1. Verify that the patching window is complete. Look for the email notification that confirms that it is complete.
2. Verify if the scheduled (Interval) jobs are running ok after the patching.

**Cisco Interval jobs:**

Select \* from cc\_a\_scheduled\_job

Where scheduled\_job\_type = ‘load\_interval\_data’

**Avaya interval jobs:**

Select \* from cc\_a\_scheduled\_job

Where scheduled\_job\_type = ‘load\_production\_planning’

Select \* from cc\_a\_scheduled\_job

Order by scheduled\_job\_id desc

Select \* from cc\_a\_scheduled\_job

Where is\_running = 1

1. Verify that the job\_start\_date, job\_end\_date columns have the latest date and timestamps
2. If the start and end dates look normal, look for if daily jobs load\_contact\_center , load\_ivr\_menu\_group, load\_call\_back were skipped due to the patching

**Cisco Daily jobs:**

select \* from cc\_a\_scheduled\_job

where scheduled\_job\_type = 'load\_contact\_center'

order by scheduled\_job\_id desc

select \* from cc\_a\_scheduled\_job

where scheduled\_job\_type = 'load\_ivr\_menu\_group’

order by scheduled\_job\_id desc

select \* from cc\_a\_scheduled\_job

where scheduled\_job\_type = 'load\_call\_back’

order by scheduled\_job\_id desc

**Avaya Daily jobs:**

select \* from cc\_a\_scheduled\_job

where scheduled\_job\_type = 'load\_contact\_center'

order by scheduled\_job\_id desc

1. If a run was missed, then run the below adhoc entries to back fill the missing data

**For Cisco projects:**

insert into cc\_a\_adhoc\_job(adhoc\_job\_type, start\_datetime\_param, end\_datetime\_param, is\_pending, ACD\_SOURCE, WFM\_SOURCE)

values('load\_contact\_center',’yyyy-mm-dd 00:00:00','yyyy-mm-dd 00:00:00',1, 'CISCO', 'NA');

insert into cc\_a\_adhoc\_job(adhoc\_job\_type, start\_datetime\_param, end\_datetime\_param, is\_pending, ACD\_SOURCE, WFM\_SOURCE)

values(' load\_ivr\_menu\_group',’yyyy-mm-dd 00:00:00','yyyy-mm-dd 00:00:00',1, 'CISCO', 'NA');

insert into cc\_a\_adhoc\_job(adhoc\_job\_type, start\_datetime\_param, end\_datetime\_param, is\_pending, ACD\_SOURCE, WFM\_SOURCE)

values(' load\_call\_back,’yyyy-mm-dd 00:00:00','yyyy-mm-dd 00:00:00',1, 'CISCO', 'NA');

**For Avaya projects:**

insert into cc\_a\_adhoc\_job(adhoc\_job\_type, start\_datetime\_param, end\_datetime\_param, is\_pending, ACD\_SOURCE, WFM\_SOURCE)

values('load\_contact\_center',’yyyy-mm-dd 00:00:00','yyyy-mm-dd 00:00:00',1, ‘AVAYA’, 'NA');

1. Update the cc\_a\_scheduled\_job table to not run the job for the same day the next run

insert into cc\_a\_scheduled\_job (scheduled\_job\_type, start\_datetime\_param, end\_datetime\_param, job\_start\_date, job\_end\_date, success)

values ('load\_contact\_center','yyyy-mm-dd hh24:mi:ss','2018-08-25 03:10:08', to\_date('yyyy-mm-dd hh24:mi:ss', 'YYYY-MM-DD HH24:MI:SS'), to\_date('yyyy-mm-dd hh24:mi:ss', 'YYYY-MM-DD HH24:MI:SS'),1)

Make sure to look for the start and end date timestamps from the previous runs. Each project will have a different schedule for the scheduled job run.

**CA HCO File feed process: (Hosted on Shared Contact Center servers)**

CA HCO project has a separate process that generates files every day for their reporting.

1. To verify If the process ran after the patching, look for following files in the following location:

Maxco30\_mmddyy000000.csv

Maxco26\_mmddyy000000.csv

Maxco\_IVR\_Aggregates\_mmddyy000000.csv

/u01/maximus/maxdat-prd/CiscoEnterprise/ETL/scripts/ContactCenter/implementation/CAHCO/files/Archive

1. If there are files missing then create adhoc entries using the sql below to generate the missing files

insert into cc\_a\_adhoc\_job(adhoc\_job\_type, start\_datetime\_param, end\_datetime\_param, is\_pending, ACD\_SOURCE, WFM\_SOURCE)

values(' cahco\_file\_feed,’yyyy-mm-dd 00:00:00','yyyy-mm-dd 00:00:00',1, 'CISCO', 'NA');

1. Verify that the process finished successfully. The generated files could be either uploaded manually or let the daily Moveit job take care of it
2. To upload the files manually, download the files from

Either

/u01/maximus/maxdat-dev/CiscoEnterprise/ETL/scripts/ContactCenter/implementation/CAHCO/files/Archive

Or

/u01/maximus/maxdat-dev/CiscoEnterprise/ETL/scripts/ContactCenter/implementation/CAHCO/files/Outbound

Upload them to [/](https://edi.maximus.com/human.aspx?r=468589038&arg12=folders)[Health\_Services/](https://edi.maximus.com/human.aspx?r=468589038&arg06=652816666&arg12=filelist)[CAHCO/](https://edi.maximus.com/human.aspx?r=468589038&arg06=653531787&arg12=filelist)[AdHoc/](https://edi.maximus.com/human.aspx?r=468589038&arg06=831585082&arg12=filelist)[Inbound/](https://edi.maximus.com/human.aspx?r=468589038&arg06=831618238&arg12=filelist) on https://edi.maximus.com

**MI and VA IVR Response file process : (Hosted on Shared Contact Center servers)**

MI and VA projects have a separate process where the projects send daily files and they are loaded into DP tables.

1. Verify if the following daily files have been moved to /u01/maximus/maxdat-prd/CiscoEnterprise/PSI/Completed/IVR folder

MAXVAEB\_RESPONSE\_yyyymmdd.csv

MAXMIPSS\_RESPONSE\_ yyyymmdd.csv

MAXMIPSS\_RESPONSE\_ yyyymmdd.csv

MAXMIBSHD\_RESPONSE\_ yyyymmdd.csv

MAXMIAPS\_RESPONSE\_ yyyymmdd.csv

MAXMIAFC\_RESPONSE\_ yyyymmdd.csv

MAXMIACA\_RESPONSE\_ yyyymmdd.csv

1. Verify the error folder /u01/maximus/maxdat-prd/CiscoEnterprise/PSI/Error
2. Verify if the data is up to date in the staging table (the semantic view is on top of the staging table for this process)

select call\_date, application\_name, count(\*)

from cc\_s\_ivr\_response

group by call\_date, application\_name

order by call\_date