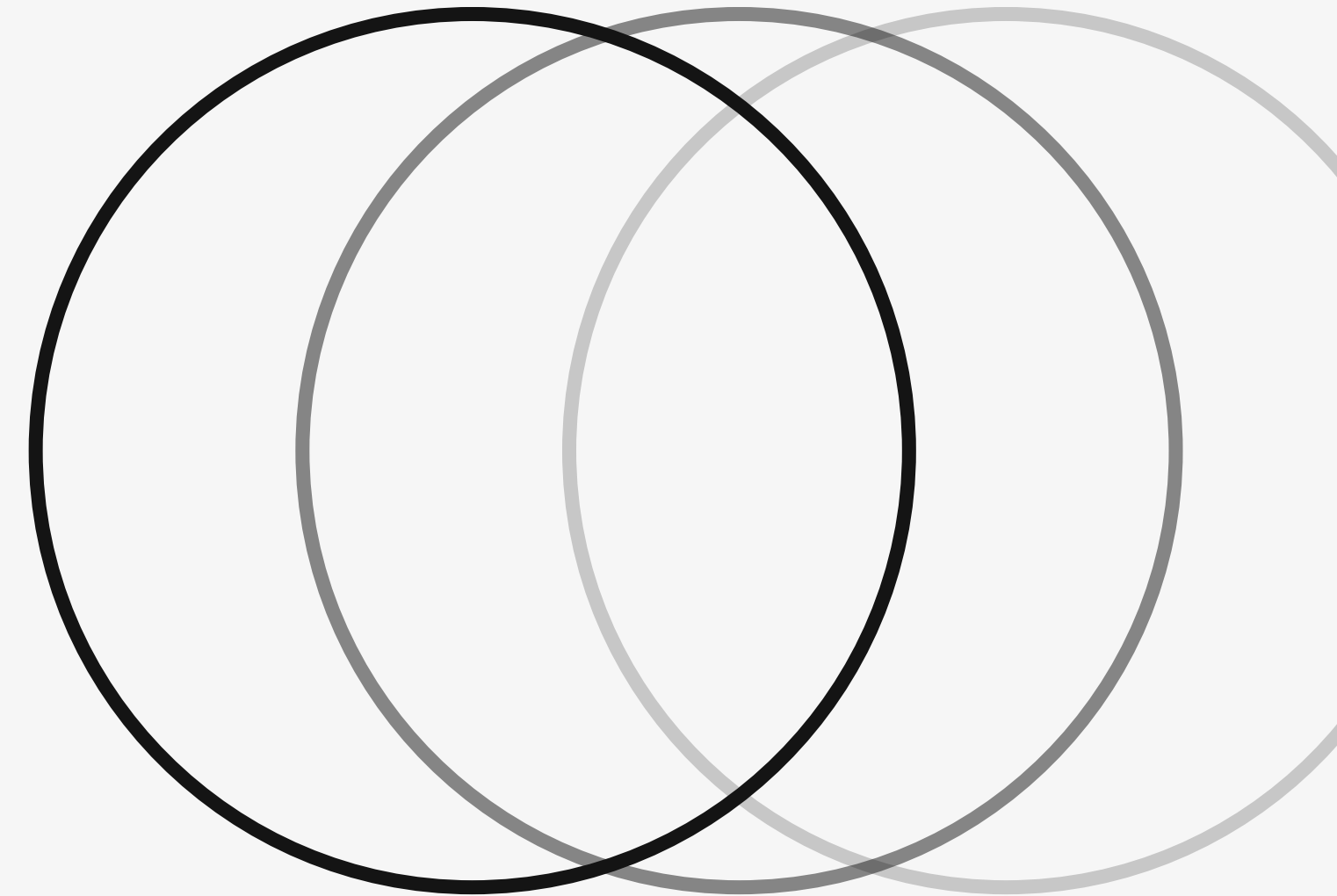# IRONHACK
DELIVERY

Presentado por:
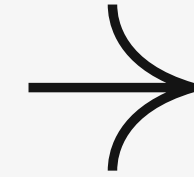
Alejandro Villejas
Cristina Gil
Maksym Vaskin

Presentado a:
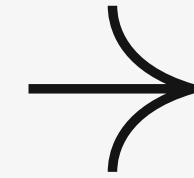
Ironhack recuitment
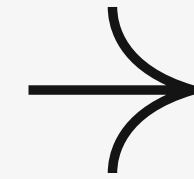
Objetivos

→ Plantear KPI's

→ Crear una tabla para conversaciones
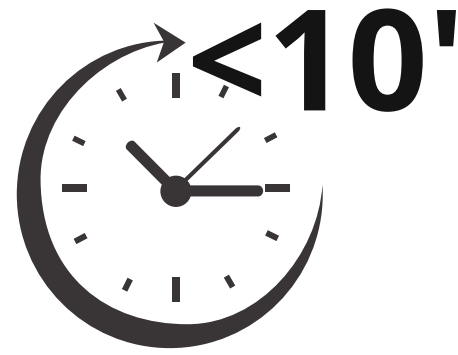
→ Realizar un EDA

Indicadores de rendimiento

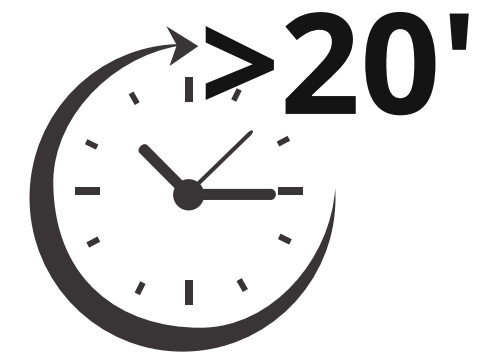|			
Tiempo de resolución	<10' Óptimo	15' Aceptable	>20' Mejora
Taza de retención	85 %	75 %	65 %
Beneficio x día	90 %	70 %	50 %
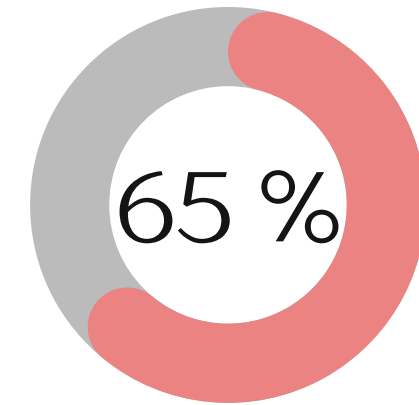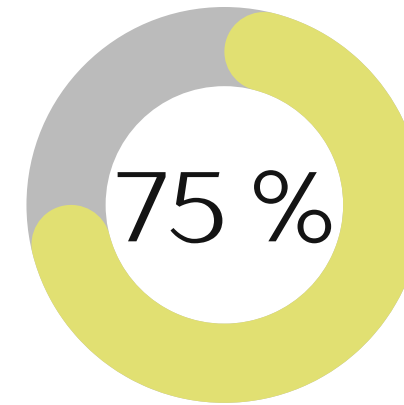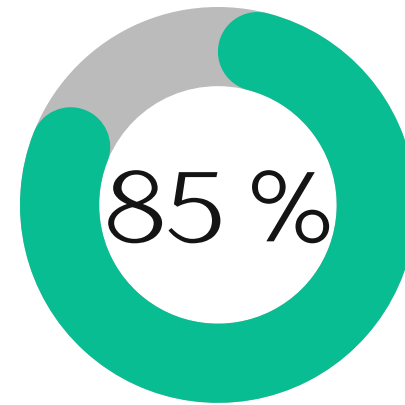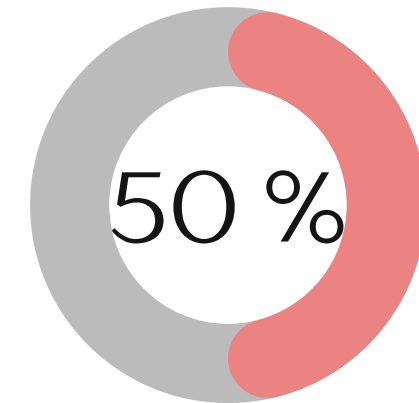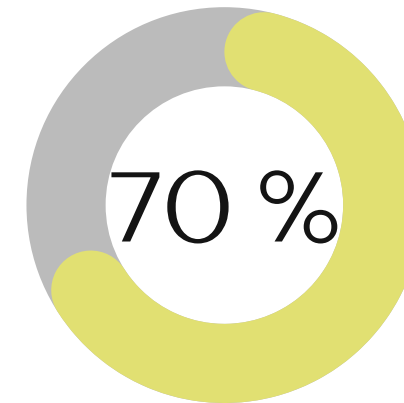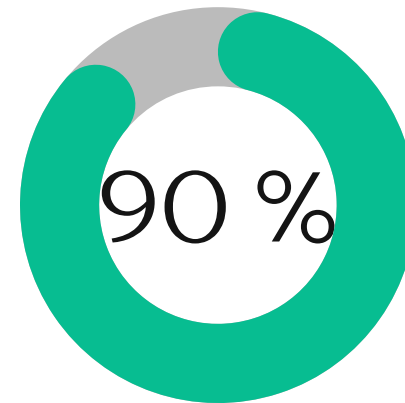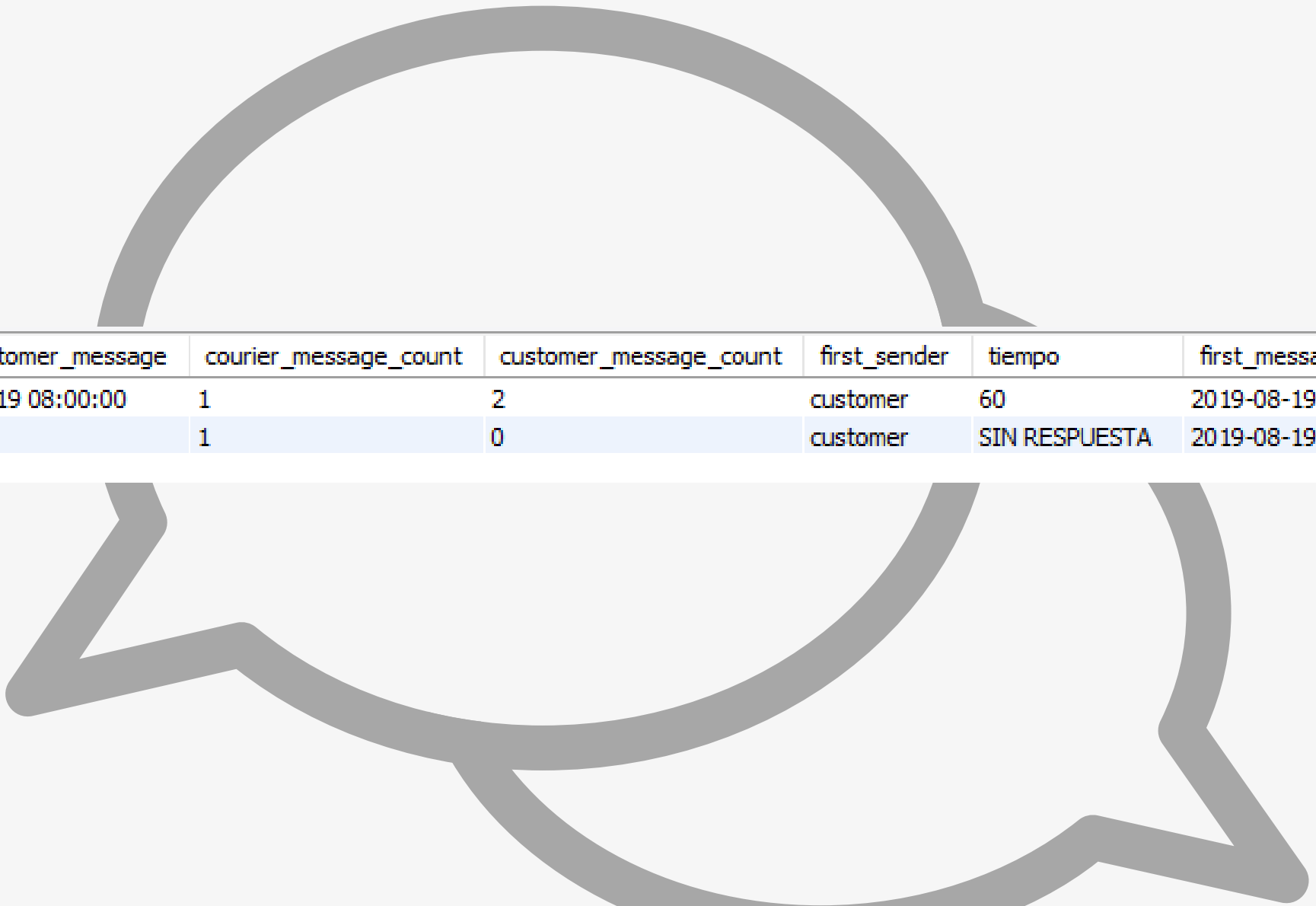
Tabla para analizar las conversaciones

order_id	city_code	first_courier_message	first_customer_message	courier_message_count	customer_message_count	first_sender	tiempo	first_message_timestamp	last_message_timestamp	order_stage
59528555	BCN	2019-08-19 08:01:00	2019-08-19 08:00:00	1	2	customer	60	2019-08-19 08:00:00	2019-08-19 08:03:00	PICKING_UP
59528038	MAD	2019-08-19 07:59:00	NONE	1	0	customer	SIN RESPUESTA	2019-08-19 07:59:00	2019-08-19 07:59:00	ADDRESS_DELIVERY

```sql
select * from customer_courier;WITH ranked_messages AS (
    SELECT
        *,
        ROW_NUMBER() OVER (PARTITION BY order_id ORDER BY message_sent_time) AS RAN
    FROM customer_courier
),
conversation_starts AS (
SELECT
    t1.order_id,
    MIN(CASE WHEN customer_id = from_id THEN message_sent_time END) AS first_customer_message,
    MIN(CASE WHEN courier_id = from_id THEN message_sent_time END) AS first_courier_message,
    MIN(message_sent_time) AS first_message_timestamp
  FROM ranked_messages as t1
  GROUP BY t1.order_id),

conversation_ends AS (
SELECT
    t1.order_id,
    max(CASE WHEN customer_id = from_id THEN message_sent_time END) AS last_customer_message,
    max(CASE WHEN courier_id = from_id THEN message_sent_time END) AS last_courier_message,
    max(message_sent_time) AS last_message_timestamp
  FROM ranked_messages as t1
  GROUP BY t1.order_id),

conversation_counts AS (
    SELECT
        order_id,
        COUNT(CASE WHEN courier_id = from_id THEN 1 END) AS courier_message_count,
        COUNT(CASE WHEN customer_id = from_id THEN 1 END) AS customer_message_count
    FROM customer_courier
    GROUP BY order_id
),

status_delivery as (SELECT order_id,order_stage,message_sent_time from customer_courier)

SELECT
    cs.order_id,
    o.city_code,
    cs.first_courier_message,
    coalesce(cs.first_customer_message,"NONE") AS first_customer_message,
    cc.courier_message_count,
    cc.customer_message_count,
    CASE WHEN cs.first_courier_message < cs.first_customer_message THEN 'courier' ELSE 'customer' END AS first_sender,
    coalesce(TIMESTAMPDIFF(SECOND, cs.first_customer_message,cs.first_courier_message),"SIN RESPUESTA") AS tiempo,
    cs.first_message_timestamp,
   ce.last_message_timestamp,
    sd.order_stage
FROM conversation_starts cs
JOIN conversation_counts cc ON cs.order_id = cc.order_id
JOIN orders o ON cs.order_id = o.order_id
JOIN conversation_ends ce ON o.order_id = ce.order_id
LEFT JOIN status_delivery sd ON o.order_id = sd.order_id

where sd.message_sent_time = ce.last_message_timestamp;
```
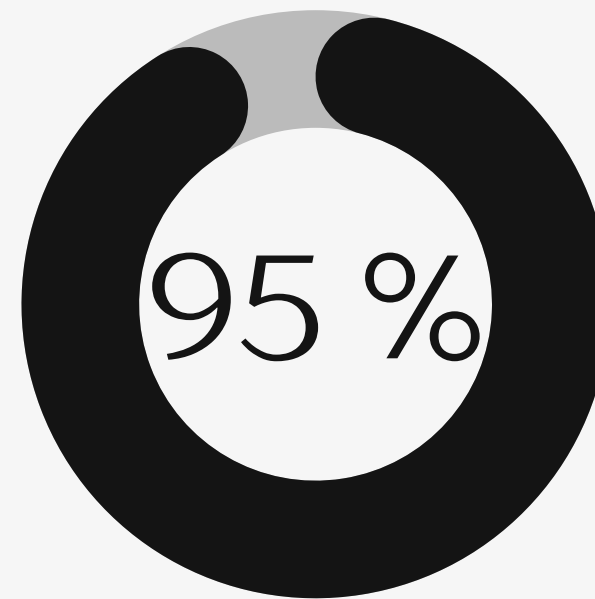
EDA

64 %

Pedidos autorizados

95 %
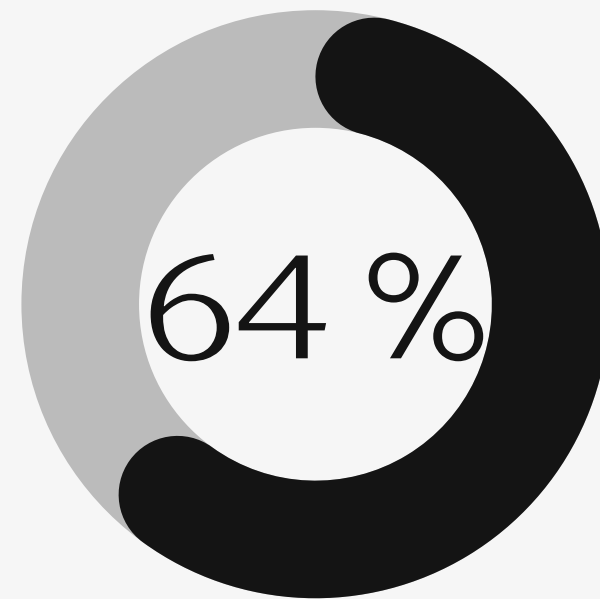
Pedidos autorizados correctanente

Autorización incremental de más de 20%

≠
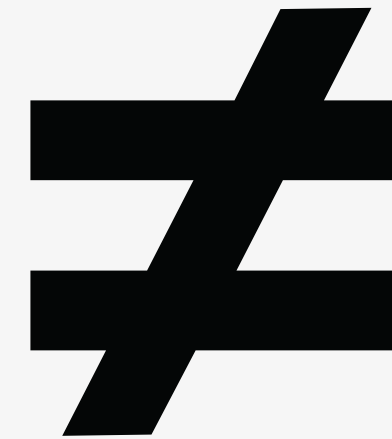
```
+----+-------------------+
|_c2 |negative_percentage|
+----+-------------------+
| CI |   66.66666666666  |
| UA |   54.07245982021247|
| RO |   50.55387713997986|
| PT |   68.25396825396825|
| CL |   99.89528795811519|
| GT |   36.25730994152047|
| ES |   67.15000423980328|
| EC |   70.9462461283874 |
| TR |   55.41313008342285|
| CR |   48.23874755381605|
| FR |   70.1682814890362 |
| PA |   66.81614349775785|
| IT |   61.20587068623562|
| GE |   59.5744680510638 |
| PE |   60.29177114201049|
| DO |   68.4095805664488 |
| EG |   70.22332506203473|
| KE |   61.627906976744185|
| MA |   47.14389009399855|
| UY |   56.64335664335665|
+----+-------------------+
only showing top 20 rows
```

VALORES NECESARIOS PARA CAPTURAR EL MONTO RESTANTE

```
+--------+--------------------+
|    _c0|       difference_x1_2|
+--------+--------------------+
|33557880|              -5.828|
|33512615|  -0.7519999999999998|
|33512451|  -0.5720000000000001|
|33557765|    -4.915999999999999|
|33512273|              -0.472|
|33511759|  -0.5699999999999998|
|33511416|              -0.786|
|33523444|             -10.154|
|33530379|    -4.139999999999999|
|33510806|  -0.8839999999999995|
|33560469|  -0.6859999999999999|
|33510556|  -1.9619999999999997|
|33557387|  -0.8199999999999994|
|33557344|  -1.6919999999999993|
|33509944|  -2.4559999999999995|
|33557248|  -0.8199999999999994|
|33522592|-0.30400000000000005|
|33509377|              -1.766|
|33508801|  -0.9980000000000002|
|33557082|              -0.782|
+--------+--------------------+
```


TIENDAS MÁS PROBLEMÁTICAS

```
+--------+--------------------+
|    _c0|       difference_x1_2|
+--------+--------------------+
|33557880|              -5.828|
|33512615|  -0.7519999999999998|
|33512451|  -0.5720000000000001|
|33557765|    -4.915999999999999|
|33512273|              -0.472|
|33511759|  -0.5699999999999998|
|33511416|              -0.786|
|33523444|             -10.154|
|33530379|    -4.139999999999999|
|33510806|  -0.8839999999999995|
|33560469|  -0.6859999999999999|
|33510556|  -1.9619999999999997|
|33557387|  -0.8199999999999994|
|33557344|  -1.6919999999999993|
|33509944|  -2.4559999999999995|
|33557248|  -0.8199999999999994|
|33522592|-0.30400000000000005|
|33509377|              -1.766|
|33508801|  -0.9980000000000002|
|33557082|              -0.782|
+--------+--------------------+
```
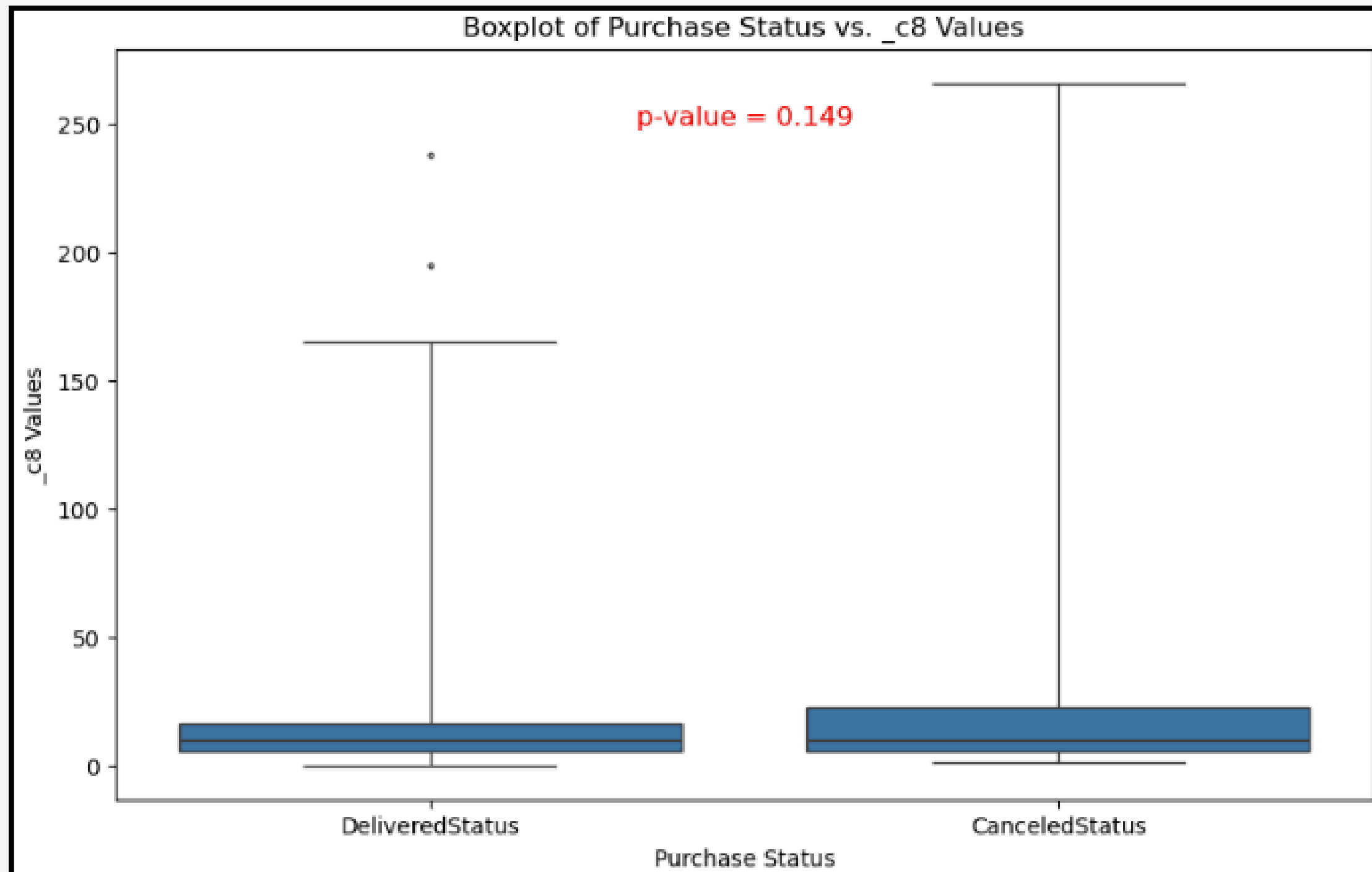
EDA

¿Preguntas?

MUCHAS GRACIAS