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

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| Prepared by: | Lili Huang |  | Date: | 09/07/2021 |
| Department / Location: |  |  |  |  |
| Approved by: |  |  | Date: |  |

**Change History Log**

| **Date** | **Change Description** | **Author** |
| --- | --- | --- |
| 09/07/2021 | Initial Revision – TFS 22256 – Quality Now enhancement | Lili Huang |
| 09/21/2021 | TFS 22256 – Quality Now enhancement;  Added QNS cases for both CSR and Supervisor. | Lili Huang |
| 09/28/2021 | TFS 22256 – Quality Now enhancement;  Deleted QNS cases for both CSR and Supervisor, since QNS logs are loaded to database as Completed. | Lili Huang |
| 02/22/2022 | TFS 22256 – Quality Now enhancement;  ARC users should NOT see evaluation detail | Lili Huang |
| 03/10/2022 | TFS 24326 – eCL logs not displaying fields properly;  Updated R-SUPERVISOR-QN-18 | Lili Huang |
| 02/10/2022 | TFS 26094 – QNS workflow change;  Pending Supervisor Review -> Pending Employee Review -> Completed | Lili Huang |
| 05/09/2023 | TFS 26568 - Add a link on the Quality Now eCLs to the Quality Now Feedback Form.  Updated:  R-SUPERVISOR-QN-3  R-SUPERVISOR-QN-4  R-SUPERVISOR-QN-6  R-SUPERVISOR-QN-9  R-SUPERVISOR-QN-13 | Lili Huang |
| 09/01/2023 | TFS 27045 – QN logs: new reviewers (re-assigned to) are not seeing the feedback text/link on Review page.  Added to include “Reassigned Reviewer” in Supervisor section for QN logs. | Lili Huang |
| 05/10/2024 |  | Lili Huang |

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

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Test Case ID** | | **Test Data Setup** | **Action** | | | **Expected Result** | | | | **Pass/Fail** |
| **CSR (including ARC and ISG):** | | | | | | | | | | |
| Quality Now (QN) submitted by Quality Specialists: | | | | | | | | | | |
| R-CSR-QN-1 | | User is configured with ***CSR or ARC or ISG*** role.  User has the following quality now logs in database:  ***Pending Employee Review*** | Launch eCL <https://uvaadadweb50cco.ad.local/ecl_dev/> | | | **My Dashboard >> Quality Now page** displays with the following log/count and view link (if count > 0):  *My Pending {count} View*  *My Completed {count} View* | | | | P |
| R-CSR-QN-2 | | Same as R-CSR-QN-1 | Continue with R-CSR-QN-1;  Click *View* link after *My Pending;* | | | List of quality now log pending review by the user displays with first column as action link *Review*. | | | | P |
| R-CSR-QN-3 | | Same as R-CSR-QN-1 | Continue with R-CSR-QN-2;  Click *Review* for a log at *Pending Employee Review* | | | Review page displays allowing user to enter comments/feedback and acknowledge that the user has reviewed the log.  For each evaluation, mastery and compliance levels information is not displayed. | | | | P |
| R-CSR-QN-4 | | Same as R-CSR-QN-1 | Continue with R-CSR-QN-3;  Check the checkbox to acknowledge review;  Enter comments/feedback;  Click ***Submit*** button. | | | Log successfully submitted and updated in database;  Log status changed to *Pending Follow-up Preparation.* | | | | P |
| R-CSR-QN-5 | | User is configured with ***CSR*** ***or ARC or ISG*** role.  User has the following quality now logs in database:  ***Pending Follow-up Employee Review*** | Launch eCL <https://uvaadadweb50cco.ad.local/ecl_dev/> | | | **My Dashboard >> Quality Now page** displays with the following log/count and view link (if count > 0):  *My Pending {count} View*  *My Completed {count} View* | | | | P |
| R-CSR-QN-6 | | Same as R-CSR-QN-5 | Continue with R-CSR-QN-5;  Click *View* link after *My Pending;* | | | List of quality now log pending review by the user displays with first column as action link *Review*. | | | | P |
| R-CSR-QN-7 | | Same as R-CSR-QN-5 | Continue with R-CSR-QN-6;  Click *Review* for a log at *Pending Follow-up Employee Review* | | | Review page displays allowing user to enter comments/feedback and acknowledge that the user has reviewed the log.  Coaching notes, supervisor review information, employee review information/feedback, follow-up notes, supervisor follow-up information display. | | | | P |
| R-CSR-QN-8 | | Same as R-CSR-QN-5 | Continue with R-CSR-QN-6;  Check the checkbox to acknowledge review;  Enter comments/feedback;  Click ***Submit*** button. | | | Log successfully submitted and updated in database;  Log status changed to *Completed.* | | | | P |
| R-CSR-QN-9 | | User is configured with ***CSR*** ***or ARC or ISG*** role.  User has the following quality now logs in database:  ***Completed*** | Launch eCL <https://uvaadadweb50cco.ad.local/ecl_dev/> | | | **My Dashboard >> Quality Now page** displays with the following log/count and view link (if count > 0):  *My Pending {count} View*  *My Completed {count} View* | | | | P |
| R-CSR-QN-10 | | Same as R-CSR-QN-9 | Continue with R-CSR-QN-9;  Click *View* link after *My Completed;* | | | List of quality now log completed by the user displays with first column as action link *View*. | | | | P |
| R-CSR-QN-11 | | Same as R-CSR-QN-9 | Continue with R-CSR-QN-9; | | | Review page displays as read only.  Each evaluation displays without detailed information.  Coaching notes, supervisor review information, employee review information/feedback, follow-up notes, supervisor follow-up information, employee follow-up information display. | | | | P |
| Quality Now Supervisor (QNS) submitted by Supervisors: | | | | | | | | | | |
| R-CSR-QNS-1 | | User is configured with ***CSR*** ***or ARC or ISG*** role.  User has the following QNS logs in database:  ***Pending Employee Review*** | Launch eCL <https://uvaadadweb50cco.ad.local/ecl_dev/> | | | **My Dashboard >> Quality Now page** displays with the following log/count and view link (if count > 0):  *My Pending {count} View*  *My Completed {count} View* | | | | P |
| R-CSR-QNS-2 | | Same as R-CSR-QNS-1 | Continue with R-CSR-QNS-1;  Click *View* link after *My Pending;* | | | List of quality now log pending review by the user displays with first column as action link *Review*. | | | | P |
| R-CSR-QNS-3 | | Same as R-CSR-QNS-1 | Continue with R-CSR-QNS-2;  Click *Review* for a log at *Pending Employee Review* | | | Review page displays allowing user to enter comments/feedback and acknowledge that the user has reviewed the log.  Mastery and compliance level information is not displayed. | | | | P |
| R-CSR-QNS-4 | | Same as R-CSR-QNS-1 | Continue with R-CSR-QNS-3;  Check the checkbox to acknowledge review;  Enter comments/feedback;  Click ***Submit*** button. | | | Log successfully submitted and updated in database.  Log status changed to *Completed.* | | | | P |
| **Supervisor, Reassigned Reviewer:** | | | | | | | | | | |
| Quality Now (QN) submitted by Quality Specialists: | | | | | | | | | | |
| R-SUPERVISOR-QN-1 | | User is configured with ***Supervisor*** role.  User has the following quality now logs in database:  ***Pending Supervisor Review*** | Launch eCL <https://uvaadadweb50cco.ad.local/ecl_dev/> | | | ***My Dashboard >> Quality Now page*** displays with the following log/count and view link (if count > 0):  *My Pending Review {count} View*  *My Pending Follow-up Preparation {count} View*  *My Pending Follow-up Coaching {count} View*  *My Team’s Pending {count} View*  *My Team’s Completed {count} View*  *My Submissions {count} View* | | | | P |
| R-SUPERVISOR-QN-2 | | Same as R-SUPERVISOR-QN-1 | Continue with R-SUPERVISOR-QN-1;  Click *View* link after *My Pending Review;* | | | Radio button “QN” and “QN Supervisor” displays, and defaults to QN selected.  List of quality now log Pending Supervisor Review displays with first column as 2 action links – *Prepare* and *Coach*. | | | | P |
| R-SUPERVISOR-QN-3 | | Same as R-SUPERVISOR-QN-1 | Continue with R-SUPERVISOR-QN-2;  Click *Coach* | | | The following text displays:    Review page displays with the following error message:  Please click "Prepare" link to enter summary first before coaching. | | | | p |
| R-SUPERVISOR-QN-4 | | Same as R-SUPERVISOR-QN-1 | Continue with R-SUPERVISOR-QN-2;  Click *Prepare* | | | The following text displays:    Review page displays to allow user to enter log summary;  Each evaluation displays with detailed informationS;  *Copy* links display under these sections to allow user to copy corresponding sections.  *Business Process | Comments*  *Information Accuracy | Comments*  *Privacy Disclaimers | Comments* | | | | P |
| R-SUPERVISOR-QN-5 | | Same as R-SUPERVISOR-QN-1 | Continue with R-SUPERVISOR-QN-4;  Enter summary, click ***Save*** button. | | | Log summary successfully saved in database. | | | | P |
| R-SUPERVISOR-QN-6 | | Same as R-SUPERVISOR-QN-1 | Continue with R-SUPERVISOR-QN-5;  Click *Prepare* | | | The following text displays:    Review page displays with the summary entered in R-SUPERVISOR-QN-5; Allows user to edit the summary. | | | | P |
| R-SUPERVISOR-QN-7 | | Same as R-SUPERVISOR-QN-1 | Continue with R-SUPERVISOR-QN-6;  Edit the summary, click ***Save*** button. | | | Log summary successfully saved in database. | | | | P |
| R-SUPERVISOR-QN-8 | | Same as R-SUPERVISOR-QN-1 | Continue with R-SUPERVISOR-QN-6;  Edit the summary, click ***Save*** button. | | | Log summary successfully saved in database. | | | | P |
| R-SUPERVISOR-QN-9 | | Same as R-SUPERVISOR-QN-1 | Continue with R-SUPERVISOR-QN-8;  Click *Coach* | | | The following text displays:    Review page displays allowing user to enter coaching date and coaching details;  Each evaluation displays without detailed information. | | | | P |
| R-SUPERVISOR-QN-10 | | Same as R-SUPERVISOR-QN-1 | Continue with R-SUPERVISOR-QN-9;  Enter coaching date and coaching details.  Click *Submit* button. | | | Log successfully submitted and saved in database;  Log status changed to *Pending Employee Review* | | | | P |
| R-SUPERVISOR-QN-11 | | User is configured with ***Supervisor*** role.  User has the following quality now logs in database:  ***Pending Follow-up Preparation*** | Launch eCL <https://uvaadadweb50cco.ad.local/ecl_dev/> | | | ***My Dashboard >> Quality Now page*** displays with the following log/count and view link (if count > 0):  *My Pending Review {count} View*  *My Pending Follow-up Preparation {count} View*  *My Pending Follow-up Coaching {count} View*  *My Team’s Pending {count} View*  *My Team’s Completed {count} View*  *My Submissions {count} View* | | | | P |
| R-SUPERVISOR-QN-12 | | Same as R-SUPERVISOR-QN-11 | Continue with R-SUPERVISOR-QN-11;  Click *View* link after *My Pending Follow-up Preparation;* | | | List of quality now log Pending Follow-up Preparation displays with first column action link *Review*. | | | | P |
| R-SUPERVISOR-QN-13 | | Same as R-SUPERVISOR-QN-11 | Continue with R-SUPERVISOR-QN-12;  Click *Review* | | | The following text displays:    Review page displays allowing user to view/link additional monitoring logs to this log.  Each evaluation displays with detailed information. | | | | P |
| R-SUPERVISOR-QN-14 | | Same as R-SUPERVISOR-QN-11 | Continue with R-SUPERVISOR-QN-13;  Check at least 2 logs that are for additional monitoring;  Choose *Yes* for follow-up coaching is required question.  Enter comments.  Click **Submit** button. | | | Log successfully submitted and updated in database.  Log status changed to *Pending Follow-up Coaching.* | | | | P |
| R-SUPERVISOR-QN-15 | | Same as R-SUPERVISOR-QN-11 | Continue with R-SUPERVISOR-QN-13;  Check at least 2 logs that are for additional monitoring.  Choose *No* for follow-up coaching is required question.  Enter comments.  Click **Submit** button. | | | Log successfully submitted and updated in database.  Log status changed to *Pending Follow-up Employee Review.* | | | | P |
| R-SUPERVISOR-QN-16 | | User is configured with ***Supervisor*** role.  User has the following quality now logs in database:  ***Pending Follow-up Coaching*** | Launch eCL <https://uvaadadweb50cco.ad.local/ecl_dev/> | | | ***My Dashboard >> Quality Now page*** displays with the following log/count and view link (if count > 0):  *My Pending Review {count} View*  *My Pending Follow-up Preparation {count} View*  *My Pending Follow-up Coaching {count} View*  *My Team’s Pending {count} View*  *My Team’s Completed {count} View*  *My Submissions {count} View* | | | | P |
| R-SUPERVISOR-QN-17 | | Same as R-SUPERVISOR-QN-16 | Continue with R-SUPERVISOR-QN-16;  Click *View* link after *My Pending Follow-up Coaching;* | | | List of quality now log Pending Follow-up Coaching displays with first column as 2 action links - *Prepare* and *Coach.* | | | | P |
| R-SUPERVISOR-QN-18 | | Same as R-SUPERVISOR-QN-16 | Continue with R-SUPERVISOR-QN-17;  Click *Prepare* | | | Review page displays to allow user to enter log new summary;  Historical summary displays;  Each evaluation displays with detailed information;  *Copy* links display under these sections to allow user to copy corresponding sections.  *Issue Resolution | Comments*  *Call Efficiency | Comments*  *Active Listening | Comments*  *Personality Flexing | Comments* | | | | P |
| R-SUPERVISOR-QN-19 | | Same as R-SUPERVISOR-QN-16 | Continue with R-SUPERVISOR-QN-18;  Enter log summary;  Click ***Save*** button. | | | Summary successfully saved in database; | | | | P |
| R-SUPERVISOR-QN-20 | | Same as R-SUPERVISOR-QN-16 | Continue with R-SUPERVISOR-QN-19;  Click *Coach* | | | Review page displays allowing user to enter coaching date and coaching details;  Each evaluation displays without detailed information;  Log summary, coaching notes, supervisor review information, employee review information and employee comments display. | | | | P |
| R-SUPERVISOR-QN-21 | | Same as R-SUPERVISOR-QN-16 | Continue with R-SUPERVISOR-QN-20;  Enter coaching date, and coaching details;  Click ***Submit*** button. | | | Log successfully submitted and updated in database;  Log status changed to *Pending Follow-up Employee Review*. | | | | P |
| R-SUPERVISOR -QN-22 | | User is configured with ***Supervisor*** role.  User has the following quality now logs in database:  ***Completed*** | Launch eCL <https://uvaadadweb50cco.ad.local/ecl_dev/> | | | **My Dashboard >> Quality Now page** displays with the following log/count and view link (if count > 0):  *My Pending Review {count} View*  *My Pending Follow-up Preparation {count} View*  *My Pending Follow-up Coaching {count} View*  *My Team’s Pending {count} View*  *My Team’s Completed {count} View*  *My Submissions {count} View* | | | | P |
| R-SUPERVISOR -QN-23 | | Same as R-SUPERVISOR -QN-9 | Continue with R-SUPERVISOR -QN-22;  Click *View* link after *My Team’s Completed;* | | | List of completed quality now log from the user’s team displays with first column as action link *View*. | | | | P |
| R-SUPERVISOR -QN-24 | | Same as R-SUPERVISOR -QN-9 | Continue with R-SUPERVISOR -QN-23; | | | Review page displays as read only.  Each evaluation displays with detailed information.  Log summary and linked additional monitoring logs display;  Coaching notes, supervisor review information, employee review information/feedback, follow-up notes, supervisor follow-up information, employee follow-up information display. | | | | P |
| Quality Now Supervisor (QNS) submitted by Supervisors: | | | | | | | | | | |
| R-SUPERVISOR-QNS-1 | | User is configured with ***Supervisor*** role.  User has the following Quality Now Supervisor logs in database:  ***Pending Supervisor Review*** | Launch eCL <https://uvaadadweb50cco.ad.local/ecl_dev/> | | | ***My Dashboard >> Quality Now page*** displays with the following log/count and view link (if count > 0):  *My Pending Review {count} View*  *My Pending Follow-up Preparation {count} View*  *My Pending Follow-up Coaching {count} View*  *My Team’s Pending {count} View*  *My Team’s Completed {count} View*  *My Submissions {count} View* | | | | P |
| R-SUPERVISOR-QNS-2 | | Same as R-SUPERVISOR-QNS-1 | Continue with R-SUPERVISOR-QNS-1;  Click *View* link after *My Pending Review;* | | | Radio button “QN” and “QN Supervisor” displays, and defaults to QN selected. | | | | P |
| R-SUPERVISOR-QNS-3 | | Same as R-SUPERVISOR-QNS-1 | Continue with R-SUPERVISOR-QNS-2:  Click QN Supervisor radio button. | | | List of quality now log Pending Supervisor Review displays with first column as action link *Coach*. | | | | P |
| R-SUPERVISOR-QNS-4 | | Same as R-SUPERVISOR-QNS-1 | Continue with R-SUPERVISOR-QNS-3:  Click *Coach* | | | Review page displays allowing user to enter coaching date and coaching details; | | | | P |
| R-SUPERVISOR-QNS-5 | | Same as R-SUPERVISOR-QNS-1 | Continue with R-SUPERVISOR-QNS-4:  Enter Coaching Date and Coaching Details.  Click Submit button | | | Log successfully submitted and updated in database.  Log status changed to *Pending Employee Review.* | | | | P |
| Lili Huang | | |  | 05/10/2024 | |  |  |
| Name of Tester | | |  | Date Completed | |