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

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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 |

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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 eCoaching 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 |
| Lili Huang | | |  | 12/03/2018 | |
| Name of Tester | | |  | Date Completed | |

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