```
declare @ReportingMonth datetime
set @ReportingMonth = dateadd( DD, 1 ,EOMONTH(getdate(),-2))

declare @ReportingMonthYTD datetime
set @ReportingMonthYTD = iif(month(@ReportingMonth) < 4, datefromparts(year(getdate())-1,4,1), datefromparts(year(getdate()),4,1))


-----------------------------------------------------------------------------------------------------------
------ GET THE MOST RECENT MONTHS CALL DETAILS-----------------------------------------------------------
-----------------------------------------------------------------------------------------------------------

SELECT
[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_Date]
      ,[Notif_Closing_Time]
      ,[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]
INTO #MOSTRecentMonthCallDetails
FROM BASE.ACC_DRAFT_REPORT
where Month_Year = (SELECT DISTINCT BW_Month from lup.MONTH_YEAR where Month_Year =  @ReportingMonth)

declare @MOSTRecentMonthCallDetailsLine70 as int
SELECT @MOSTRecentMonthCallDetailsLine70 = count(*) from #MOSTRecentMonthCallDetails where [Visit_Code] = '30'
-- sum(cast( Number_of_CM_Visits as int)) from #MOSTRecentMonthCallDetails

-------------------------------------------------------------------------------------------------
------ GET THE MOST RECENT MONTHS DB PARTS-------------------------------------------------------
-------------------------------------------------------------------------------------------------

select
[Month_Year]
      ,[Notification Number]
      ,[Visit_Type]
      ,[Tech_Number]
      ,[Tech_Name]
```

```
      ,[Notification_Type]
      ,[Equipment_Number]
      ,[Material_Code]
      ,[Material_Description]
      ,[Material_Group]
      ,[Material_Group_Desc]
      ,[Product_hier_lev_1]
      ,[Product_hier_lev_1_Desc]
      ,[Product_hier_lev_2]
      ,[Product_hier_lev_2_Desc]
      ,[Product_hier_lev_3]
      ,[Product_hier_lev_3_Desc]
      ,[Product_hier_lev_4]
      ,[Product_hier_lev_4_Desc]
      ,[Product_hier_lev_5]
      ,[Product_hier_lev_5_Desc]
      ,[Total_Page_Volume_BGB]
      ,[Total_Material_Cost]
      ,[Spare_Parts_Cost]
      ,[Consumables_Cost]
INTO #MOSTRecentMonthPartsDB
FROM BASE.DATABLOCK_PARTS
where Month_Year = (SELECT DISTINCT BW_Month from lup.MONTH_YEAR where Month_Year =  @ReportingMonth) AND Notification_Type = 'Y1'



-------------------------------------------------------------------------------------------------
------ COMBINE THE TWO FILES LEFT JOIN-----------------------------------------------------------
-------------------------------------------------------------------------------------------------

SELECT
a.[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_Date]
,[Notif_Closing_Time]
,[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]
            ,[Material_Code]
      ,[Material_Description]
      ,[Material_Group]
      ,[Material_Group_Desc]
      ,[Product_hier_lev_1]
      ,[Product_hier_lev_1_Desc]
      ,[Product_hier_lev_2]
      ,[Product_hier_lev_2_Desc]
      ,[Product_hier_lev_3]
      ,[Product_hier_lev_3_Desc]
      ,[Product_hier_lev_4]
      ,[Product_hier_lev_4_Desc]
      ,[Product_hier_lev_5]
      ,[Product_hier_lev_5_Desc]
      ,[Total_Page_Volume_BGB]
      ,[Total_Material_Cost]
      ,[Spare_Parts_Cost]
      ,[Consumables_Cost]
INTO #SCC_DATA
FROM #MOSTRecentMonthCallDetails AS a
LEFT JOIN #MOSTRecentMonthPartsDB as b on a.Notification_Number = b.[Notification Number]

--declare @SCC_DATA as int
--SELECT distinct @SCC_DATA = count(*) from #SCC_DATA where [Visit_Code] = '30'
---- print @SCC_DATA


-------------------------------------------------------------------------------------------------------
------ ADD IN AUTONUMBER READY TO DELETE THE DUPLICATED NUMBER VALUES----------------------------------
-------------------------------------------------------------------------------------------------------

select
            IIF(ROW_NUMBER() over(partition by [Notification_Number], [Visit_Code], Visit_Number
                                                order by [Notification_Number] asc)>1,0,1) as ID_Number
            ,[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_Date]
,[Notif_Closing_Time]
,[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]
            ,[Material_Code]
      ,[Material_Description]
      ,[Material_Group]
      ,[Material_Group_Desc]
      ,[Product_hier_lev_1]
      ,[Product_hier_lev_1_Desc]
      ,[Product_hier_lev_2]
      ,[Product_hier_lev_2_Desc]
      ,[Product_hier_lev_3]
      ,[Product_hier_lev_3_Desc]
      ,[Product_hier_lev_4]
      ,[Product_hier_lev_4_Desc]
      ,[Product_hier_lev_5]
      ,[Product_hier_lev_5_Desc]
      ,[Total_Page_Volume_BGB]
      ,[Total_Material_Cost]
      ,[Spare_Parts_Cost]
      ,[Consumables_Cost]
into #SCC_DATA_2
from #SCC_DATA
order by Notification_Number asc, Visit_Code asc, Visit_Number desc

--select * from #SCC_DATA_2 where Notification_Number = '410002874200'

declare @SCC_DATA2 as int
SELECT @SCC_DATA2 = sum(cast(ID_Number as int)) from #SCC_DATA_2 where [Visit_Code] = '30'
-- Number_of_CM_Visits is not null

-----------------------------------------------------------------------------------------------
------ IF AUTONUMBER IS > 1 THEN MAKE THE NUMBER FIELDS 0-----------------------------------------
-----------------------------------------------------------------------------------------------

select
            ID_Number
            ,[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_Date]
,[Notif_Closing_Time]
,[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]
,IIF(ID_Number = 0,0,cast([Number_of_All_Visits] as float)) as [Number_of_All_Visits]
,IIF(ID_Number = 0,0,cast([Number_of_CM_Visits] as float)) as [Number_of_CM_Visits]
,IIF(ID_Number = 0,0,cast([Number_of_PM_Visits] as float)) as [Number_of_PM_Visits]
,IIF(ID_Number = 0,0,cast([Number_of_Continuation_Visits] as float)) as [Number_of_Continuation_Visits]
,IIF(ID_Number = 0,0,cast([No_of_Continuation_Visits_RTF] as float)) as [No_of_Continuation_Visits_RTF]
,IIF(ID_Number = 0,0,cast([Labour_Hours_for_All_Visits] as float)) as [Labour_Hours_for_All_Visits]
,IIF(ID_Number = 0,0,cast([Labour_Hours_for_CM_Visits] as float)) as [Labour_Hours_for_CM_Visits]
,IIF(ID_Number = 0,0,cast([Hours_for_Travel] as float)) as [Hours_for_Travel]
,IIF(ID_Number = 0,0,cast([Average_Labor_Time] as float)) as [Average_Labor_Time]
,IIF(ID_Number = 0,0,cast([Avg_Response_Time_IncBP] as float)) as [Avg_Response_Time_IncBP]
,IIF(ID_Number = 0,0,cast([Total_CMVisit_Response_Time_IncBP] as float)) as [Total_CMVisit_Response_Time_IncBP]
,IIF(ID_Number = 0,0,cast([Average_Travel_Time_Mins] as float)) as [Average_Travel_Time_Mins]
,IIF(ID_Number = 0,0,cast([Downtime_IncBP] as float)) as [Downtime_IncBP]
,IIF(ID_Number = 0,0,cast([Downtime_Mins_IncBP] as float)) as [Downtime_Mins_IncBP]
,IIF(ID_Number = 0,0,cast([Active_MIF] as float)) as [Active_MIF]
```

```
	,IIF(ID_Number = 0,0,cast([MIF_with_Contract] as float)) as [MIF_with_Contract]
	,IIF(ID_Number = 0,0,cast([Number_of_Installation_Visits] as float)) as [Number_of_Installation_Visits]
	,IIF(ID_Number = 0,0,cast([Number_of_other_Visits] as float)) as [Number_of_other_Visits]
	,IIF(ID_Number = 0,0,cast([Average_Response_Time] as float)) as [Average_Response_Time]
	,IIF(ID_Number = 0,0,cast([Total_CMVisit_Response_Time] as float)) as [Total_CMVisit_Response_Time]
	,IIF(ID_Number = 0,0,cast([Downtime] as float)) as [Downtime]
	,IIF(ID_Number = 0,0,cast([Downtime_Mins] as float)) as [Downtime_Mins]
	,IIF(ID_Number = 0,0,cast([Uptime_Percentage] as float)) as [Uptime_Percentage]
	,IIF(ID_Number = 0,0,cast([Uptime_Percentage_IncBP] as float)) as [Uptime_Percentage_IncBP]
		,[Material_Code]
	,[Material_Description]
	,[Material_Group]
	,[Material_Group_Desc]
	,[Product_hier_lev_1]
	,[Product_hier_lev_1_Desc]
	,[Product_hier_lev_2]
	,[Product_hier_lev_2_Desc]
	,[Product_hier_lev_3]
	,[Product_hier_lev_3_Desc]
	,[Product_hier_lev_4]
	,[Product_hier_lev_4_Desc]
	,[Product_hier_lev_5]
	,[Product_hier_lev_5_Desc]
	,[Total_Page_Volume_BGB]
	,[Total_Material_Cost]
	,[Spare_Parts_Cost]
	,[Consumables_Cost]
into #SCC_DATA_3
from #SCC_DATA_2

-------------------------------------------------------------------------------------------------------
------ CHECK THE ORIGINAL CALL DETAILS ARE SAME AS THE FORMATTED FILE----------------------------------
-------------------------------------------------------------------------------------------------------

-------------------------------------------------------------------------------------------------------
------CHECK THE ORIGINAL CALL DETAILS ARE SAME AS THE FORMATTED FILE-----------------
-------------------------------------------------------------------------------------------------------
drop table serv.SCC_FINAL_DATA
select
		ID_Number
		,[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_Date]
,[Notif_Closing_Time]
,[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]
            ,[Material_Code]
      ,[Material_Description]
      ,[Material_Group]
      ,[Material_Group_Desc]
      ,[Product_hier_lev_1]
      ,[Product_hier_lev_1_Desc]
      ,[Product_hier_lev_2]
      ,[Product_hier_lev_2_Desc]
      ,[Product_hier_lev_3]
      ,[Product_hier_lev_3_Desc]
      ,[Product_hier_lev_4]
      ,[Product_hier_lev_4_Desc]
      ,[Product_hier_lev_5]
      ,[Product_hier_lev_5_Desc]
      ,cast([Total_Page_Volume_BGB] as float) as [Total_Page_Volume_BGB]
      ,cast([Total_Material_Cost] as float) as [Total_Material_Cost]
      ,cast([Spare_Parts_Cost] as float) as [Spare_Parts_Cost]
      ,cast([Consumables_Cost] as float) as [Consumables_Cost]
into serv.SCC_FINAL_DATA
from #SCC_DATA_3

--  select * from serv.SCC_FINAL_DATA



-------------------------------------------------------------------------------------------------------------
--BELL CURVE DATA
            --This is the service overriding MIF file based off live devices. The ASM's use to judge MIF age, location and volumes
--Base Tables
            --dbo.RAW_ZDSVERT
--Ancillary Lookup Tables
            --lup.Sales_Group, lup.Sales_District, lup.Sales_Office
```

```
--When is it run?
		--Every month before the 12th workday
--Parameters to Change:

-----------------------------------------------------------------------------------------------------------------------
-----------------------------------------------------------------------------------------------------------------------
-----------------------------------------------------------------------------------------------------------------------
/*

Drop table serv.SERVICE_BELL_CURVES
drop table #BELL_CURVE_PHONE_FIXES
DROP TABLE #SERVICE_BELL_CURVE_DATA_1
drop table #Draft_Minus_Random_Letters

*/

--select distinct Labour_Hours_for_CM_Visits from base.ACC_DRAFT_REPORT order by 1 desc



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

--Remove any x's from the dataset as is cant convert to float otherwise
update base.ACC_DRAFT_REPORT
set Avg_Response_Time_IncBP = '0'
where Visit_Code = '30' and Avg_Response_Time_IncBP = 'x'

-----------------------------------------------------------------------
--remove H's from the base data

select
[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_Date]
,[Notif_Closing_Time]
,[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]
,replace([Labour_Hours_for_CM_Visits],' h','') as [Labour_Hours_for_CM_Visits]
,[Hours_for_Travel]
,[Average_Labor_Time]
,replace([Avg_Response_Time_IncBP],' h','') as [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]
into #Draft_Minus_Random_Letters
from base.ACC_DRAFT_REPORT

declare @Draft_Minus_Random_Letters_CM as int
select @Draft_Minus_Random_Letters_CM = count(Visit_Code) from #Draft_Minus_Random_Letters
                                                    where Month_Year = (SELECT DISTINCT BW_Month from lup.MONTH_YEAR where Month_Year =  @ReportingMonth)
and Visit_Code = '30'

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

SELECT
            my.Month_Year, Notification_Number, cd.Equipment, Post_Code, Technician, Visit_Code, Number_of_All_Visits
            ,Number_of_CM_Visits, Number_of_Continuation_Visits, md.Colour_Mono, md.Model_Type, md.Material_Description
            ,md.Sub_Category, sdis.Sales_District, fm.Framework, cast(Avg_Response_Time_IncBP as float) as ART
            ,CAST(SUBSTRING([Post_Code],1,CHARINDEX(' ',Post_Code,1)) as nvarchar(20)) as PostCodeHalf
            ,
                        CASE
                                    WHEN cast(Avg_Response_Time_IncBP as float) >=10 then '10+ Hours'
                                    WHEN cast(Avg_Response_Time_IncBP as float) >=9 then '9-10 Hours'
                                    WHEN cast(Avg_Response_Time_IncBP as float) >=8 then '8-9 Hours'
                                    WHEN cast(Avg_Response_Time_IncBP as float) >=7 then '7-8 Hours'
                                    WHEN cast(Avg_Response_Time_IncBP as float) >=6 then '6-7 Hours'
                                    WHEN cast(Avg_Response_Time_IncBP as float) >=5 then '5-6 Hours'
                                    WHEN cast(Avg_Response_Time_IncBP as float) >=4 then '4-5 Hours'
                                    WHEN cast(Avg_Response_Time_IncBP as float) >=3 then '3-4 Hours'
                                    WHEN cast(Avg_Response_Time_IncBP as float) >=2 then '2-3 Hours'
                                    WHEN cast(Avg_Response_Time_IncBP as float) >=1 then '1-2 Hours'
                                    ELSE '0-1 Hours'
                        END
                        as ResponseTime
            ,cast(Labour_Hours_for_CM_Visits as float) as LabourHours
            ,cast(Avg_Response_Time_IncBP as float) + cast(Labour_Hours_for_CM_Visits as float) as RestoreTimeHrs
            ,
                        CASE
                                    WHEN cast(Avg_Response_Time_IncBP as float) + cast(Labour_Hours_for_CM_Visits as float) >=10 then '10+ Hours'
                                    WHEN cast(Avg_Response_Time_IncBP as float) + cast(Labour_Hours_for_CM_Visits as float) >=9 then '9-10 Hours'
                                    WHEN cast(Avg_Response_Time_IncBP as float) + cast(Labour_Hours_for_CM_Visits as float) >=8 then '8-9 Hours'
                                    WHEN cast(Avg_Response_Time_IncBP as float) + cast(Labour_Hours_for_CM_Visits as float) >=7 then '7-8 Hours'
                                    WHEN cast(Avg_Response_Time_IncBP as float) + cast(Labour_Hours_for_CM_Visits as float) >=6 then '6-7 Hours'
                                    WHEN cast(Avg_Response_Time_IncBP as float) + cast(Labour_Hours_for_CM_Visits as float) >=5 then '5-6 Hours'
                                    WHEN cast(Avg_Response_Time_IncBP as float) + cast(Labour_Hours_for_CM_Visits as float) >=4 then '4-5 Hours'
```

```
                        WHEN cast(Avg_Response_Time_IncBP as float) + cast(Labour_Hours_for_CM_Visits as float) >=3 then '3-4 Hours'
                        WHEN cast(Avg_Response_Time_IncBP as float) + cast(Labour_Hours_for_CM_Visits as float) >=2 then '2-3 Hours'
                        WHEN cast(Avg_Response_Time_IncBP as float) + cast(Labour_Hours_for_CM_Visits as float) >=1 then '1-2 Hours'
                        ELSE '0-1 Hours'
                END
                as RestoreTime


into #SERVICE_BELL_CURVE_DATA_1
FROM #Draft_Minus_Random_Letters as cd
--Add correct month in
LEFT JOIN LUP.MONTH_YEAR as my on cd.Month_Year = my.BW_Month
--Add in Service_Details
left join base.PLACEMENT_DETAILS as pd on cd.Equipment = pd.Equipment
--left join lup.WORK_CENTRE as wc on pd.Work_Centre_Key = wc.Work_Centre
left join lup.MODEL as md on pd.Model_Key = md.Material
LEFT JOIN LUP.SALES_DISTRICT AS sdis on pd.Sales_District_Key = sdis.Sales_District_Key
left join lup.FRAMEWORK as fm on pd.Framework_Key = fm.Framework_Key
where Visit_Code = '30' and my.Month_Year >= @ReportingMonthYTD  and Model_Type is not null




--SELECT * FROM #SERVICE_BELL_CURVE_DATA_1


-------------------------------------------------------------------------------------------------------------------------------
-------------------------------------------------------------------------------------------------------------------------------
--Get the phone fixes to add in

select
        [ReportingMonth], [Notification], PV.Equipment as Equipment, pd.Post_Code_Equi as Post_Code
        ,'Phone Fix' as Technician, [Visit type] as Visit_Code, 1 as Number_of_All_Visits
        ,1 as Number_of_CM_Visits, 0 as Number_of_Continuation_Visits, md.Colour_Mono, md.Model_Type, md.Material_Description
        ,md.Sub_Category, sdis.Sales_District, fm.Framework
        ,
                CASE
                        WHEN [Visit type] = '60' THEN 0.0833
                        WHEN [Visit type] = '63' THEN 0.5
                        ELSE 0
                END
```

```
		as ART
	,CAST(SUBSTRING( pd.Post_Code_Equi,1,CHARINDEX(' ', pd.Post_Code_Equi,1)) as nvarchar(20)) as PostCodeHalf
	,'Phone Fix' as ResponseTime
	,
		CASE
			WHEN [Visit type] = '60' THEN 0.0833
			WHEN [Visit type] = '63' THEN 0.5
			ELSE 0
		END
		as LabourHours
	,
		CASE
			WHEN [Visit type] = '60' THEN 0.0833
			WHEN [Visit type] = '63' THEN 0.5
			ELSE 0
		END
		as RestoreTimeHrs
	,'Phone Fix' as RestoreTime

into #BELL_CURVE_PHONE_FIXES
from base.Telephone_Fixes as pv
--Add in Service_Details
left join base.PLACEMENT_DETAILS as pd on pv.Equipment = pd.Equipment
left join lup.MODEL as md on pd.Model_Key = md.Material
LEFT JOIN LUP.SALES_DISTRICT AS sdis on pd.Sales_District_Key = sdis.Sales_District_Key
left join lup.FRAMEWORK as fm on pd.Framework_Key = fm.Framework_Key
where ReportingMonth >= @ReportingMonthYTD and Model_Type is not null

--SELECT * FROM #BELL_CURVE_PHONE_FIXES



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--UNION the TABLES TOGETHER

drop table serv.SERVICE_BELL_CURVES
select * into serv.SERVICE_BELL_CURVES from

	(
		select * from #SERVICE_BELL_CURVE_DATA_1
			UNION ALL
```

```
                    select * from #BELL_CURVE_PHONE_FIXES
            )
as tmp
where Month_Year >= @ReportingMonthYTD and Model_Type is not null
--select * from  serv.SERVICE_BELL_CURVES where Model_Type is null



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--Notes section

print ''
print '++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++'
print ''
print 'The below 3 checks for CM should be the same, if not then check the code'
print '---'
print 'Check the CM vistis from the base data after month filters applied - Line 70'
print @MOSTRecentMonthCallDetailsLine70
--print 'Check the CM visits after formatting - line 190'
--print @SCC_DATA
print 'Check the CM visits after formatting - line 280'
print @SCC_DATA2
print ''
print 'The below three checks for CM should be the same, if not then check the code'
print '---'
print 'Line 558'
print @Draft_Minus_Random_Letters_CM
print 'Line 603'
declare @SERVICE_BELL_CURVE_DATA_1 as int
select @SERVICE_BELL_CURVE_DATA_1 = count(*) from #SERVICE_BELL_CURVE_DATA_1
print @SERVICE_BELL_CURVE_DATA_1
print 'Check post unioning YTD Bell curve stats - telephone fixes - line 667'
declare @SERVICE_BELL_CURVE_DATA_12 as int
select @SERVICE_BELL_CURVE_DATA_12 = count(*) from serv.SERVICE_BELL_CURVES where Visit_Code in('60','63')
print @SERVICE_BELL_CURVE_DATA_12
print 'Check post unioning YTD Bell curve stats - non telephone fixes - line 667'
declare @SERVICE_BELL_CURVE_DATA_123 as int
select @SERVICE_BELL_CURVE_DATA_123 = count(*) from serv.SERVICE_BELL_CURVES where Visit_Code in('30')
print @SERVICE_BELL_CURVE_DATA_123
print ''
print '++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++'
```