```
--HISTORIC NPS DATA CREATION--

-------------------------------------------------------------------------------------------------------------------------
--MAKE SURE YOU HAVE UPLOADED THE NEW DATA INTO THE SERV.NPS_BASE_DATA table


-------------------------------------------------------------------------------------------------------------------------
--Make sure we are using the correct database
USE Management_Information

--Current reporting month start date
declare @ReportingMonth datetime
set @ReportingMonth = dateadd( DD, 1 ,EOMONTH(getdate(),-2))

--Quarter start and date and end date
declare @StartofQuarter as date
select @StartofQuarter = min([Date]) from lup.DATES where ([Financial Quarter] = (select [Financial Quarter] from lup.DATES
where [Date] = @ReportingMonth)) and

                                ([Financial Year] = (select [Financial Year] from lup.DATES where [Date] = @ReportingMonth))
print @StartofQuarter

--Quarter start and date and end date
declare @EndofQuarter as date
select @EndofQuarter = max([Date]) from lup.DATES where ([Financial Quarter] = (select [Financial Quarter] from lup.DATES
where [Date] = @ReportingMonth)) and

                                ([Financial Year] = (select [Financial Year] from lup.DATES where [Date] = @ReportingMonth))
print @EndofQuarter

declare @Month1 as date
select @Month1 = min([1stofMonth]) from lup.DATES where ([Financial Quarter] = (select [Financial Quarter] from lup.DATES
where [Date] = @ReportingMonth)) and

                                ([Financial Year] = (select [Financial Year] from lup.DATES where [Date] = @ReportingMonth))
print @Month1

declare @Month2 as date
select @Month2 =  DATEADD(m, 1, @Month1)
print @Month2

declare @Month3 as date
select @Month3 = DATEADD(m, 1, @Month2)
print @Month3



-------------------------------------------------------------------------------------------------------------------------
--Set variable for the current reporting month
--DECLARE @CurrentReportingMonth date
----set @CurrentReportingMonth = '2018-01-01'
--set @CurrentReportingMonth = DATEADD(M,-1, (GETDATE() - DAY(GETDATE()))) +1

-------------------------------------------------------------------------------------------------------------------------

--Get the count of lines in NPS base data
```

```
declare @NPSOriginalCount as int
select @NPSOriginalCount = COUNT(*) from serv.NPS_BASE_DATA



-----------------------------------------------------------------------------------------------------------------------

--Get notification number from the task reference

select
            SUBSTRING( TaskReference, 6,12) AS NotificationNumber
           ,[TaskReference],[TaskType],[CustomerType],[CustomerName],[City],[Postcode],[PlannedStartDateTime]
     ,[ActualStartDateTime],[PlannedDuration],[ActualDuration],[ProgressStageIcon],[ProgressStage]
     ,[ProgressStageDateTime],[SLA],[NPS],[VisitCode],[WorkerName]
INTO #NPS_NOTIF_ADDED_1
FROM serv.NPS_BASE_DATA
--select * from #NPS_NOTIF_ADDED_1

-----------------------------------------------------------------------------------------------------------------------
--Get the count of lines in #NPS_NOTIF_ADDED_1 TABLE

declare @NPS2OriginalCount as int
select @NPS2OriginalCount = COUNT(*) from #NPS_NOTIF_ADDED_1

-----------------------------------------------------------------------------------------------------------------------
--Get THE EQUIPMENT number from the notification number in call details

select
            cd.Equipment as Equipment, NotificationNumber,[TaskReference],[TaskType],[CustomerType],[CustomerName],[City],
            [Postcode],[PlannedStartDateTime]
     ,[ActualStartDateTime],[PlannedDuration],[ActualDuration],[ProgressStageIcon],[ProgressStage]
     ,[ProgressStageDateTime],[SLA],[NPS],[VisitCode],[WorkerName]
INTO #NPS_MACH_ADDED_2
FROM #NPS_NOTIF_ADDED_1 as NPS1
LEFT JOIN BASE.ACC_DRAFT_REPORT as cd ON NPS1.NotificationNumber = cd.Notification_Number
group by
                  cd.Equipment, NotificationNumber,[TaskReference],[TaskType],[CustomerType],[CustomerName],[City],
            [Postcode],[PlannedStartDateTime]
     ,[ActualStartDateTime],[PlannedDuration],[ActualDuration],[ProgressStageIcon],[ProgressStage]
     ,[ProgressStageDateTime],[SLA],[NPS],[VisitCode],[WorkerName]


-----------------------------------------------------------------------------------------------------------------------
--Get the count of lines in #NPS_MACH_ADDED_2

declare @NPS3OriginalCount as int
select @NPS3OriginalCount = COUNT(*) from #NPS_MACH_ADDED_2

-----------------------------------------------------------------------------------------------------------------------
--Get THE service district and work centre for each equipment from datablock

--Get max month each equipment is in the database
select
            Equipment,
            MAX( Month_Year) as MostRecentMonth
```

```
INTO #NPS_servDis_WCentre
FROM base.DATABLOCK_SUMMARY as db
group by Equipment

--Link using month and equipment to get the work centre and service district

select
		wc.Equipment, MostRecentMonth, w.Work_Centre as WorkCentre
into #NPS_EQUIPMENT_WC_1
from #NPS_servDis_WCentre as wc
--Left join base.DATABLOCK_SUMMARY as db on db.Equipment = wc.Equipment and db.Month_Year = wc.MostRecentMonth
left join base.PLACEMENT_DETAILS as p on wc.Equipment = p.Equipment
left join lup.WORK_CENTRE as w on iif(len(p.Work_Centre_Code) > 5,  substring( p.Work_Centre_Code,6,5), p.Work_Centre_Code)
= w.Work_Centre

--select * from #NPS_EQUIPMENT_WC_1


--Link to the lup.workcetnre table to get the names

select
		Equipment, MostRecentMonth, WorkCentre, wc.Description as WorkCentreDescr, wc.Serv_Dist_Desc as ServiceDistrict
		,wc.Serv_Reg_Desc as ServiceRegion
into #NPS_EQUIPMENT_WC_2
from #NPS_EQUIPMENT_WC_1 as w
left join lup.WORK_CENTRE as wc on w.WorkCentre = wc.Work_Centre

--select * from #NPS_EQUIPMENT_WC_2

-----------------------------------------------------------------------------------------------------------------------
--Get THE data from placement details using equipment number

select
		DATEADD(M,-1, (convert(datetime, ProgressStageDateTime, 101) - DAY(convert(datetime, ProgressStageDateTime,
101)))) +1 as CalMonth
		,NPS2.Equipment, NotificationNumber,[TaskReference],[TaskType],[CustomerType]
		,[CustomerName],[City],[Postcode],[PlannedStartDateTime]
    ,[ActualStartDateTime],[PlannedDuration],[ActualDuration],[ProgressStageIcon],[ProgressStage]
    ,[ProgressStageDateTime],[SLA],[NPS],[VisitCode],[WorkerName], lupsd.Sales_District as SalesDistrictName
		,lupfm.Framework as FrameworkName, mm.Material_Description as Model
		,CAST(SUBSTRING([Postcode],1, CHARINDEX(' ', [Postcode])) as nvarchar(20)) as PC_Half
		,CASE WHEN NPS >= 9 THEN 'PROMOTER' WHEN NPS >= 7 THEN 'NEUTRAL' ELSE 'NEGATIVE' END as NPSLevel
		,wc2.WorkCentreDescr, wc2.WorkCentre, wc2.ServiceDistrict, wc2.ServiceRegion

INTO #NPS_DETAILS_ADDED_3
FROM #NPS_MACH_ADDED_2 as NPS2
--Add in Sales District
left join base.PLACEMENT_DETAILS as plcDet on NPS2.Equipment = plcDet.Equipment
left join lup.SALES_DISTRICT as lupsd on plcDet.Sales_District_Key = lupsd.Sales_District_Key
--Add in framework
left join lup.FRAMEWORK as lupfm on plcDet.Framework_Key = lupfm.Framework_Key
--Add in service details
left join #NPS_EQUIPMENT_WC_2 as wc2 on NPS2.Equipment = wc2.Equipment
left join lup.MODEL as mm on mm.Material = plcDet.Model_Key
```

```
-----------------------------------------------------------------------------------------------------------------------------

--Get the count of lines in NPS final data

declare @NPS4OriginalCount as int
select @NPS4OriginalCount = COUNT(*) from #NPS_DETAILS_ADDED_3

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-----------------------------------------------------------------------------------------------------------------------------
--UPLOAD THE NEW CODE INTO THE FINAL TABLE
-- gets rid of any months that dont appear in the acc draft
select
	CalMonth, NPSLevel, FrameworkName, SalesDistrictName, Model, Equipment, ServiceDistrict, WorkCentre,
ServiceRegion
	, PC_Half, NotificationNumber, TaskReference, TaskType, CustomerType, CustomerName, City, Postcode,
PlannedStartDateTime
	, ActualStartDateTime, PlannedDuration, ActualDuration, ProgressStageIcon, ProgressStage, ProgressStageDateTime
	, SLA, NPS, VisitCode, WorkerName
into #NPS_FINAL_PASTEABLES
from #NPS_DETAILS_ADDED_3
where Equipment is not null
-- select * from #NPS_FINAL_PASTEABLES order by CalMonth desc

--Create a check to see teh count of items in final data table before deletion
declare @NPS5OriginalCount as int
select @NPS5OriginalCount = COUNT(*) from #NPS_FINAL_PASTEABLES

--Delete everything from the final data table
drop table SERV.FD_NPS_BASE_DATA

--Insert the newly formatted data into the final data table

SELECT
	*
into serv.FD_NPS_BASE_DATA
from #NPS_FINAL_PASTEABLES


SELECT * FROM #NPS_FINAL_PASTEABLES

--Create a check to see teh count of items in final data table after appending
declare @NPS6OriginalCount as int
select @NPS6OriginalCount = COUNT(*) from serv.FD_NPS_BASE_DATA


--Checking table sing all the count variables along the way
select
	@NPSOriginalCount as CountofBaseNPSData
	,@NPS2OriginalCount as CountofPostNotification
	,'----'
	,@NPS3OriginalCount as CountofNPSPostEquipmentfromCallDetails
```

```
	,@NPS4OriginalCount as CountofNPSFinalData
	,'----'
	,@NPS5OriginalCount as CountofFinalDataTablePreDeletion
	,@NPS6OriginalCount as CountofFinalDataTableNEW


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-------------------------------------------------

-- Creation of Quarterly Framework Dataset

select distinct
		Equipment
into #PublicDevices
from base.RAW_ZDSVERT
where Framework_Partner is not null


select
		CalMonth, NPSLevel, FrameworkName, SalesDistrictName, Model, Equipment, ServiceDistrict, WorkCentre,
ServiceRegion
		, PC_Half, NotificationNumber, TaskReference, TaskType, CustomerType, CustomerName, City, Postcode,
PlannedStartDateTime
		, ActualStartDateTime, PlannedDuration, ActualDuration, ProgressStageIcon, ProgressStage, ProgressStageDateTime
		, SLA, NPS, VisitCode, WorkerName
into #Public_NPS_CallsPre
from #NPS_FINAL_PASTEABLES
WHERE CalMonth >= @StartofQuarter and CalMonth <= @EndofQuarter
order by FrameworkName


select
		CalMonth, NPSLevel, FrameworkName, SalesDistrictName, Model, Equipment, ServiceDistrict, WorkCentre,
ServiceRegion
		, PC_Half, NotificationNumber, TaskReference, TaskType, CustomerType, CustomerName, City, Postcode,
PlannedStartDateTime
		, ActualStartDateTime, PlannedDuration, ActualDuration, ProgressStageIcon, ProgressStage, ProgressStageDateTime
		, SLA, NPS, VisitCode, WorkerName
into #Public_NPS_Calls
from #Public_NPS_CallsPre
where Equipment in(select Equipment from #PublicDevices)
order by FrameworkName

--select * from #Public_NPS_Calls order by FrameworkName



-- CCS Items ---------------------------------------------------------------------------------------------------------------------------------------
-----------

-- CCS MIF
drop table serv.NPS_temp_CCS_MIF
```

```
select DISTINCT
		Equipment
into serv.NPS_temp_CCS_MIF
from [base].[RAW_ZDSVERT]
where [Framework_Partner] in( 'FMP-GPS','FMP-GPS3','FMP-RM3781','FMP-3781L3','FMP-OGC')


DROP TABLE serv.NPS_temp_CCS_NPSStats
select
		CalMonth, NPSLevel, FrameworkName, SalesDistrictName, Model, Equipment, ServiceDistrict, WorkCentre,
ServiceRegion
		, PC_Half, NotificationNumber, TaskReference, TaskType, CustomerType, CustomerName, City, Postcode,
PlannedStartDateTime
		, ActualStartDateTime, PlannedDuration, ActualDuration, ProgressStageIcon, ProgressStage, ProgressStageDateTime
		, SLA, NPS, VisitCode, WorkerName
into serv.NPS_temp_CCS_NPSStats
from #Public_NPS_Calls
where Equipment in(select Equipment from serv.NPS_temp_CCS_MIF)


-- CCS Calls
drop table serv.NPS_temp_CCS_Calls
select
		*
into serv.NPS_temp_CCS_Calls
from
		(select m.[Month_Year]
      ,[Notification_Number]
      ,[Problem_Name]
      ,[Problem_Key]
      ,[Cause_Name]
      ,[Cause_Key]
      ,[Activity_Name]
      ,[Activity_Key]
      ,[Notif_Creation_Date]
      ,[Notif_Start_Date]
      ,[Notif_Start_Time]
      ,[Notif_Closing_Time]
      ,[Notif_Closing_Date]
      ,[Equipment]
      ,[Serial_Number]
      ,[Model]
      ,[Customer_Name]
      ,[Name2]
      ,[Street_Name]
      ,[Location]
      ,[Post_Code]
      ,[Start_Up_Date]
      ,[Framework]
      ,[Technician]
      ,[Technician_Code]
      ,[Work_Centre]
      ,[Visit_Code]
      ,[Visit_Number]
      ,[Service_District_Key]
      ,[Service_District]
```

```
      ,[Number_of_All_Visits]
      ,[Number_of_CM_Visits]
      ,[Number_of_PM_Visits]
      ,[Number_of_Continuation_Visits]
      ,[No_of_Continuation_Visits_RTF]
      ,[Labour_Hours_for_All_Visits]
      ,[Labour_Hours_for_CM_Visits]
      ,[Hours_for_Travel]
      ,[Average_Labor_Time]
      ,[Avg_Response_Time_IncBP]
      ,[Total_CMVisit_Response_Time_IncBP]
      ,[Average_Travel_Time_Mins]
      ,[Downtime_IncBP]
      ,[Downtime_Mins_IncBP]
      ,[Active_MIF]
      ,[MIF_with_Contract]
      ,[Number_of_Installation_Visits]
      ,[Number_of_other_Visits]
      ,[Average_Response_Time]
      ,[Total_CMVisit_Response_Time]
      ,[Downtime]
      ,[Downtime_Mins]
      ,[Uptime_Percentage]
      ,[Uptime_Percentage_IncBP]
            from [base].[ACC_DRAFT_REPORT] as a
            left join lup.MONTH_YEAR as m on a.[Month_Year] = m.BW_Month) as data
where Equipment in(select Equipment from serv.NPS_temp_CCS_MIF) and [Month_Year] in(@Month1, @Month2, @Month3)



-- CPC Items ----------------------------------------------------------------------------------------------------------------------------
----------

-- CPC MIF
drop table serv.NPS_temp_CPC_MIF
select DISTINCT
            Equipment
into serv.NPS_temp_CPC_MIF
from [base].[RAW_ZDSVERT]
where [Framework_Partner] in( 'FMP-CPC','FMP-16CPC1','FMP-16CPC3','FMP-16CPC7','FMP-16CPC2','FMP-DPS','FMP-NYCC')


DROP TABLE serv.NPS_temp_CPC_NPSStats
select
            CalMonth, NPSLevel, FrameworkName, SalesDistrictName, Model, Equipment, ServiceDistrict, WorkCentre,
ServiceRegion
            , PC_Half, NotificationNumber, TaskReference, TaskType, CustomerType, CustomerName, City, Postcode,
PlannedStartDateTime
            , ActualStartDateTime, PlannedDuration, ActualDuration, ProgressStageIcon, ProgressStage, ProgressStageDateTime
            , SLA, NPS, VisitCode, WorkerName
into serv.NPS_temp_CPC_NPSStats
from #Public_NPS_Calls
where Equipment in(select Equipment from serv.NPS_temp_CPC_MIF)

-- CPCCalls
drop table serv.NPS_temp_CPC_Calls
```

```
select
        *
into serv.NPS_temp_CPC_Calls
from
        (select m.[Month_Year]
      ,[Notification_Number]
      ,[Problem_Name]
      ,[Problem_Key]
      ,[Cause_Name]
      ,[Cause_Key]
      ,[Activity_Name]
      ,[Activity_Key]
      ,[Notif_Creation_Date]
      ,[Notif_Start_Date]
      ,[Notif_Start_Time]
      ,[Notif_Closing_Time]
      ,[Notif_Closing_Date]
      ,[Equipment]
      ,[Serial_Number]
      ,[Model]
      ,[Customer_Name]
      ,[Name2]
      ,[Street_Name]
      ,[Location]
      ,[Post_Code]
      ,[Start_Up_Date]
      ,[Framework]
      ,[Technician]
      ,[Technician_Code]
      ,[Work_Centre]
      ,[Visit_Code]
      ,[Visit_Number]
      ,[Service_District_Key]
      ,[Service_District]
      ,[Number_of_All_Visits]
      ,[Number_of_CM_Visits]
      ,[Number_of_PM_Visits]
      ,[Number_of_Continuation_Visits]
      ,[No_of_Continuation_Visits_RTF]
      ,[Labour_Hours_for_All_Visits]
      ,[Labour_Hours_for_CM_Visits]
      ,[Hours_for_Travel]
      ,[Average_Labor_Time]
      ,[Avg_Response_Time_IncBP]
      ,[Total_CMVisit_Response_Time_IncBP]
      ,[Average_Travel_Time_Mins]
      ,[Downtime_IncBP]
      ,[Downtime_Mins_IncBP]
      ,[Active_MIF]
      ,[MIF_with_Contract]
      ,[Number_of_Installation_Visits]
      ,[Number_of_other_Visits]
      ,[Average_Response_Time]
      ,[Total_CMVisit_Response_Time]
      ,[Downtime]
      ,[Downtime_Mins]
```

```
      ,[Uptime_Percentage]
      ,[Uptime_Percentage_IncBP]
            from [base].[ACC_DRAFT_REPORT] as a
            left join lup.MONTH_YEAR as m on a.[Month_Year] = m.BW_Month) as data
where Equipment in(select Equipment from serv.NPS_temp_CPC_MIF) and [Month_Year] In(@Month1, @Month2, @Month3)



-- CBC Items ------------------------------------------------------------------------------------------------------------------------------------
----------

-- CBC MIF
drop table serv.NPS_temp_CBC_MIF
select DISTINCT
            Equipment
into serv.NPS_temp_CBC_MIF
from [base].[RAW_ZDSVERT]
where [Framework_Partner]
                        in( 'FMP-CBC',
'FMP-CBC5',
'FMP-CBC7',
'FMP-CBC801',
'FMP-CBC802',
'FMP-CBC803',
'FMP-CBC804',
'FMP-CBC805',
'FMP-CBC806',
'FMP-CBC807',
'FMP-CBC808',
'FMP-CBC809',
'FMP-CBC810',
'FMP-CBC811',
'FMP-CBC812',
'FMP-CBC813',
'FMP-CBC814',
'FMP-CBC815',
'FMP-CBC816',
'FMP-CBC817',
'FMP-CBC818',
'FMP-CBC819',
'FMP-CBC820',
'FMP-CBC821',
'FMP-CBCMS'
)

DROP TABLE serv.NPS_temp_CBC_NPSStats
select
            CalMonth, NPSLevel, FrameworkName, SalesDistrictName, Model, Equipment, ServiceDistrict, WorkCentre,
ServiceRegion
            , PC_Half, NotificationNumber, TaskReference, TaskType, CustomerType, CustomerName, City, Postcode,
PlannedStartDateTime
            , ActualStartDateTime, PlannedDuration, ActualDuration, ProgressStageIcon, ProgressStage, ProgressStageDateTime
            , SLA, NPS, VisitCode, WorkerName
into serv.NPS_temp_CBC_NPSStats
from #Public_NPS_Calls
where Equipment in(select Equipment from serv.NPS_temp_CBC_MIF)
```

```
-- CBCCalls
drop table serv.NPS_temp_CBC_Calls
select
		*
into serv.NPS_temp_CBC_Calls
from
		(select m.[Month_Year]
	,[Notification_Number]
	,[Problem_Name]
	,[Problem_Key]
	,[Cause_Name]
	,[Cause_Key]
	,[Activity_Name]
	,[Activity_Key]
	,[Notif_Creation_Date]
	,[Notif_Start_Date]
	,[Notif_Start_Time]
	,[Notif_Closing_Time]
	,[Notif_Closing_Date]
	,[Equipment]
	,[Serial_Number]
	,[Model]
	,[Customer_Name]
	,[Name2]
	,[Street_Name]
	,[Location]
	,[Post_Code]
	,[Start_Up_Date]
	,[Framework]
	,[Technician]
	,[Technician_Code]
	,[Work_Centre]
	,[Visit_Code]
	,[Visit_Number]
	,[Service_District_Key]
	,[Service_District]
	,[Number_of_All_Visits]
	,[Number_of_CM_Visits]
	,[Number_of_PM_Visits]
	,[Number_of_Continuation_Visits]
	,[No_of_Continuation_Visits_RTF]
	,[Labour_Hours_for_All_Visits]
	,[Labour_Hours_for_CM_Visits]
	,[Hours_for_Travel]
	,[Average_Labor_Time]
	,[Avg_Response_Time_IncBP]
	,[Total_CMVisit_Response_Time_IncBP]
	,[Average_Travel_Time_Mins]
	,[Downtime_IncBP]
	,[Downtime_Mins_IncBP]
	,[Active_MIF]
	,[MIF_with_Contract]
	,[Number_of_Installation_Visits]
	,[Number_of_other_Visits]
	,[Average_Response_Time]
```

```
      ,[Total_CMVisit_Response_Time]
      ,[Downtime]
      ,[Downtime_Mins]
      ,[Uptime_Percentage]
      ,[Uptime_Percentage_IncBP]
            from [base].[ACC_DRAFT_REPORT] as a
            left join lup.MONTH_YEAR as m on a.[Month_Year] = m.BW_Month) as data
where Equipment in(select Equipment from serv.NPS_temp_CBC_MIF) and [Month_Year] In(@Month1, @Month2, @Month3)




-- NEPA Items ------------------------------------------------------------------------------------------------------------------------------
------------

-- NEPA MIF
drop table serv.NPS_temp_NEPA_MIF
select DISTINCT
            Equipment
into serv.NPS_temp_NEPA_MIF
from [base].[RAW_ZDSVERT]
where [Framework_Partner] in( 'FMP-NEPA','FMP-NEPA3')

DROP TABLE serv.NPS_temp_NEPA_NPSStats
select
            CalMonth, NPSLevel, FrameworkName, SalesDistrictName, Model, Equipment, ServiceDistrict, WorkCentre,
ServiceRegion
            , PC_Half, NotificationNumber, TaskReference, TaskType, CustomerType, CustomerName, City, Postcode,
PlannedStartDateTime
            , ActualStartDateTime, PlannedDuration, ActualDuration, ProgressStageIcon, ProgressStage, ProgressStageDateTime
            , SLA, NPS, VisitCode, WorkerName
into serv.NPS_temp_NEPA_NPSStats
from #Public_NPS_Calls
where FrameworkName in('National Educational Printer Agreem')

-- NEPA Calls
drop table serv.NPS_temp_NEPA_Calls
select
            *
into serv.NPS_temp_NEPA_Calls
from
            (select m.[Month_Year]
      ,[Notification_Number]
      ,[Problem_Name]
      ,[Problem_Key]
      ,[Cause_Name]
      ,[Cause_Key]
      ,[Activity_Name]
      ,[Activity_Key]
      ,[Notif_Creation_Date]
      ,[Notif_Start_Date]
      ,[Notif_Start_Time]
      ,[Notif_Closing_Time]
      ,[Notif_Closing_Date]
      ,[Equipment]
      ,[Serial_Number]
```

```
      ,[Model]
      ,[Customer_Name]
      ,[Name2]
      ,[Street_Name]
      ,[Location]
      ,[Post_Code]
      ,[Start_Up_Date]
      ,[Framework]
      ,[Technician]
      ,[Technician_Code]
      ,[Work_Centre]
      ,[Visit_Code]
      ,[Visit_Number]
      ,[Service_District_Key]
      ,[Service_District]
      ,[Number_of_All_Visits]
      ,[Number_of_CM_Visits]
      ,[Number_of_PM_Visits]
      ,[Number_of_Continuation_Visits]
      ,[No_of_Continuation_Visits_RTF]
      ,[Labour_Hours_for_All_Visits]
      ,[Labour_Hours_for_CM_Visits]
      ,[Hours_for_Travel]
      ,[Average_Labor_Time]
      ,[Avg_Response_Time_IncBP]
      ,[Total_CMVisit_Response_Time_IncBP]
      ,[Average_Travel_Time_Mins]
      ,[Downtime_IncBP]
      ,[Downtime_Mins_IncBP]
      ,[Active_MIF]
      ,[MIF_with_Contract]
      ,[Number_of_Installation_Visits]
      ,[Number_of_other_Visits]
      ,[Average_Response_Time]
      ,[Total_CMVisit_Response_Time]
      ,[Downtime]
      ,[Downtime_Mins]
      ,[Uptime_Percentage]
      ,[Uptime_Percentage_IncBP]
            from [base].[ACC_DRAFT_REPORT] as a
            left join lup.MONTH_YEAR as m on a.[Month_Year] = m.BW_Month) as data
where Equipment in(select Equipment from serv.NPS_temp_NEPA_MIF) and [Month_Year] In(@Month1, @Month2, @Month3)



-- NPS Items ------------------------------------------------------------------------------------------------------------------------
----------

-- NPS MIF
drop table serv.NPS_temp_NPS_MIF
select DISTINCT
            Equipment
into serv.NPS_temp_NPS_MIF
from [base].[RAW_ZDSVERT]
where [Framework_Partner] in( 'FMP-NPS')
```

```
DROP TABLE serv.NPS_temp_NPS_NPSStats
select
		CalMonth, NPSLevel, FrameworkName, SalesDistrictName, Model, Equipment, ServiceDistrict, WorkCentre,
ServiceRegion
		, PC_Half, NotificationNumber, TaskReference, TaskType, CustomerType, CustomerName, City, Postcode,
PlannedStartDateTime
		, ActualStartDateTime, PlannedDuration, ActualDuration, ProgressStageIcon, ProgressStage, ProgressStageDateTime
		, SLA, NPS, VisitCode, WorkerName
into serv.NPS_temp_NPS_NPSStats
from #Public_NPS_Calls
where Equipment in(select Equipment from serv.NPS_temp_NPS_MIF)

-- NEPA Calls
drop table serv.NPS_temp_NPS_Calls
select
		*
into serv.NPS_temp_NPS_Calls
from
		(select m.[Month_Year]
      ,[Notification_Number]
      ,[Problem_Name]
      ,[Problem_Key]
      ,[Cause_Name]
      ,[Cause_Key]
      ,[Activity_Name]
      ,[Activity_Key]
      ,[Notif_Creation_Date]
      ,[Notif_Start_Date]
      ,[Notif_Start_Time]
      ,[Notif_Closing_Time]
      ,[Notif_Closing_Date]
      ,[Equipment]
      ,[Serial_Number]
      ,[Model]
      ,[Customer_Name]
      ,[Name2]
      ,[Street_Name]
      ,[Location]
      ,[Post_Code]
      ,[Start_Up_Date]
      ,[Framework]
      ,[Technician]
      ,[Technician_Code]
      ,[Work_Centre]
      ,[Visit_Code]
      ,[Visit_Number]
      ,[Service_District_Key]
      ,[Service_District]
      ,[Number_of_All_Visits]
      ,[Number_of_CM_Visits]
      ,[Number_of_PM_Visits]
      ,[Number_of_Continuation_Visits]
      ,[No_of_Continuation_Visits_RTF]
      ,[Labour_Hours_for_All_Visits]
      ,[Labour_Hours_for_CM_Visits]
      ,[Hours_for_Travel]
```

```
      ,[Average_Labor_Time]
      ,[Avg_Response_Time_IncBP]
      ,[Total_CMVisit_Response_Time_IncBP]
      ,[Average_Travel_Time_Mins]
      ,[Downtime_IncBP]
      ,[Downtime_Mins_IncBP]
      ,[Active_MIF]
      ,[MIF_with_Contract]
      ,[Number_of_Installation_Visits]
      ,[Number_of_other_Visits]
      ,[Average_Response_Time]
      ,[Total_CMVisit_Response_Time]
      ,[Downtime]
      ,[Downtime_Mins]
      ,[Uptime_Percentage]
      ,[Uptime_Percentage_IncBP]
            from [base].[ACC_DRAFT_REPORT] as a
            left join lup.MONTH_YEAR as m on a.[Month_Year] = m.BW_Month) as data
where Equipment in(select Equipment from serv.NPS_temp_NPS_MIF) and [Month_Year] In(@Month1, @Month2, @Month3)



-- PROSCOT Items ---------------------------------------------------------------------------------------------------------------------------
----------------

-- PROSCOT MIF
drop table serv.NPS_temp_PROSCOT_MIF
select DISTINCT
            Equipment
into serv.NPS_temp_PROSCOT_MIF
from [base].[RAW_ZDSVERT]
where [Framework_Partner] in('FMP-SCPR13','FMP-SCPR17')

DROP TABLE serv.NPS_temp_PROSCOT_NPSStats
select
            CalMonth, NPSLevel, FrameworkName, SalesDistrictName, Model, Equipment, ServiceDistrict, WorkCentre,
ServiceRegion
            , PC_Half, NotificationNumber, TaskReference, TaskType, CustomerType, CustomerName, City, Postcode,
PlannedStartDateTime
            , ActualStartDateTime, PlannedDuration, ActualDuration, ProgressStageIcon, ProgressStage, ProgressStageDateTime
            , SLA, NPS, VisitCode, WorkerName
into serv.NPS_temp_PROSCOT_NPSStats
from #Public_NPS_Calls
where Equipment in(select Equipment from serv.NPS_temp_PROSCOT_MIF)

-- PROSCOT Calls
drop table serv.NPS_temp_PROSCOT_Calls
select
            *
into serv.NPS_temp_PROSCOT_Calls
from
            (select m.[Month_Year]
      ,[Notification_Number]
      ,[Problem_Name]
      ,[Problem_Key]
      ,[Cause_Name]
```

```
      ,[Cause_Key]
      ,[Activity_Name]
      ,[Activity_Key]
      ,[Notif_Creation_Date]
      ,[Notif_Start_Date]
      ,[Notif_Start_Time]
      ,[Notif_Closing_Time]
      ,[Notif_Closing_Date]
      ,[Equipment]
      ,[Serial_Number]
      ,[Model]
      ,[Customer_Name]
      ,[Name2]
      ,[Street_Name]
      ,[Location]
      ,[Post_Code]
      ,[Start_Up_Date]
      ,[Framework]
      ,[Technician]
      ,[Technician_Code]
      ,[Work_Centre]
      ,[Visit_Code]
      ,[Visit_Number]
      ,[Service_District_Key]
      ,[Service_District]
      ,[Number_of_All_Visits]
      ,[Number_of_CM_Visits]
      ,[Number_of_PM_Visits]
      ,[Number_of_Continuation_Visits]
      ,[No_of_Continuation_Visits_RTF]
      ,[Labour_Hours_for_All_Visits]
      ,[Labour_Hours_for_CM_Visits]
      ,[Hours_for_Travel]
      ,[Average_Labor_Time]
      ,[Avg_Response_Time_IncBP]
      ,[Total_CMVisit_Response_Time_IncBP]
      ,[Average_Travel_Time_Mins]
      ,[Downtime_IncBP]
      ,[Downtime_Mins_IncBP]
      ,[Active_MIF]
      ,[MIF_with_Contract]
      ,[Number_of_Installation_Visits]
      ,[Number_of_other_Visits]
      ,[Average_Response_Time]
      ,[Total_CMVisit_Response_Time]
      ,[Downtime]
      ,[Downtime_Mins]
      ,[Uptime_Percentage]
      ,[Uptime_Percentage_IncBP]
            from [base].[ACC_DRAFT_REPORT] as a
            left join lup.MONTH_YEAR as m on a.[Month_Year] = m.BW_Month) as data
where Equipment in(select Equipment from serv.NPS_temp_PROSCOT_MIF) and [Month_Year] in(@Month1, @Month2,
@Month3)
```

```
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--Create dataset for the NPS BSM's for bonuses

select
	WorkerName
	,e.[NPSName]
	,e.[SAPName]
from serv.FD_NPS_BASE_DATA as a
left join lup.ENGINEER_CONVERTER as e on a.WorkerName = e.NPSName
where e.NPSName is null
group by	WorkerName
	,e.[NPSName]
	,e.[SAPName]

-------------------------------------------------------------------------------------------------------
-- Change the dataset into by person
select
	DATEFROMPARTS(datepart(YYYY,CalMonth) , datepart(MM,CalMonth) ,1) as Month_Year
	,WorkerName
	,NPSLevel
	,count(NPSLevel) as CountofCalls
into #BonusNPS1
from serv.FD_NPS_BASE_DATA
group by
	DATEFROMPARTS(datepart(YYYY,CalMonth) , datepart(MM,CalMonth) ,1)
	,WorkerName
	,NPSLevel
order by WorkerName, DATEFROMPARTS(datepart(YYYY,CalMonth) , datepart(MM,CalMonth) ,1)


-------------------------------------------------------------------------------------------------------
-- Pivot the NPS to get negative, positive and neutral in their own columns

select *
into #BonusNPS1Pivoted
from(
	select * from (
		select
			Month_Year
			,WorkerName
			,NPSLevel
			,CountofCalls
		from #BonusNPS1) as data
pivot(
	sum(CountofCalls)
	for NPSLevel in([NEGATIVE],[NEUTRAL],[PROMOTER])
	) as pvt) as s

--select * from #BonusNPS1Pivoted
--drop table #BonusNPS1Pivoted
```

```sql
-----------------------------------------------------------------------------------------------------------
-- Get the EPS alongside the correct NPS name ready for joining to NPS data
select
	m.[Month_Year]
	,[Technician]
	,c.NPSName
	,[Work_Centre_Code]
	,[Work_Centre]
	,[Service_District_Desc]
	,sum([Number_of_All_Visits]) as [Number_of_All_Visits]
into #BonusNPS2
from serv.EPS as e
left join lup.MONTH_YEAR as m on e.Month_Year = m.BW_Month
left join lup.ENGINEER_CONVERTER as c on e.Technician = c.SAPName
where Technician not like '%#%'
group by
	m.[Month_Year]
	,[Technician]
	,[Work_Centre_Code]
	,[Work_Centre]
	,[Service_District_Desc]
	,c.NPSName

-- select * from #BonusNPS2

-----------------------------------------------------------------------------------------------------------
-- Get the EPS alongside the correct NPS name ready for joining to NPS data

select
	[Month_Year]
	,NPSName
	,sum([Number_of_All_Visits]) as [Number_of_All_Visits]
into #BonusNPS3
from #BonusNPS2
group by
	[Month_Year]
	,NPSName
-- select * from #BonusNPS3
-- drop table #BonusNPS3



-----------------------------------------------------------------------------------------------------------
-- combine the two datasets
select
	Month_Year
	,WorkerName
	,iif(NEGATIVE is null, 0, NEGATIVE) as Negative
	,iif(NEUTRAL is null, 0, NEUTRAL) as Neutral
	,iif(PROMOTER is null, 0, PROMOTER) as Promoter
into #BonusCombined1
from #BonusNPS1Pivoted
```

```sql
-----------------------------------------------------------------------------------------------------------
-- combine the two datasets
select
		Month_Year
		,WorkerName
		,Negative
		,Neutral
		,Promoter
		,Negative + Neutral + Promoter as TotalResponses
into #BonusCombined2
from #BonusCombined1


-----------------------------------------------------------------------------------------------------------
-- combine the two datasets
select
		Month_Year
		,WorkerName
		,Negative
		,Neutral
		,Promoter
		,TotalResponses
		,convert(decimal(10,3),(cast([Negative] as float)/ cast([TotalResponses] as float))) as NegativePercentage
		,convert(decimal(10,3),(cast([Neutral] as float)/ cast([TotalResponses] as float))) as NeutralPercentage
		,convert(decimal(10,3),(cast([Promoter] as float) / cast([TotalResponses] as float))) as PromoterPercentage
into #BonusCombined3
from #BonusCombined2
--drop table BonusCombined3

-----------------------------------------------------------------------------------------------------------
-- combine the two datasets
select
		Month_Year
		,WorkerName
		,Negative
		,Neutral
		,Promoter
		,TotalResponses
		,NegativePercentage
		,NeutralPercentage
		,PromoterPercentage
		,PromoterPercentage - NegativePercentage as NPS_Score
into #BonusCombined4
from #BonusCombined3


-----------------------------------------------------------------------------------------------------------
-- combine the two datasets
select
		a.Month_Year
		,WorkerName
		,Negative
		,Neutral
		,Promoter
		,TotalResponses
		,NegativePercentage
```

```
            ,NeutralPercentage
            ,PromoterPercentage
            ,NPS_Score
            ,[Number_of_All_Visits]
            ,convert(decimal(10,3),cast(TotalResponses as float) / cast([Number_of_All_Visits] as float)) as ReturnPercent
into #BonusCombined5
from #BonusCombined4 as a
left join #BonusNPS3 as b on a.Month_Year = b.[Month_Year] and a.WorkerName = b.NPSName

-- select * from  #BonusCombined5
-- drop table #BonusCombined5


-------------------------------------------------------------------------------------------------------
-- combine the two datasets

declare @PositiveAddPre int
select @PositiveAddPre = sum(Promoter) from #BonusCombined1

declare @PositiveAddPost int
select @PositiveAddPost = sum(Promoter) from #BonusCombined5

declare @NeutralAddPre int
select @NeutralAddPre = sum(Neutral) from #BonusCombined1

declare @NeutralAddPost int
select @NeutralAddPost = sum(Neutral) from #BonusCombined5

declare @NegativeAddPre int
select @NegativeAddPre = sum(Negative) from #BonusCombined1

declare @NegativeAddPost int
select @NegativeAddPost = sum(Negative) from #BonusCombined5

declare @allVisitsPre int
select @allVisitsPre = sum([Number_of_All_Visits]) from #BonusNPS3

declare @allVisitsPost int
select @allVisitsPost = sum([Number_of_All_Visits]) from #BonusCombined5


print 'Previous promoter count'
print @PositiveAddPre
print '-----'
print 'Final promoter count'
print @PositiveAddPost
print '--------------------------------'
print 'Previous Neutral count'
print @NeutralAddPre
print '-----'
print 'Final Neutral count'
print @NeutralAddPost
print '--------------------------------'
print 'Previous Negative count'
print @NegativeAddPre
print '-----'
```

```
print 'Final Negative count'
print @NegativeAddPost
print '--------------------------------'
print 'Previous [Number_of_All_Visits] count'
print @allVisitsPre
print '-----'
print 'Final [Number_of_All_Visits] count'
print @allVisitsPost


-----------------------------------------------------------------------------------------------------
-- combine the two datasets

select
		[Employee Name]
		,e.NPSName
		,Region
		,District
		,[Work Centre]
Into #headcountLookup
from [serv].[HeadCount_Historic] as a
left join lup.ENGINEER_CONVERTER as e on a.[Employee Name] = e.[Headcount Name]
where MonthDate in(select max(MonthDate) from [serv].[HeadCount_Historic])
		and Title not like '%BSM%'
group by
		[Employee Name]
		,Region
		,District
		,[Work Centre]
			,e.NPSName

/*

select * from #headcountLookup order by NPSName desc
select * from  lup.ENGINEER_CONVERTER order by NPSName desc

select * from  lup.ENGINEER_CONVERTER where [Headcount Name] like '%palmer%'
select * from [serv].[HeadCount_Historic] where [Employee Name] like '%palmer%' order by MonthDate desc

update lup.ENGINEER_CONVERTER
set NPSName = 'JOHN STEWART'
where NPSName = 'JOHN STEWARD'

insert into lup.ENGINEER_CONVERTER (SAPName, NPSName, BonusName, [Headcount Name])
values('JOHN STEWARD','JOHN STEWART','JOHN STEWART','JOHN STEWART')

*/

-----------------------------------------------------------------------------------------------------
-- combine the two datasets
drop table serv.FDT_NPS_By_District
select
		Month_Year
		,WorkerName
		,h.Region
		,h.District
```

```
            ,h.[Work Centre]
            ,Negative
            ,Neutral
            ,Promoter
            ,TotalResponses
            ,NegativePercentage
            ,NeutralPercentage
            ,PromoterPercentage
            ,NPS_Score
            ,[Number_of_All_Visits]
            ,ReturnPercent
into serv.FDT_NPS_By_District
from #BonusCombined5 as a
left join #headcountLookup as h on a.WorkerName = h.[NPSName]

select WorkerName from serv.FDT_NPS_By_District where Region is null
group by WorkerName

--  drop table serv.FDT_NPS_By_District
-- select * from serv.FDT_NPS_By_District
```