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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 |
| 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 |

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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 |
| 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-43 | | User is configured with “**Supervisor**” (CSR) role;  Locate a Quality Now log with Pending Supervisor Review in ec.Coaching\_Log table for the above configured user; | Launch eCoaching Log web application;  Click My Dashboard;  Click My Pending; | | | My Dashboard displays;  The Quality Now log displays | | P |
| RV-44 | | Continue with RV-43 | Click the Quality Now log; | | | Review page displays with correct information (Reference CCO\_eCoaching\_Log\_Review\_DD.docx for what should be displayed) | | P |
| RV-45 | | Continue with RV-44 | Fill in all the required fields, click Submit | | | The log is successfully updated and moved to Pending Employee Review | | P |
| RV-46 | | User is configured with “**CSR**” role;  Locate a Quality Now log with Pending Employee Review in ec.Coaching\_Log table for the above configured user; | Launch eCoaching Log web application;  Click My Dashboard;  Click My Pending; | | | My Dashboard displays;  The Quality Now log displays | | P |
| RV-47 | | Continue with RV-46 | Click the Quality Now log; | | | Review page displays with correct information (Reference CCO\_eCoaching\_Log\_Review\_DD.docx for what should be displayed) | | P |
| RV-48 | | Continue with RV-47 | Fill in all the required fields, click Submit | | | The log is successfully Completed. | | P |
| RV-49 | | User is configured with “**Manager**” role;  Locate a Pending Quality Now log in ec.Coaching\_Log table for the above configured user; | Click My Dashboard;  Click My Team’s Pending; | | | Review page displays with correct information (Reference CCO\_eCoaching\_Log\_Review\_DD.docx for what should be displayed) | | 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 and Quality Now 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 and Quality Now 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 |
| 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 | | |  | 9/24/2019 | |
| Name of Tester | | |  | Date Completed | |

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