The program first extracts the data from tables INTERACTION\_SQM, AGENT\_SQM, V\_ACCEPTED\_POLICY\_PERIOD, BC\_DRIVERS\_LICENCE, PERSON\_NAME\_CURR and PERSON\_ORG\_PHN\_NUM\_CURR where INTERACTION\_SQM is the master table and left joins all the other tables. So INTERACTION\_SQM and AGENT\_SQM will be left joined based on the key AGENT\_ID and USER\_NAME resultant table is left joined with V\_ACCEPTED\_POLICY\_PERIOD on key values LICENSE\_POLICY\_VALUE and POLICY\_NUMBER and START\_DATE\_TIME greater than equal to PERIOD\_EFFECTIVE\_DATE and START\_DATE\_TIME less than equal to PERIOD\_EXPIRY\_DATE. So all the records with matching License policy numbers and start date is greater than effective date and less than the expiry date will be considered. The resultant table is left joined with BC\_DRIVERS\_LICENCE table based on keys LICENSE\_POLICY\_VALUE and DRIVER\_LICENCE\_NUMBER or PRINCIPAL\_OPERATOR\_DLIC with DRIVER\_LICENCE\_NUMBER so if either of the condition satisfies then those records will be considered. The resultant table is left joined with PERSON\_NAME\_CURR table on keys DESIGNATED\_CUSTOMER\_PERSON\_ORG with PERSON\_ORG\_ID or PERSON\_ORG\_ID in left table with PERSON\_ORG\_ID with PERSON\_NAME\_CURR table. Here the query is trying to match the PERSON\_ORD\_ID with either DESIGNATED\_CUSTOMER\_PERSON\_ORD or PERSON\_ORD\_ID from left table. The resultant table is left joined with PERSON\_ORG\_PHN\_NUM\_CURR based on DESIGNATED\_CUSTOMER\_PERSON\_ORG, PERSON\_ORG\_ID. On obtaining the records from above table following filter conditions are applied. LICENSE\_POLICY\_TYPE values should be in 'DRLIC', 'BC Driver''s Licence', 'Policy Number' and 'POLICY'. DEPARTMENT\_DESC in AGENT\_SQM should be “CC” and WORKGROUP\_DESC should be in 'FC-GCC','SC-NVR','FC-NVR' and 'DTV' and length of LICENSE\_POLICY\_VALUE should be either 6 or 7 with first character should be numeric. And last condition is CRC\_NAME not be 'Misdirected','No Code','Wrong Number' , 'Redirected to Another Dept', 'POS Support' and 'Police Support'.

On the above resultant table following conditions are applied:

CUST\_SESSION\_ID should not be space and PERSON\_NAME\_TYPE\_CDE should be ‘P’ and EQUIPMENT\_TYPE\_CDE is ‘TEL’ and PHONE\_NUM\_USE\_CDE is ‘H’ and AREA\_CDE should be in either of 250,604,778 and 236.

In layman terms program 1 is exatracting data for persons whose has a valid session ID and whose use ‘TEL’ as equipment and phone is of type ‘H’(I suppose it’s a home phone) and who stays in area with area codes as 250, 604, 778 and 236. And the persons will be having license policy type either in 'DRLIC', 'BC Driver''s Licence', 'Policy Number' in department code ‘CC’ and should be working in 'FC-GCC','SC-NVR','FC-NVR' and 'DTV' groups and persons having crc name not having 'Misdirected','No Code','Wrong Number' , 'Redirected to Another Dept', 'POS Support' and 'Police Support'.

The program will create a text file with name as ccben\_(dateofrun).srcdata.txt.

Program2:

Program2 is using the input from the program1 so the output file from program1 is the source for program2. Based on the various conditions on name, area code and telephone number its filtering out the records. So the filters out only persons with a surname, area code and a telephone number. After filtering the records on above condition it will also check if the person is deceased or not with the help of program call NotDeceased.sas. This will return a new datasets with disposition codes with codes “0”,”2”, “3”, and “5”.