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**Unit Test Case: CCO eCoaching Log – Review – Non-Quality Now**

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| Prepared by: | Lili Huang |  | Date: | 5/22/2018 |
| Department / Location: |  |  |  |  |
| Approved by: |  |  | Date: |  |

**Change History Log**

| **Date** | **Change Description** | **Author** |
| --- | --- | --- |
| 5/22/2018 | Initial Revision – TFS 11387 | Lili Huang |
| 7/30/2018 | TFS 11576 – New feed file for CSRs who took inappropriate action (PBH);  Added RV-33 and 34. | Lili Huang |
| 12/03/2018 | TFS 12835 – OverTurned quality Appeal coaching logs;  Added RV-35 and 36. | Lili Huang |
| 12/17/2018 | TFS 12965 – Review Page: “Failed to update the log [xxxxx].” Displays incorrectly;  Added RV-37, 38, and 39. | Lili Huang |
| 02/12/2019 | TFS 13512 - Coaching entry field appear for supervisor when in pending manager review status;  Added RV-40, 41, and 42 | Lili Huang |
| 03/20/2019 | TFS 13662 – Changes for the Quality Now initiative  Added RV-43 ~ RV-49 | Lili Huang |
| 05/15/2019 | TFS 14442 – Display MSR static text based on source;  Added RV-50 | Lili Huang |
| 07/08/2019 | TFS 14699 – Short Calls  Added RV-51 ~ 59 | Lili Huang |
| 08/16/2019 | TFS 15063 – Quality Bingo  Added RV-SUP-01 ~ 07 | Lili Huang |
| 08/22/2019 | TFS 15232 – Attendance Policy Earnback | Lili Huang |
| 09/11/2019 | TFS 14679 – Follow-up Process | Lili Huang |
| 09/24/2019 | TFS 15601 – London Alternate Channel Bingo | Lili Huang |
| 12/09/2019 | TFS 15833 – Warning log work flow change (Pending Employee Review 🡪 Completed) | Lili Huang |
| 03/24/2020 | TFS 16892 – Warning: allow employees to enter comments | Lili Huang |
| 04/21/2020 | TFS 17037 – Unique identifier for different evaluations (Quality Now logs) | Lili Huang |
| 07/24/2020 | TFS 17803 – GDIT to MAXIMUS | Lili Huang |
| 09/24/2020 | TFS 18449 – CSR Incentive Data Feeds  Added RV-SUP-11 | Lili Huang |
| 05/28/2021 | TFS 21484 – QN web channel, written correspondence review page display | Lili Huang |
| 06/29/2021 | TFS 22056 - APS static text change;  Added RV-SUP-12 and RV-SUP-12.1 | Lili Huang |
| 09/07/2021 | TFS 22256 – Quality Now enhancement;  Removed Quality Now logs test cases. | Lili Huang |

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| 1. PROJECT NAME: | eCoaching Log |
| 2. UNIT IDENTIFIER: | User Interface – Review |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Test Case ID** | | **Test Data Setup** | **Action** | | | **Expected Result** | | | | **Pass/Fail** |
| RV-1 | | User is configured with “**CSR**” role having the following logs:  Pending Acknowledgement  Pending Employee Review  Completed | Launch eCoaevaching web application | | | My Dashboard page displays. | | | | P |
| RV-2 | | Same as RV-1 | Click “View” for “My Pending” | | | Pending Logs display. | | | | P |
| RV-3 | | Same as RV-2 | Click a log with “Pending Employee Review” | | | **Pending Review** modal dialog displays with correct fields**\***. | | | | P |
| RV-4 | | Same as RV-2 | Repeat RV-3  Click Submit button | | | Log is updated successfully\*. | | | | P |
| RV-5 | | Same as RV-2 | Click a log with “Pending Acknowledgement Review” | | | **Pending Acknowledgement** modal dialog displays with correct fields\*. | | | | P |
| RV-6 | | Same as RV-2 | Repeat RV-5;  Enter required data;  Click Submit button | | | Log is updated successfully\*. | | | | P |
| RV-7 | | Same as RV-2 | Click “View” for “My Completed” | | | Completed Logs display | | | | P |
| RV-8 | | Same as RV-2 | Click a log in “My Completed” list | | | **View Log (Read Only)** modal dialog displays with correct fields\*. | | | | P |
| RV-9 | | Same as RV-2 | Repeat RV-8  Click Close button | | | View Log modal dialog closes. | | | | P |
| RV-10 | | User is configured with “**ARC**” role having the following logs:  Pending Acknowledgement  Pending Employee Review  Completed  My Submitted | Same as RV-1 | | | Same as RV-1 | | | | P |
| RV-11 | | Same as RV-2  (Pending Acknowledgement  Pending Employee Review  Completed) | Same as RV-3 ~ RV-9. | | | Same as RV-3 ~ RV-9 | | | | P |
| RV-12 | | Same as RV-2 | Click “View” for “My Submitted” | | | My submitted log list displays. | | | | P |
| RV-13 | | Same as RV-2 | Click a log in “My Submission” list | | | **View Log (Read Only)** modal dialog displays with correct fields\*. | | | | P |
| RV-14 | | User is configured with “**Supervisor**” role having the following logs:  Pending Acknowledgement  Pending Employee Review  My Team Pending  My Team Warning  My Team Completed  My Completed  My Submitted | Same as RV-1 | | | Same as RV-1 | | | | P |
| RV-15 | | Same as RV-14  (Pending Acknowledgement  Pending Employee Review  My Completed) | Same as RV-3 ~ RV-9 | | | Same as RV-3 ~ RV-9 | | | | P |
| RV-16 | | Same as RV-14 | Click “View” for “My Team’s Pending Logs”;  Click a log with one of the type below and “Pending Supervisor Review”:  ETS/OAE  ETC/OAS  OMR/BRL  OMR/BRN  OMR/IAT  OMR/IAE  OMR/IAEF  Training/SDR  Training/ODT | | | **Pending Research** modal dialog displays with correct fields\*. | | | |  |
| RV-17 | | Same as RV-14 | Repeat RV-16;  Enter required data;  Click Submit button | | | Log is successfully updated. | | | | P |
| RV-18 | | Same as RV-14 | Click “View” for “My Team’s Warning Logs”;  Click a log in the list. | | | **View Warning Log (Read Only)** modal dialog displays with correct fields\*. | | | | P |
| RV-19 | | Same as RV-14 | Click “View” for “My Completed Logs”;  Click a log in the list. | | | **View Log (Read Only)** modal dialog displays with correct fields\*. | | | | P |
| RV-20 | | User is configured with “**Manager**” role having the following logs:  Pending Acknowledgement  Pending Employee Review  My Team Pending  My Team Warning  My Team Completed  My Completed  My Submitted | Same as RV-1 | | | Same as RV-1 | | | | P |
| RV-21 | | Same as RV-20  (Pending Acknowledgement  Pending Employee Review  My Completed) | Same as RV-3 ~ RV-9 | | | Same as RV-3 ~ RV-9 | | | | P |
| RV-22 | | Same as RV-20 | Click “View” for “My Team’s Pending Logs”;  Click a log with one of the type below and “Pending Manager Review”:  Current Coaching Initiative  Low CSAT  OMR/Exceptions | | | **Pending Research** modal dialog displays with correct fields\*. | | | |  |
| RV-23 | | Same as RV-20 | Repeat RV-22;  Enter required data;  Click Submit button | | | Log is successfully updated. | | | | P |
| RV-22-1 | | Same as RV-20 | Click “View” for “My Team’s Pending Logs”;  Click a log with “Pending Manager Review”:  Not “Current Coaching Initiative”, AND  Not “Low CSAT”, AND  Not “OMR/Exceptions” | | | **Pending CSE** modal dialog displays with correct fields\*. | | | | P |
| RV-24 | | Same as RV-20 | Click “View” for “My Team’s Warning Logs”;  Click a log in the list. | | | **View Warning Log (Read Only)** modal dialog displays with correct fields\*. | | | | P |
| RV-25 | | Same as RV-20 | Click “View” for “My Completed Logs”;  Click a log in the list. | | | **View Log (Read Only)** modal dialog displays with correct fields\*. | | | | P |
| RV-26 | | User is configure with “**Director**” role | Same as RV-1 | | | Same as RV-1 | | | | P |
| RV-27 | | Same as RV-26 | Click a site | | | Pending coaching log list for the selected site displays. | | | | P |
| RV-27-1 | | Same as RV-26 | Click a log. | | | **View Log (Read Only)** modal dialog displays with correct fields\*. | | | | P |
| RV-28 | | Same as RV-26 | Repeat RV-27;  Click “Warning” | | | Warning log list for the selected site displays | | | | P |
| RV-28-1 | | Same as RV-26 | Click a log. | | | **View Log (Read Only)** modal dialog displays with correct fields\*. | | | |  |
| RV-29 | | Same as RV-26 | Repeat RV-27;  Click “Completed” | | | Completed log list for the selected site displays | | | | P |
| RV-29-1 | | Same as RV-26 | Click a log. | | | **View Log (Read Only)** modal dialog displays with correct fields\*. | | | | P |
| RV-30 | | User is configure with “**Employee**” role | Same as RV-2 ~ RV-9 | | | Same as RV-2 ~ RV-9 | | | | P |
| RV-31 | | User is configure with “**Restricted**” role having the following log:  My Submitted | Same as RV-1 | | | Same as RV-1 | | | | P |
| RV-32 | | Same as RV-31 | Click “View” for “My Submitted;  Click a log; | | | **View Log (Read Only)** modal dialog displays with correct fields\*. | | | | P |
| RV-33 | | User is configured with **Supervisor** role having **PBH** log with **Pending Supervisor Review** | Click **View** for **My Pending**;  Click the PBH log; | | | **Pending Review** modaldialog displays with correct fields\*. | | | | P |
| RV-34 | | Repeat RV-33 | Repeat RV-33;  Fill in required fields, click Submit | | | The PBH log is successfully updated in database with status changed to **Pending Employee Review** | | | | P |
| RV-35 | | User is configured with **Supervisor** role having **OTA** log with **Pending Quality Lead Review** | Click **View** for **My Pending**;  Click the **OTA** log; | | | **Pending Review** modaldialog displays with correct fields\*. | | | | P |
| RV-36 | | Repeat RV-35 | Repeat RV-35;  Fill in required fields, click Submit | | | The **OTA** log is successfully updated in database with status changed to **Completed.** | | | | P |
| RV-37 | | User is configured with CSR role having a Pending Acknowledge met goal log which has been acknowledged by the user’s supervisor;  Set the user’s supervisor email to be null; | Launch eCoaching web application; | | | My Dashboard page displays. | | | | P |
| RV-38 | | Same as RV-37 | Click “View” for “My Pending” | | | Pending logs display. | | | | P |
| RV-39 | | Same as RV-37 | Click the log set up in RV-37. | | | Review page displays. | | | | p |
|  | | Same as RV-37 | Fill in required fields, click Submit | | | Review page closes;  The log is successfully completed (status set to 1 in database);  Successful update message displays on My Dashboard page – “The log [xxxxxxx] has been successfully updated.” | | | | P |
| RV-40 | | User is configured with “**Supervisor**” role having the following logs:  My Team Pending; | Same as RV-1 | | | Same as RV-1 | | | | P |
| RV-41 | | Continue with RV-40, locate a log with Pending Manager Review status | Click the log | | | Log displays as Read ONLY | | | | P |
| RV-42 | | Continue with RV-40, locate a log with Pending Employee Review status | Click the log | | | Log displays as Read ONLY | | | | P |
| RV-50 | | Locate a in progress MSR log in ec.Coaching\_Log table with Source “Internal CCO Reporting”;  User is configures either as the log employee or the log employee’s supervisor; | Go to My Dashboard;  Click “My Pending” | | | Review page display with the correct instruction text. | | | | P |
| RV-51 | | Locate a Short Call log in ec.Coaching\_Log table with status as “Pending Supervisor Review”;  User is configured as the log’s Supervisor | Got to My Dahboard;  Click “My Pending”;  Click the short call log name in My Pending list; | | | Short Call Review Page displays | | | | P |
| RV-51.1 | | Same as RV-51 | Continue with RV-51;  Choose one short call, check the checkbox (Valid Column) | | | Behavior dropdown reloaded with desired valid behavior list;  Action resets to empty; | | | | P |
| RV-51.2 | | Same as RV-51 | Continue with RV-51;  Choose one short call, uncheck the checkbox (Valid Column) | | | Behavior dropdown reloaded with desired invalid behavior list; | | | | P |
| RV-51.3 | | Same as RV-51 | Continue with RV-51.2;  Select a Behavior | | | Action is populated with desired text | | | | P |
| RV-52 | | Same as RV-51 | Continue with RV-51;  For each short call, make selections on Valid, Behavior, Is LSA Informed; enter coaching notes;  Click Submit button; | | | Log is successfully updated in database;  Status changes to “Pending Manager Review” | | | | P |
| RV-53 | | Same as RV-51 | Continue with RV-51;  Leave all entries empty and Click Submit button. | | | Validation error displays, indicating all fields are required. | | | | P |
| RV-54 | | Locate a Short Call log in ec.Coaching\_Log table with status as “Pending Manager Review”;  User is configured as the log’s Manager | Go to My Dashboard;  Click “My Pending”;  Click the short call log name in My Pending List; | | | Short Call Review Page displays | | | | P |
| RV-55 | | Same as RV-54 | Continue with RV-54;  For each short call, make selection (Yes or No) on whether agree with Supervisor’s review ; If “No” is selected”, enter notes;  Enter Coaching Date and Summary comments for this short call log;  Click Submit button; | | | Log is successfully updated in database;  Status changes to “Completed” | | | | P |
| RV-56 | | Same as RV-54 | Continue with RV-54;  Choose a short call, and select “No” for Agree radio button; | | | Textbox displays next to “Agree” radio button for user to enter notes | | | | P |
| RV-56.1 | | Same as RV-54 | Continue with RV-56;  Leave all entries empty and Click Submit button. | | | Validation error displays, indicating all fields are required. | | | | P |
| RV-57 | | Make sure there are completed Short Call logs;  User is configured with role of ‘eCL’ | Go to Historical Dashboard;  Enter all search criteria, and click Search | | | Short Call logs display in the log list | | | | P |
| RV-58 | | Same as RV-57 | Continue with RV-57;  Click Export to Excel | | | Short call logs are exported in excel in a separate work sheet together with regular logs (if any) | | | | P |
| RV-59 | | Make sure there are completed Short Call logs;  User is configured as Senior Manager of the logs’ employees and has role of “eCL”; | Go to My Dashboard;  Click Export to Excel | | | Short call logs are exported in excel in a separate work sheet together with regular logs (if any) | | | | P |
| Warning Logs | | | | | | | | | | |
| RV-60 | | User is configured as CSR and  has a Pending Employee Review warning log | Go to My Dashboard/My Pending  Click the warning log | | | Review Warning Log modal dialog displays in editable mode. Allows user to click the acknowledgement checkbox and enter comments. | | | | P |
| RV-61 | | User is configured as Supervisor or manager of the employee in RV-60. | Go to My Dashboard/My Team’s Warning Logs  Click the warning log | | | Review Warning Log modal dialog displays in read only view. | | | | P |
| RV-62 | | Same as RV-60. | Same as RV-60;  Check the checkbox, optionally enter comments, and click Submit | | | Warning log is completed | | | | P |
| RV-63 | | Same as RV-61 | Same as RV-61; | | | Same as RV-61;  As well as Employee Review information (name, date, and comments) displays. | | | | P |
| SUPERVISOR MODULE | | | | | | | | | | |
| RV-SUP-01 | | User is configured with “**SUPERVISOR**” role having the following Quality Bingo logs (Supervisor Module):  Pending Acknowledgement | Launch eCoaching web application | | | My Dashboard page displays. | | | | P |
| RV-SUP-02 | | Continue with RV-SUP-01 | Click “View My Pending” | | | My Pending logs display. | | | | P |
| RV-SUP-03 | | Continue with RV-SUP-02 | Click Quality Bingo log from RV-SUP-01 | | | **Pending Acknowledgement** modal dialog displays with correct fields\* and in editable mode. | | | | P |
| RV-SUP-04 | | Continue with RV-SUP-03 | Enter required data;  Click Submit button | | | Log is updated successfully\*.  (Log status changed to COMPLETED | | | | P |
| RV-SUP-05 | | User is configured with “**MANAGER**” role having the following Quality Bingo logs (Supervisor Module):  Pending Acknowledgement | Launch eCoaching web application | | | My Dashboard page displays. | | | | P |
| RV-SUP-06 | | Continue with RV-SUP-05 | Click “View My Team’s Pending” | | | My Team’s Pending logs display. | | | | P |
| RV-SUP-07 | | Continue with RV-SUP-06 | Click Quality Bingo log from RV-SUP-01 | | | **Pending Acknowledgement** modal dialog displays with correct fields\* and in read only mode. | | | | P |
| RV-SUP-08 | | User is configured as the Employee of the following Quality/BQMS log:  Pending Acknowledgement | Launch eCoaching web application;  On My Dashboard page:  Click “View My Pending”;  Click the log. | | | Pending Acknowledgement modal dialog displays with correct fields\*.  User is able to complete the log and the log is updated to “Completed” | | | | P |
| RV-SUP-11 | | User is configured as the Employee of the following OMR/IDD log (CSR Incentive Data Feed):  Pending Employee Review | Launch eCoaching web application;  On My Dashboard page:  Click “View My Pending”;  Click the log. | | | Pending Review modal dialog displays with correct fields\*.  User is able to complete the log and the log is updated to “Completed”. | | | | P |
| RV-SUP-12 | | User is configured with “**SUPERVISOR**” role having the following OTH/APS logs:  Pending Acknowledgement | Launch eCoaching web application | | | My Dashboard page displays. | | | | P |
| RV-SUP-12.1 | | Continue with RV-SUP-12. | Click My Pending;  Click an OTH/APS log in the list; | | | APS text displays as below in the Review Modal:  “Your CSR has reached a major attendance milestone with 11 perfect shifts.You are encouraged to validate that the CSR indeed earned perfect attendance and verify that the hours have been removed in the Attendance Tracking Tool. And of course, please say thank you to your CSR for a job well done. This notification is for your CSR and does not apply to your personal attendance. Please refer to the name listed beside the 'employee' field to determine the employee who is receiving this message.” | | | | P |
|  | |  |  | | |  | | | |  |
| CSR MODULE | | | | | | | | | | |
| Attendance Policy Earn back | | | | | | | | | | |
| RV-CSR-OTH-APS-1 | | User is configured as the Supervisor of the CSR with the following OTH/APS log:  Pending Supervisor Review | Launch eCoaching web application | | | My Dashboard page displays | | | | P |
| RV-CSR-OTH-APS-2 | | Continue with RV-CSR-OTH-APS-1 | Click “View My Pending” | | | My Pending logs display | | | | P |
| RV-CSR-OTH-APS-3 | | Continue with RV-CSR-OTH-APS-2 | Click the log from RV-CSR-OTH-APS-1 | | | **Pending Supervisor Review** modal dialog displays with correct fields\* with the expected static REVIEW text\* | | | | P |
| RV-CSR-OTH-APW-1 | | User is configured as the Supervisor of the CSR with the following OTH/APW log:  Pending Supervisor Review | Launch eCoaching web application | | | My Dashboard page displays | | | | P |
| RV-CSR-OTH-APW-2 | | Continue with RV-CSR-OTH-APW-1 | Click “View My Pending” | | | My Pending logs display | | | | P |
| RV-CSR-OTH-APW-3 | | Continue with RV-CSR-OTH-APW-2 | Click the log from RV-CSR-OTH-APW-1 | | | **Pending Supervisor Review** modal dialog displays with correct fields\* with the expected static REVIEW text\* | | | | P |
| Follow-up logs | | | | | | | | | | |
| RV-CSR-FOLLOWUP-1 | | User is configured as the Supervisor of the CSR with the following log that requires follow-up:  Pending Supervisor Review | Launch eCoaching web application;  On My Dashboard page:  Click “View My Pending”;  Click the log that requires follow-up. | | | Pending Supervisor Review modal dialog displays with correct fields\*. | | | | P |
| RV-CSR-FOLLOWUP-1.1 | | Same as RV-CSR-FOLLOWUP-1 | Fill in required fields;  Click Submit | | | Log is successfully updated to “Pending Employee Review” | | | | P |
| RV-CSR-FOLLOWUP-2 | | User is configured as the CSR of the log set up in RV-CSR-FOLLOWUP-1 | Launch eCoaching web application;  On My Dashboard page:  Click “View My Pending”;  Click the log. | | | Pending Employee Review modal dialog displays with correct fields\*. | | | | P |
| RV-CSR-FOLLOWUP-2.1 | | Same as RV-CSR-FOLLOWUP-1 | Fill in required fields;  Click Submit | | | Log successfully updated to “Pending Follow-up” | | | | P |
| RV-CSR-FOLLOWUP-3 | | User is configured as the Supervisor of the log set up in RV-CSR-FOLLOWUP-1 | Launch eCoaching web application;  On My Dashboard page:  Click “View My Pending”;  Click the log. | | | Pending Follow-up modal dialog displays with correct fields\*.  If today’s date is before Follow-up Due Date, user is not able to enter follow-up date and notes;  Otherwise, user is able to enter follow-up date and notes. | | | | P |
| RV-CSR-FOLLOWUP-4 | | Same as RV-CSR-FOLLOWUP-3;  Make sure today is the follow-up day or after. | Launch eCoaching web application;  On My Dashboard page:  Click “View My Pending”;  Click the log. | | | Pending Follow-up modal dialog displays with correct fields\*.  User is able to complete the follow-up log and the log is updated to “Pending Employee Review” | | | | P |
| RV-CSR-FOLLOWUP-5 | | User is configured as the CSR of the log set up in RV-CSR-FOLLOWUP-1 | Launch eCoaching web application;  On My Dashboard page:  Click “View My Pending”;  Click the log. | | | Pending Employee Review modal dialog displays with correct fields\*.  User is able to complete the log and the log is updated to “Completed” | | | | P |
| RV-CSR-FOLLOWUP-6 | | User is configured with a role of “ECL” | Launch eCoaching web application;  Click “Historical Dashboard”;  Fill in Search Fields;  Click Search. | | | The log completed in RV-CSR-FOLLOWUP-5 displays | | | | P |
| RV-CSR-FOLLOWUP-6.1 | | Same as RV-CSR-FOLLOWUP-6 | Click the log | | | View modal dialog displays with the correct fields\*. | | | | P |
| RV-CSR-BINGO-7 | | User is configured as the Supervisor of the CSR with the following Quality/BQM log:  Pending Acknowledgement | Launch eCoaching web application;  On My Dashboard page:  Click “View My Pending”;  Click the log. | | | Pending Acknowledgement modal dialog displays with correct fields\*.  User is able to acknowledge the log and the log is updated to “Pending Employee Review” | | | | P |
| RV-CSR-BINGO-8 | | User is configured as the Employee of the following Quality/BQM log:  Pending Employee Review | Launch eCoaching web application;  On My Dashboard page:  Click “View My Pending”;  Click the log. | | | Pending Employee Review modal dialog displays with correct fields\*.  User is able to complete the log and the log is updated to “Completed” | | | | P |
| RV-CSR-BINGO-9 | | User is configured as the CSR with the following Quality/BQM log:  Pending Acknowledgement | Launch eCoaching web application;  On My Dashboard page:  Click “View My Pending”;  Click the log. | | | Pending Acknowledgement modal dialog displays with correct fields\*.  User is able to acknowledge the log and the log is updated to “Pending Supervisor Review” | | | | P |
| RV-CSR-BINGO-10 | | User is configured as the Supervisor of the following Quality/BQM log:  Pending Supervisor Review | Launch eCoaching web application;  On My Dashboard page:  Click “View My Pending”;  Click the log. | | | Pending Supervisor Review modal dialog displays with correct fields\*.  User is able to complete the log and the log is updated to “Completed” | | | | P |
|  | |  |  | | |  | | | |  |
| Lili Huang | | |  | 09/07/2021 | |  |  |
| Name of Tester | | |  | Date Completed | |

\*Note: See CCO\_eCoaching\_Log\_Review\_DD.docx for details.