vb | | | |
| Added Files(s) | |  | | | |
| Supporting Documentation | |  | | | |
| Notes | |  | | | |
| **TEST#** | **ACTION** | | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| *Employee acknowledges first:* | | | | | |
| *1* | **Login to eCoaching as a user with job code starting with “WPOP”.**  https://f3420-mpmd01.vangent.local/coach3/default.aspx | | All four tabs including Historical Dashboard displays | *P* |  |

| **Item** | | **Description** | | | |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | | ECUIDASH70 | | | |
| Source Description | | TFS 6188 – New data feed through OMR for CSRs exceeding the number of breaks and the length of breaks | | | |
| Test Location | | https://f3420-mpmd01.vangent.local/coach3/default.aspx | | | |
| Updated File(s) | | review.aspx, review.aspx.vb | | | |
| Added Files(s) | |  | | | |
| Supporting Documentation | |  | | | |
| Notes | |  | | | |
| **TEST#** | **ACTION** | | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| *0* | **Data Setup:**  Locate some records with status “6” and strReportCode starting with “BRN” or “BRL” in Coaching\_Log table;  Update Coaching\_Log.SupID to be your employee ID;  Update your job code to “WACS40” in Employee\_Hierarchy table; | |  |  |  |
| *1* | **Login to eCoaching as a CSR supervisor**  https://f3420-mpmd01.vangent.local/coach3/default.aspx | | New Submissions page displays. | *P* |  |
| *2* | **Click My Dashboard tab** | | My Dashboard page displays with the records set up in step 0 under “My Pending eCoaching Logs” section. | *P* |  |
| *3* | **Click on any record displayed under “My Pending eCoaching Logs” section** | | Review page displays with the following text after “Details of the behavior being coached:” box:  You are receiving this eCL record because an Employee on your team was identified in a Break Outlier Report. Please review the ETS Breaks Outlier Report and refer to HCSD-POL-HR-MISC-08 Break Time Policy for additional information and provide the details in the record below. | *P* |  |
| *4* | **Select “No” for “2. Based on your research does this record require coaching?”** | | The following displays:   1. **What was the main reason this item was not coachable?**   With dropdown:  **Approved accommodation on file**  **Other** | *P* |  |
| *5* | **Fill in all required fields, click Submit** | | The record changes to status “4” (Pending Employee Review) | *P* |  |
| *6* | **Log in as CSR** | | “My Dashboard” page displays;  The record completed from step 5 displays under “My Pending eCoaching Logs” | *P* |  |
| *7* | **Click the record displayed in step 6** | | Review page displays;  The text “You are receiving this eCL record because an Employee on your team was identified in a Break Outlier Report. Please review the ETS Breaks Outlier Report and refer to HCSD-POL-HR-MISC-08 Break Time Policy for additional information and provide the details in the record below.” Is not displayed | *P* |  |
| *8* | **Fill in all required fields, click Submit** | | The record changes to status “1” (Completed) | *P* |  |

| **Item** | | **Description** | | | |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | | ECUIDASH71 | | | |
| Source Description | | TFS 6392 – Add OMR Break feeds (BRN and BRL) to Quality module | | | |
| Test Location | | https://f3420-mpmd01.vangent.local/coach3/default.aspx | | | |
| Updated File(s) | | None | | | |
| Added Files(s) | |  | | | |
| Supporting Documentation | |  | | | |
| Notes | |  | | | |
| **TEST#** | **ACTION** | | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| *0* | **Data Setup:**  Locate some records with status “8” and strReportCode starting with “BRN” or “BRL” in Coaching\_Log table;  Update Coaching\_Log.SupID to be your employee ID;  Update your job code to “WACQ13” in Employee\_Hierarchy table; | |  |  |  |
| *1* | **Login to eCoaching as a Sr. Quality Specialist (i.e. Quality Lead)**  https://f3420-mpmd01.vangent.local/coach3/default.aspx | | New Submissions page displays. | *P* |  |
| *2* | **Click My Dashboard tab** | | My Dashboard page displays with the records set up in step 0 under “My Pending eCoaching Logs” section. | *P* |  |
| *3* | **Click on any record displayed under “My Pending eCoaching Logs” section** | | Review page displays with the following text after “Details of the behavior being coached:” box:  You are receiving this eCL record because an Employee on your team was identified in a Break Outlier Report. Please review the ETS Breaks Outlier Report and refer to HCSD-POL-HR-MISC-08 Break Time Policy for additional information and provide the details in the record below. | *P* |  |
| *4* | **Select “No” for “2. Based on your research does this record require coaching?”** | | The following displays:   1. **What was the main reason this item was not coachable?**   With dropdown:  **Approved accommodation on file**  **Other** | *P* |  |
| *5* | **Fill in all required fields, click Submit** | | The record changes to status “4” (Pending Employee Review) | *P* |  |
| *6* | **Log in as Quality Specialist (WACQ02)** | | “My Dashboard” page displays;  The record completed from step 5 displays under “My Pending eCoaching Logs” | *P* |  |
| *7* | **Click the record displayed in step 6** | | Review page displays;  The text “You are receiving this eCL record because an Employee on your team was identified in a Break Outlier Report. Please review the ETS Breaks Outlier Report and refer to HCSD-POL-HR-MISC-08 Break Time Policy for additional information and provide the details in the record below.” Is not displayed | *P* |  |
| *8* | **Fill in all required fields, click Submit** | | The record changes to status “1” (Completed) | *P* |  |

| **Item** | | **Description** | | | |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | | ECUIDASH72 | | | |
| Source Description | | TFS 6881 – Add new main non coachable reasons for OMR IAE logs | | | |
| Test Location | | https://f3420-mpmd01.vangent.local/coach3/default.aspx | | | |
| Updated File(s) | | review.aspx, review.aspx.vb | | | |
| Added Files(s) | |  | | | |
| Supporting Documentation | |  | | | |
| Notes | |  | | | |
| **TEST#** | **ACTION** | | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| *1* | **Data Setup:**  Locate a record with status 6 (Pending Supervisor Review), source id 212 (Indirect OMR), coaching reason id 9 (OMR/Exception), and sub coaching reason 29 (OMR: Inappropriate ARC Escalation)  Update your job code to WACS40 (CSR Supervisor) in Employee\_Hierarchy table;  Launch  <https://f3420-mpmd01.vangent.local/coach3/default.aspx> | | New Submissions page displays. | *P* |  |
| *2* | **Click My Dashboard tab** | | My Dashboard page displays. | *P* |  |
| *3* | **Select “No” under “2. Based on your research does this record require coaching?”** | | “3. What was the main reason this item was not coachable?” dropdown displays the following:  Agent no longer employed or on LOA  Escalation was appropriate  ISG or Supervisor told agent to escalate  Not enough information to coach | *P* |  |
| *4* | **Fill in all required fields, click Submit** | | The record is successfully updated in the database, with Coaching\_Log.strReasonNotCoachable as the reason selected on the page | *P* |  |

| **Item** | | **Description** | | | |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | | ECUIDASH73 | | | |
| Source Description | | TFS 6197 – Request for two new feeds from Performance Scorecards | | | |
| Test Location | | https://f3420-mpmd01.vangent.local/coach3/default.aspx | | | |
| Updated File(s) | | review.aspx, review.aspx.vb | | | |
| Added Files(s) | |  | | | |
| Supporting Documentation | |  | | | |
| Notes | |  | | | |
| **TEST#** | **ACTION** | | **EXPECTED RESULTS** | **RESULTS**  **P/F/I** | **COMMENTS** |
| *1* | **Data Setup:**  Locate a record with status 3 (Pending Acknowledgement), report code staring with MSR.  Update yourself to be the CSR of the above record.  Update your job code to WACS01 (CSR) in Employee\_Hierarchy table;  Launch  <https://f3420-mpmd01.vangent.local/coach3/default.aspx> | | My Dashboard page displays with the record from Data Setup. | *P* |  |
| *2* | **Click the record from step 1.** | | Review page displays with the following text after “Coaching Notes”:  To review your full details, please visit the CCO Performance Scorecard. If you have any questions, please see your supervisor. | *P* |  |
| *3* | **Fill in all required fields, click Submit** | | The record is successfully updated in the database, and status changes to “Pending Supervisor Review”). | *P* |  |
| *4* | **Data Setup:**  Locate a record with status 3 (Pending Acknowledgement), report code staring with MSR.  Update your job code to WACS40 (CSR Supervisor) in Employee\_Hierarchy table;  Update yourself to be the CSR supervisor in Employee\_Hierarchy table;  Launch  <https://f3420-mpmd01.vangent.local/coach3/default.aspx> | | New Submissions page displays. | *P* |  |
| *5* | **Click My Dashboard tab** | | My Dashboard page displays with the record from step 4. | *P* |  |
| *6* | **Click the record from step 4** | | Review page displays with the following text with “Performance Scorecard” as a link to “<https://f3420-mwbp11.vangent.local/scorecard/csrscorecard.aspx>”:  To review your full details, please visit the CCO Performance Scorecard. If you have any questions, please see your supervisor. | *P* |  |
| *7* | **Fill in all required fields, click Submit** | | The record is successfully updated in the database, and status changes to “Pending Employee Review”). | *P* |  |
| *8* | **Data Setup:**  Locate a record with status 4 (Pending Employee Review), report code staring with MSR.  Update your job code to WACS01 (CSR) in Employee\_Hierarchy table;  Update yourself to be the CSR of the record in Coaching\_Log table;  Launch  <https://f3420-mpmd01.vangent.local/coach3/default.aspx> | | My Dashboard page displays with the record. | *P* |  |
| *9* | **Click the record from step 8.** | | Review page displays with the following text with “Performance Scorecard” as a link to “<https://f3420-mwbp11.vangent.local/scorecard/csrscorecard.aspx>”:  To review your full details, please visit the CCO Performance Scorecard. If you have any questions, please see your supervisor. | *P* |  |
| *10* | **Fill in all required fields, click Submit** | | The record is successfully updated in the database, and status changes to “Completed”). | *P* |  |
| *11* | **Data Setup:**  Locate a record with status 6 (Pending Supervisor Review), report code staring with MSR.  Update your job code to WACS40 (CSR Supervisor) in Employee\_Hierarchy table;  Update yourself to be the CSR supervisor in Employee\_Hierarchy table;  Launch  <https://f3420-mpmd01.vangent.local/coach3/default.aspx> | | New Submissions page displays. | *P* |  |
| *12* | **Click My Dashboard tab** | | My Dashboard page displays with the record from step 11. | *P* |  |
| *13* | **Click the record from step 11** | | Review page displays with the following text with “Performance Scorecard” as a link to “<https://f3420-mwbp11.vangent.local/scorecard/csrscorecard.aspx>”:  To review your full details, please visit the CCO Performance Scorecard. If you have any questions, please see your supervisor. | *P* |  |
| *14* | **Fill in all required fields, click Submit** | | The record is successfully updated in the database, and status changes to “Completed”). | *P* |  |
| *15* | **Repeat step 1 to 14 for MSRS record.** | | Same as step 1 to 14 except the text to be displayed and the record status after reviews:  Text displays as below with “Performance Scorecard” is a link to <https://f3420-mwbp11.vangent.local/scorecard/csrscorecard.aspx>, and “submit an escalation” as a link to <https://cco.gdit.com/Reports/Performance_Scorecard/Lists/Scorecard_Escalated_Issues_Log/NewIssue.aspx>; and “CCO Performance Scorecard Information Station” as a link to https://cco.gdit.com/Reports/Performance\_Scorecard/default.aspx  To review your full details, please visit the CCO Performance Scorecard. If you have any questions, please submit an escalation via the CCO Performance Scorecard Information Station SharePoint site.  If employee acknowledges first, the record status changes to “Pending manager review”; then changes to “Completed” after manager reviews;  If manager acknowledges first, the record status changes to “Pending employee review”, then changes to “Completed” after employee reviews. | *P* |  |