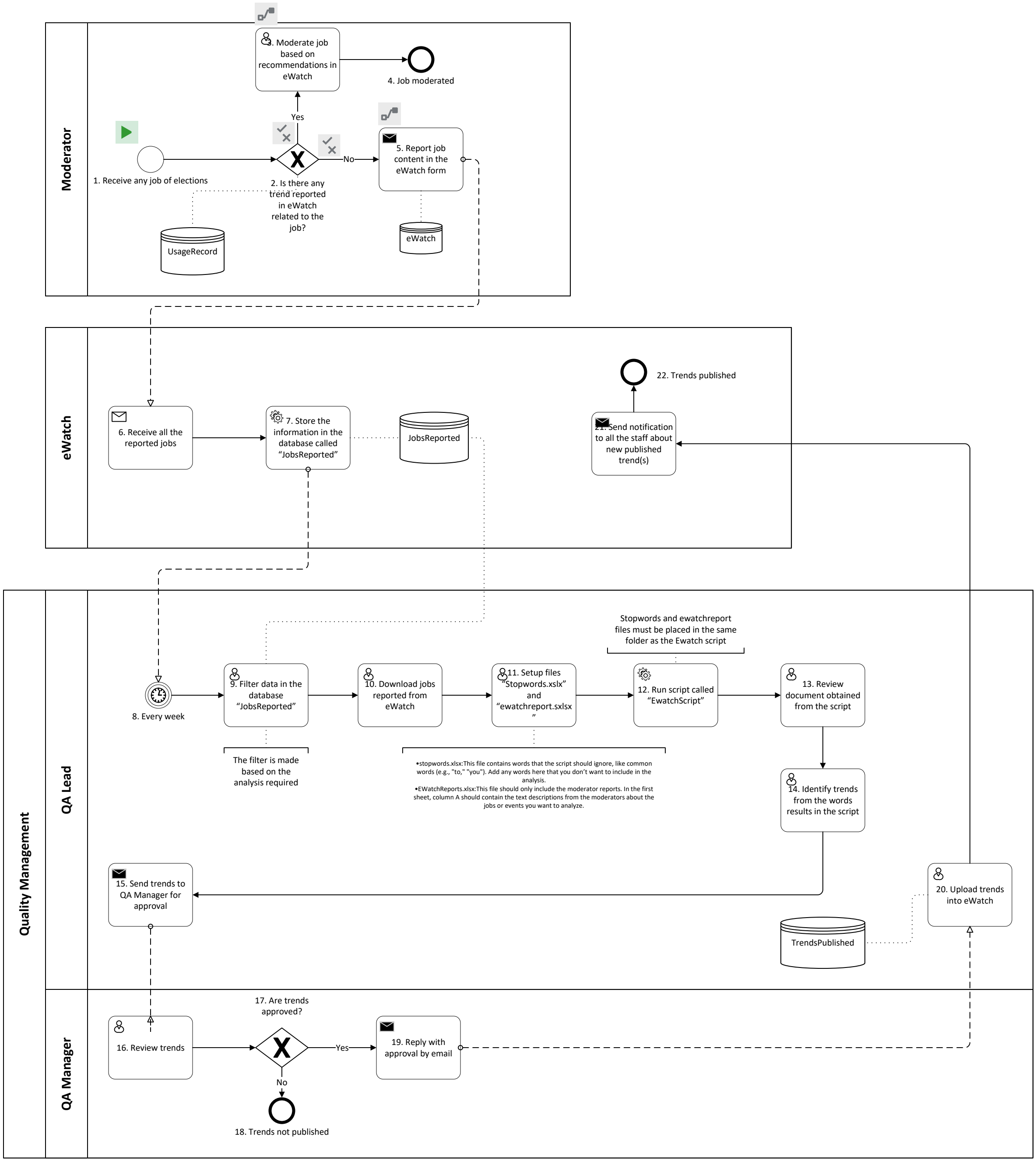
Quality Management
Moderator
3. Moderate job based on recommendations in eWatch
4. Job moderated
Yes
No
1. Receive any job of elections
2. Is there any trend reported in eWatch related to the job?
5. Report job content in the eWatch form
UsageRecord
eWatch
eWatch
6. Receive all the reported jobs
7. Store the information in the database called "JobsReported"
JobsReported
22. Trends published
21. Send notification to all the staff about new published trend(s)
QA Lead
Stopwords and ewatchreport files must be placed in the same folder as the Ewatch script
8. Every week
9. Filter data in the database "JobsReported"
10. Download jobs reported from eWatch
11. Setup files "Stopwords.xslx" and "ewatchreport.sxlsx"
12. Run script called "EwatchScript"
13. Review document obtained from the script
The filter is made based on the analysis required
•stopwords.xlsx:This file contains words that the script should ignore, like common words (e.g., "to," "you"). Add any words here that you don't want to include in the analysis.
•EWatchReports.xlsx:This file should only include the moderator reports. In the first sheet, column A should contain the text descriptions from the moderators about the jobs or events you want to analyze.
14. Identify trends from the words results in the script
15. Send trends to QA Manager for approval
20. Upload trends into eWatch
TrendsPublished
QA Manager
16. Review trends
17. Are trends approved?
Yes
No
19. Reply with approval by email
18. Trends not published