drop table if exists #t1

drop table if exists #t2

drop table if exists #t3

drop table if exists #t4

drop table if exists #t5

drop table if exists #t6

drop table if exists #t7

drop table if exists #t8

drop table if exists #t9

drop table if exists #t10

drop table if exists #t11

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

Select

case\_id

,channel\_name /\*Имя источника обращения\*/

,cast([inserted\_at] as smalldatetime) as [inserted\_at]

,provider\_id

,sender

into

#t1

from openquery

([PROD\_CTI\_OMNI],'

SELECT distinct

main.state

,main.inserted\_at

,main.closed\_at

,main.case\_id

,InChannel.name as channel\_name /\*Имя источника обращения\*/

,InChannel.type as channel\_type /\*Имя источника обращения менее детально\*/

,cust\_acc.provider\_id

,messages.sender

,messages.id as mes\_id

from interactions\_activities main

left join channels\_channels InChannel on main.channel\_id=InChannel.id

left join interactions\_messages messages on main.id=messages.activity\_id

Left join intents\_request\_types t10 on main.request\_type\_id=t10.id

left join customers\_accounts cust\_acc on messages.customer\_id IS NOT NULL and messages.customer\_id=cust\_acc.customer\_id

where

main.inserted\_at >= ''2020-10-04''

and main.channel\_id in (

11 /\*Chat Mobile\*/

,55 /\*Вайбер\*/

,91 /\*Whatsapp\*/

,180 /\*Chat EVO Android\*/

,181 /\*Chat EVO iOS\*/

,183 /\*Chat Mobile Android\*/

,184 /\*Chat Mobile iOS\*/

,185 /\*Digital Android\*/

,186 /\*Digital iOS\*/

)

and messages.sender=''customer''

')

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Select distinct

case\_id

,channel\_name /\*Имя источника обращения\*/

,[inserted\_at] = min([inserted\_at])

,[inserted\_at\_date] = cast(min([inserted\_at]) as date)

,[ID клиента] = provider\_id

,[cnt] = count(distinct(case\_id))

into

#t2

from

#t1

group by

case\_id

,channel\_name /\*Имя источника обращения\*/

,provider\_id

--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------Нужно добавить номера телефонов WA

SELECT Distinct

[con\_ID]

,[ADDR]

into

#t5

FROM

[ContactCenter].[dbo].[ICR\_TEMP\_Phones]

WHERE

[ADDR] in (select distinct [ID клиента] from #t2 WHERE channel\_name='Whatsapp')

--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------Добавляем клиентов WA

Select distinct

case\_id = cast(main.case\_id as nvarchar(20))

,main.channel\_name /\*Имя источника обращения\*/

,main.[inserted\_at]

,main.[inserted\_at\_date]

,[ID клиента] = CASE WHEN main.channel\_name='Whatsapp' THEN sec.[con\_ID] ELSE main.[ID клиента] END

,[year] = datepart(year,main.[inserted\_at])

,[month] = datepart(month,main.[inserted\_at])

,[day] = datepart(day,main.[inserted\_at])

,main.[cnt]

into

#t6

from

#t2 main

left join

#t5 sec on main.[ID клиента]=sec.[ADDR]

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Select

CAST(CREATED AS smalldatetime) as CREATED,

ACTION\_ID,

COMMUNICATION\_CHANNEL,

Con\_id as Sib\_ID

into

#t3

from openquery ([CC\_SBNRT1],'

SELECT

(a.CREATED\_msk) CREATED,

a.ACTION\_ID,

l1.VAL COMMUNICATION\_CHANNEL,

a.PHONE\_NUM,

a.Con\_id,

a.X\_SKILL\_GROUP

FROM SIEBEL\_STG.ST\_ACTION a

LEFT JOIN (SELECT DISTINCT VAL,LIC FROM SIEBEL\_STG.ST\_LST\_OF\_VAL WHERE TYPE=''TODO\_TYPE'') l1 ON a.COMMUNICATION\_CHANNEL=l1.LIC

WHERE

a.COMMUNICATION\_CHANNEL IN (

''Income Call CC'',

''Income MIR'',

''Income Premium'',

''Income DELTA'',

''Income CC'',

''Income VIP'',

''Income''

)

AND a.CREATED>=''2020-10-04''

AND (a.Con\_id IS NOT NULL AND a.Con\_id !=''No Match Row Id'')

');

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Select distinct

case\_id = ACTION\_ID

,channel\_name /\*Имя источника обращения\*/= replace(COMMUNICATION\_CHANNEL,'Звонок: ','')

,[inserted\_at] = CREATED

,[inserted\_at\_date] = cast([CREATED] as date)

,[ID клиента] = Sib\_ID

,[year] = datepart(year,[CREATED])

,[month] = datepart(month,[CREATED])

,[day] = datepart(day,[CREATED])

,[cnt] = count(distinct(ACTION\_ID))

into

#t4

from

#t3

group by

ACTION\_ID

,COMMUNICATION\_CHANNEL /\*Имя источника обращения\*/

,CREATED

,Sib\_ID

,datepart(year,[CREATED])

,datepart(month,[CREATED])

,datepart(day,[CREATED])

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

Select

main.\*

into

#t8

from

(

Select

case\_id

,channel\_name

,[inserted\_at]

,[inserted\_at\_date]

,[ID клиента]

,[year]

,[month]

,[day]

,[cnt]

,[Route] = 'Text'

from

#t6

WHERE

[ID клиента] IS NOT NULL

Union all

Select

case\_id

,channel\_name

,[inserted\_at]

,[inserted\_at\_date]

,[ID клиента]

,[year]

,[month]

,[day]

,[cnt]

,[Route] = 'Voice'

from

#t4

) main

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

Select distinct

main.case\_id

,main.channel\_name

,main.[inserted\_at]

,main.[inserted\_at\_date]

,main.[ID клиента]

,main.[year]

,main.[month]

,main.[day]

,main.[cnt]

,main.[Route]

into

#t10

from

#t8 main

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

Select distinct

main.case\_id

,main.channel\_name

,CASE\_Insert = main.[inserted\_at]

,CASE\_Insert\_Date = main.[inserted\_at\_date]

,main.DateFlag

,main.[ID клиента]

,main.[year]

,main.[month]

,main.[day]

,main.[cnt]

,main.[Route]

,main.DateFlag\_Period\_Sec

,main.DateFlag\_Period\_Min

,row\_number() over (partition by main.[ID клиента] order by main.[inserted\_at]) as rn

from

#t10 main

WHERE

main.DateFlag=1

order by

main.[inserted\_at],main.[ID клиента]

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