

Details: Main Appraiser

Employee Name **Kevin Wong**
 Manager **Simon Lau**
 Cost Center **0N46 - Interaction Center - 001**

Employee Number **33765**
 Organization Email Address **kevin.wong@oracle.com**
 Job **10740.Applications Developer**
4.PRODEV.SWENG.IC4

Setup Details

Initiator **Wong, Kevin Craig**
 Appraisal Period Start Date **01-Jun-2004**
 Appraisal Period End Date **31-May-2005**
 Template **Template - to be used from 1 June 2005**

Main Appraiser **Lau, Mr Simon**
 Appraisal Creation Date **06-Jun-2005**
 Appraisal Review Discussion Date

Competencies

Show All Details | Hide All Details

Details Competency

▼ Hide Core.Professional.Communication ⓘ

Participant Ratings

Show All Details | Hide All Details

Details	Participant	Participation Type	Performance Rating	Comments
▼ Hide	Lau, Mr Simon	Main Appraiser	4-Exceeds expectations	
Additional Details				
▼ Hide	Wong, Kevin Craig	Appraisee	2-Development needed	
Additional Details				

▼ Hide Core.Professional.Customer Focus ⓘ

Participant Ratings

Show All Details | Hide All Details

Details	Participant	Participation Type	Performance Rating	Comments
▼ Hide	Lau, Mr Simon	Main Appraiser	0-Not applicable	
Additional Details				
▼ Hide	Wong, Kevin Craig	Appraisee	0-Not applicable	
Additional Details				

▼ Hide Core.Professional.Building Relationships ⓘ

Participant Ratings

Show All Details | Hide All Details

Details	Participant	Participation Type	Performance Rating	Comments
▼ Hide	Lau, Mr Simon	Main Appraiser	3-Successfully meets expectations	
Additional Details				
▼ Hide	Wong, Kevin Craig	Appraisee	1-Does not meet expectations	
Additional Details				

▼ Hide	Core.Professional.Teamwork			
Participant Ratings				
Show All Details Hide All Details				
	Details Participant	Participation Type	Performance Rating	Comments
▼ Hide	Lau, Mr Simon	Main Appraiser	4-Exceeds expectations	
Additional Details				
▼ Hide	Wong, Kevin Craig	Appraisee	3-Successfully meets expectations	
Additional Details				
▼ Hide	Core.Professional.Results Orientation			
Participant Ratings				
Show All Details Hide All Details				
	Details Participant	Participation Type	Performance Rating	Comments
▼ Hide	Lau, Mr Simon	Main Appraiser	4-Exceeds expectations	
Additional Details				
▼ Hide	Wong, Kevin Craig	Appraisee	2-Development needed	
Additional Details				
▼ Hide	Core.Professional.Personal Drive			
Participant Ratings				
Show All Details Hide All Details				
	Details Participant	Participation Type	Performance Rating	Comments
▼ Hide	Lau, Mr Simon	Main Appraiser	4-Exceeds expectations	
Additional Details				
▼ Hide	Wong, Kevin Craig	Appraisee	2-Development needed	
Additional Details				
▼ Hide	Core.Professional.Planning & Organising			
Participant Ratings				
Show All Details Hide All Details				
	Details Participant	Participation Type	Performance Rating	Comments
▼ Hide	Lau, Mr Simon	Main Appraiser	4-Exceeds expectations	
Additional Details				
▼ Hide	Wong, Kevin Craig	Appraisee	3-Successfully meets expectations	
Additional Details				
▼ Hide	Core.Business.Product Mastery			
Participant Ratings				
Show All Details Hide All Details				

Details Participant		Participation Type	Performance Rating	Comments
	Lau, Mr Simon	Main Appraiser	4-Exceeds expectations	
Additional Details				
	Wong, Kevin Craig	Appraisee	2-Development needed	
Additional Details				
	Core.Business.Professional & Technical Depth and Credibility			
Participant Ratings				
Show All Details Hide All Details				
Details Participant		Participation Type	Performance Rating	Comments
	Lau, Mr Simon	Main Appraiser	5-Outstanding	
Additional Details				
	Wong, Kevin Craig	Appraisee	3-Successfully meets expectations	
Additional Details				
	Core.Professional.Adapting to Change			
Participant Ratings				
Show All Details Hide All Details				
Details Participant		Participation Type	Performance Rating	Comments
	Lau, Mr Simon	Main Appraiser	5-Outstanding	
Additional Details				
	Wong, Kevin Craig	Appraisee	3-Successfully meets expectations	
Additional Details				
	Core.Professional.Business Ethics			
Participant Ratings				
Show All Details Hide All Details				
Details Participant		Participation Type	Performance Rating	Comments
	Lau, Mr Simon	Main Appraiser	3-Successfully meets expectations	
Additional Details				
	Wong, Kevin Craig	Appraisee	3-Successfully meets expectations	
Additional Details				

Objectives

Show All Details Hide All Details				
Details Objective	Start Date	Target Date	Achievement Date	Comments
FY05 - No-softphone support in cps-Nortel and cps-	01-Nov-2004	31-Mar-2005	10-Jan-2005	This is a best-effort enhancement. Work around any third party middleware and PBX problems as best as we can without breaking regular Advanced

Avaya adapters

Inbound.

Additional Details

Detail **1. Implement ExtendedTelesetDevice interface. 2. Unit test with no-softphone mode. 3. Make any changes required to pass unit test with no softphone. 4. Work with Imju to solve any other problems in no sofphone framework.**

Success Criteria **1, Pass unit tests. 2. Pass standard inbound with internal transfer scenario.**

Performance Ratings

Show All Details | Hide All Details

Details	Participant	Type	Participation Appraised Performance	Overall Performance
Hide	Wong, Kevin Craig	Appraisee	3- Successfully meets expectations	

Additional Details

Hide	Lau, Mr Simon	Main Appraiser	4-Exceeds expectations	Kevin understood all the pieces involved in making this No Softphone enhancement work end-to-end. He did a fantastic job of implementing the enhancement for two adapters and working closely with Imju to test the end-to-end integration.
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Additional Details

Hide	FY05 - ClickToDial (Postponed)	01-Jun-2004	30-Sep-2004	30-Sep-2004	Parts 1-3 completed. Part 4 partially done. At that point C2D project was put on hold until R12 or later.
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Additional Details

Detail **1. C2D Design 2. C2D Schema and Seed Data (with Edward) 3. C2D Dialer Code 4. Integrate Dialer Code with Contact Center Preference Pages 5. Install and test on an Apps server**

Success Criteria **1. HTML Admin: set up agents and bridge devices 2. Preference Pages: define and edit preferred devices 3. Dialer: place direct and bridge calls 4. End to end testing**

Performance Ratings

Show All Details | Hide All Details

Details	Participant	Type	Participation Appraised Performance	Overall Performance
Hide	Wong, Kevin Craig	Appraisee	3- Successfully meets expectations	

Additional Details

Hide	Lau, Mr Simon	Main Appraiser	4-Exceeds expectations	Kevin produced a flexible design which supported both direct and bridge dial modes, as well as both call center and non-call center use cases. He also developed proficiency in core Oracle Application (OA) Framework concepts when implementing the dialer code.
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Additional Details

Hide	FY05 - Support	01-Nov-2004	30-Apr-2005	30-Apr-2005	Target completion date is based on last
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CDC in Developing Huawei Adapter				communication with CDC. At that point they seemed to have resolved all their problems and had their adapter working. Haven't heard from them since so I suppose they haven't encountered any additional problems.
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Additional Details

Detail China Development Center team wants to develop an Advanced Inbound adapter for the Huawei PBX. They will require support from our team in the following areas: 1. Review of their requirements and design. (with Simon) 2. US-based training of AI and the AI SDK (they will be here for a week). (with Simon) 3. Further consultation as required while they implement and test their adapter. (with Simon)

Success Criteria CDC builds a successful Huawei adapter. Or if they fail it is because of Huawei limitations rather than Advanced Inbound limitations.

Performance Ratings

Show All Details | Hide All Details

Details	Participant	Type	Participation	Appraised Performance	Overall Performance
Hide	Wong, Kevin Craig	Appraisee		3- Successfully meets expectations	
Additional Details					
Hide	Lau, Mr Simon	Main Appraiser		4-Exceeds expectations	Kevin's in-depth knowledge of the Telephony Adapter SDK and his natural willingness to help make him the best person for this task. The China team was very appreciative of Kevin's efforts.
Additional Details					

Hide	FY06 - ClickToDial	01-May-2005	31-Dec-2005		Brush off the dust and see if it still works...
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Additional Details

Detail ClickToDial is back on the schedule for R12+. The only real difference is that our team is now also responsible for the Preference Pages. 1. Review and integrate current code. 2. Prototype for Matt. 3. Implement any suggested changes from management. 4. Documentation: Technical Design Document 5. Migrate Preference Pages code to cct.

Success Criteria 1. HTML Admin: set up agents and bridge devices 2. Preference Pages: define and edit preferred devices 3. Dialer: place direct and bridge calls 4. End to end testing

Performance Ratings

Show All Details | Hide All Details

Details	Participant	Participation Type	Appraised Performance	Overall Performance
	No data exists.			

Hide	FY06 - Bugs and TARs	01-Jun-2005	31-May-2006		Half the job is maintaining shipped code.
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Additional Details

Detail Fix any bugs and TARs that appear. My primary areas of responsibility: 1. CPS-Avaya 2. CPS-Nortel 3. Cisco IPCC and CallManager

Success Criteria 1. Resolve xx% of bugs. 2. Resolve xx% of TARs.

Performance Ratings

Show All Details Hide All Details				
	Details Participant	Participation Type	Appraised Performance	Overall Performance
	No data exists.			
	FY06 - Adapter Support for CAPS	01-Mar-2005	31-Dec-2005	This may or may not require a lot of effort.
Additional Details				
Detail Sonali and Imju will be working on CAPS for R12. 1. Implement any required changes in our in-house adapters. 2. Provide coding help in ITS/OTM as needed.				
Success Criteria 1. Pass unit tests. 2. Pass QA testing.				
Performance Ratings				
Show All Details Hide All Details				
	Details Participant	Participation Type	Appraised Performance	Overall Performance
	No data exists.			
	FY05 - Bugs and TARs	01-Jun-2004	31-May-2005	Kevin consistently provided timely log analysis, bug fixes, and workarounds for quick resolution of customer issues.
Additional Details				
Detail Fix any bugs and TARs that appear. My primary areas of responsibility: 1. CPS-Avaya 2. CPS-Nortel 3. Cisco IPCC and CallManager				
Success Criteria 1. Resolve xx% of bugs. 2. Resolve xx% of TARs.				
Performance Ratings				
Show All Details Hide All Details				
	Details Participant	Participation Type	Appraised Performance	Overall Performance
	Lau, Mr Simon	Main Appraiser	5-Outstanding	
Additional Details				

Participants

	Full Name	Participation Type	Questionnaire Name	Comments	Participation Status	Last Notified Date	Date Completed
	No data exists.						

Questionnaire: Appraisee

Questionnaire Name **Questionnaire for Appraisee and Main Appraiser V2**

Last Submitted On **06-Jun-2005**

Hide Questionnaire

Instruction:

Appraisees - complete **Part 1** of the questionnaire; Main Appraisers - complete **Part 2** of this questionnaire;

Part 1: To be completed by Appraisee

- Summarize the major accomplishments achieved during this performance appraisal period.

1. No-softphone support in cps-Nortel and cps-Avaya adapters.
 2. ClickToDial to the prototype stage.
 3. Support CDC develop Huawei adapter.
2. List areas to be further developed in order to increase your expertise or strengthen your job performance.
 1. Learn OA Framework.
 2. Learn JDeveloper.
 3. Learn Java 1.4 and a host of Java frameworks.
 3. List the most and least satisfying aspects of your job

Most:

 - I like the team.
 - Working in Java.

Least:

 - Trying to learn in-house tech stack with the current documentation.
 - Pretty soon I'll be the only one left in the group. :-)
 4. Describe your short and long term career and professional development goals.

I have no goals.
 5. List any additional comments for this performance appraisal period.


Part 2: To be completed by Main Appraiser

1. Summarize the major accomplishments achieved during this performance appraisal period.
2. List areas to be further developed in order to increase expertise or strengthen job performance.
3. List any additional comments for this performance appraisal period.

Questionnaire: Main Appraiser

Questionnaire Name **Questionnaire for Appraisee and Main Appraiser V2**

Last Submitted On **12-Jul-2005**

 Hide Questionnaire

Instruction:

Appraisees - complete [Part 1](#) of the questionnaire; Main Appraisers - complete [Part 2](#) of this questionnaire;

Part 1: To be completed by Appraisee

1. Summarize the major accomplishments achieved during this performance appraisal period.
2. List areas to be further developed in order to increase your expertise or strengthen your job performance.
3. List the most and least satisfying aspects of your job
4. Describe your short and long term career and professional development goals.
5. List any additional comments for this performance appraisal period.

Part 2: To be completed by Main Appraiser

1. Summarize the major accomplishments achieved during this performance appraisal period.
 - Design of the click-to-dial functionality and implementation of the dialer component.

- Design and implementation of the No Softphone enhancement.
- Training and assistance to China team in developing the Huawei adapter.
- Timely support to resolving critical customer issues.

2. List areas to be further developed in order to increase expertise or strengthen job performance.

Kevin should learn more about the UI components in the Oracle Applications (OA) Framework and working with Jdeveloper and Quik Apache for the reminder of the click-to-dial project.

3. List any additional comments for this performance appraisal period.

Kevin is a great asset to the team. He produces good designs and writes solid code. He also has about 6 years of experience in Computer Telephony Integration (CTI). Albeit quiet and gentle, Kevin is a team player and everyone in the team has good things to say about him.

Overall Rating and Comments

Overall Rating	4-Exceeds expectations
Overall Comments	Kevin Wong is a valuable asset to the CCT team. We can always count on Kevin to get the job done well. Kevin is very knowledgeable and competent technically. He is also very likable and approachable. People often go to him for questions. I highly commend Kevin for his consistent good work.

Oracle