SELECT

outcome,

COUNT(\*) as nombre\_appels

FROM agent\_calls

GROUP BY outcome

ORDER BY nombre\_appels DESC;

| outcome | nombre\_appels |

| --------------------- | ------------- |

| voicemail | 134 |

| too\_short | 23 |

| appointment\_refused | 16 |

| appointment\_scheduled | 13 |

| not\_interested | 3 |

| callback\_requested | 3 |

| null | 3 |

| call\_failed | 2 |

—------------

SELECT

'RDV PRIS dans outcome' as type,

COUNT(\*) as nombre

FROM agent\_calls

WHERE outcome = 'RDV PRIS'

UNION ALL

SELECT

'appointment\_scheduled dans outcome' as type,

COUNT(\*) as nombre

FROM agent\_calls

WHERE outcome = 'appointment\_scheduled'

UNION ALL

SELECT

'RDV REFUSÉ dans outcome' as type,

COUNT(\*) as nombre

FROM agent\_calls

WHERE outcome = 'RDV REFUSÉ';

| type | nombre |

| ---------------------------------- | ------ |

| RDV PRIS dans outcome | 0 |

| appointment\_scheduled dans outcome | 13 |

| RDV REFUSÉ dans outcome | 0 |

—--------------------------

SELECT

COUNT(\*) as appels\_avec\_metadata\_rdv

FROM agent\_calls

WHERE metadata ? 'appointment\_scheduled\_at';

| appels\_avec\_metadata\_rdv |

| ------------------------ |

| 118 |

—-----------------------  
SELECT

CASE

WHEN outcome = 'RDV PRIS' THEN 'Outcome = RDV PRIS'

WHEN outcome = 'appointment\_scheduled' THEN 'Outcome = appointment\_scheduled'

WHEN outcome = 'RDV REFUSÉ' THEN 'Outcome = RDV REFUSÉ'

ELSE 'Autre outcome'

END as outcome\_type,

CASE

WHEN metadata ? 'appointment\_scheduled\_at' THEN 'OUI'

ELSE 'NON'

END as a\_metadata\_rdv,

COUNT(\*) as nombre

FROM agent\_calls

GROUP BY outcome\_type, a\_metadata\_rdv

ORDER BY nombre DESC;

| outcome\_type | a\_metadata\_rdv | nombre |

| ------------------------------- | -------------- | ------ |

| Autre outcome | OUI | 105 |

| Autre outcome | NON | 79 |

| Outcome = appointment\_scheduled | OUI | 13 |

—---------------  
SELECT

id,

started\_at,

outcome,

metadata->>'appointment\_scheduled\_at' as rdv\_date,

first\_name,

last\_name,

deployment\_id

FROM agent\_calls

WHERE outcome = 'RDV PRIS'

OR metadata ? 'appointment\_scheduled\_at'

LIMIT 20;

| id | started\_at | outcome | rdv\_date | first\_name | last\_name | deployment\_id |

| ------------------------------------ | -------------------------- | --------- | -------- | ---------------- | ------------- | ------------------------------------ |

| 99b28b50-d40d-4d28-a8c1-32f95bf7ba0c | 2025-10-02 09:22:27+00 | voicemail | null | Patrice | Reignault | cb776a7a-0857-4304-817d-9a4242ae903d |

| 7a0ff2f4-58b0-4e8c-8494-97dcf8f4ade4 | 2025-10-02 07:50:28+00 | voicemail | null | Christophe | Hrt | cb776a7a-0857-4304-817d-9a4242ae903d |

| 2bee78ef-0a7e-4e85-9b98-2c661ffbc6ce | 2025-10-06 11:09:09+00 | voicemail | null | Meriem Fille | De Didon | cb776a7a-0857-4304-817d-9a4242ae903d |

| 11fa682b-93c6-4090-adad-6c448a8fb866 | 2025-10-06 03:44:41+00 | voicemail | null | Jean Dominique | Bozzi-Piredda | cb776a7a-0857-4304-817d-9a4242ae903d |

| 620e2d50-ecce-4e8f-939a-0cdba99944f7 | 2025-10-06 01:54:41+00 | voicemail | null | M. | P | cb776a7a-0857-4304-817d-9a4242ae903d |

| afa43425-17a7-490d-a1d3-0e0671fe878c | 2025-10-02 05:08:16+00 | voicemail | null | Kathya | Limosin | cb776a7a-0857-4304-817d-9a4242ae903d |

| a01bcf81-13a7-4806-a75d-8380ea0af401 | 2025-09-29 10:29:36+00 | voicemail | null | Allyah | Innayah | cb776a7a-0857-4304-817d-9a4242ae903d |

| 521c65f7-c912-45b9-b8a0-d8726fe759b5 | 2025-10-14 15:15:47.363+00 | voicemail | null | beriane | | cb776a7a-0857-4304-817d-9a4242ae903d |

| a8ff367b-214f-49ea-a24f-6f23af2f9a27 | 2025-10-14 15:02:50.89+00 | voicemail | null | sim | djeb | cb776a7a-0857-4304-817d-9a4242ae903d |

| 9138ee46-dfe5-437e-aec6-518e00226f75 | 2025-10-14 02:01:04.377+00 | voicemail | null | william | lanfray | cb776a7a-0857-4304-817d-9a4242ae903d |

| aae6d815-50e2-48c8-b2ba-1484b2bded73 | 2025-10-13 21:06:33.546+00 | voicemail | null | bahiana | | cb776a7a-0857-4304-817d-9a4242ae903d |

| d81be2d1-7ec4-41d3-94fa-46a34156b5bc | 2025-10-06 18:19:47+00 | voicemail | null | Cortes+ | null | cb776a7a-0857-4304-817d-9a4242ae903d |

| 47da443d-a503-4465-9831-7cfe34d72531 | 2025-10-05 11:36:48+00 | voicemail | null | Nicolas | Duprez | cb776a7a-0857-4304-817d-9a4242ae903d |

| 3137eafd-1b6d-4147-a393-062849eed5a1 | 2025-10-13 10:11:16.825+00 | voicemail | null | david | nahaya | cb776a7a-0857-4304-817d-9a4242ae903d |

| e1933e2e-c46b-4963-b529-d31620a19e07 | 2025-10-12 19:19:58.36+00 | voicemail | null | jean-pascal | colart | cb776a7a-0857-4304-817d-9a4242ae903d |

| 46685b0e-4db3-4052-80d2-f32206d0b0a4 | 2025-10-12 18:48:06.713+00 | voicemail | null | kahlerras | | cb776a7a-0857-4304-817d-9a4242ae903d |

| 88d5074d-eadb-4acf-82c6-f30e44b415f6 | 2025-10-12 11:21:15.02+00 | voicemail | null | véra | m | cb776a7a-0857-4304-817d-9a4242ae903d |

| b2595494-2119-4aa1-96f4-99e081573196 | 2025-10-12 06:17:21.689+00 | voicemail | null | alexis | platiau | cb776a7a-0857-4304-817d-9a4242ae903d |

| 227f6d95-8328-4407-bfc3-cf706483de29 | 2025-10-11 22:35:55.308+00 | voicemail | null | dylan | buchet | cb776a7a-0857-4304-817d-9a4242ae903d |

| 9b5fcfcc-8199-46bb-95b2-e5b5c57fff03 | 2025-10-11 15:36:09.449+00 | voicemail | null | \_automation\_test | n8n\_test | cb776a7a-0857-4304-817d-9a4242ae903d |

—-------------------  
  
SELECT

COUNT(\*) as total\_appels,

COUNT(\*) FILTER (WHERE appointment\_scheduled = true) as rdv\_comptés,

COUNT(\*) FILTER (WHERE outcome = 'RDV PRIS') as outcome\_rdv\_pris,

COUNT(\*) FILTER (WHERE metadata ? 'appointment\_scheduled\_at') as metadata\_rdv

FROM v\_agent\_calls\_enriched;

| total\_appels | rdv\_comptés | outcome\_rdv\_pris | metadata\_rdv |

| ------------ | ----------- | ---------------- | ------------ |

| 197 | 118 | 0 | 118 |

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SELECT

at.name as agent\_type,

COUNT(\*) FILTER (WHERE ac.outcome = 'RDV PRIS' OR ac.metadata ? 'appointment\_scheduled\_at') as rdv\_total,

COUNT(\*) FILTER (WHERE ac.outcome = 'RDV PRIS') as rdv\_outcome,

COUNT(\*) FILTER (WHERE ac.metadata ? 'appointment\_scheduled\_at') as rdv\_metadata

FROM agent\_calls ac

INNER JOIN agent\_deployments ad ON ac.deployment\_id = ad.id

INNER JOIN agent\_types at ON ad.agent\_type\_id = at.id

GROUP BY at.name;

| agent\_type | rdv\_total | rdv\_outcome | rdv\_metadata |

| ---------- | --------- | ----------- | ------------ |

| louis | 118 | 0 | 118 |

| arthur | 0 | 0 | 0 |