***CRF 115066***

**Query**

select a.registration\_date,

a.complaint\_id as Docket\_No,

decode(a.customer\_type, '1', 'Customer', '2', 'Non customer') Customer\_type,

decode(a.customer\_call,

'1',

'enquerry',

'2',

'compliant',

'3',

'suggestion') Customer\_call,

decode(a.customer\_serch,

'0',

'Mobile no',

'1',

'Customer\_id',

'2',

'Pledge\_no') Customer\_search,

a.source,

a.enterd\_by as Assigned\_User,

b.call\_type as Ticket\_Type,

a.priority,

c.dispositionname,

d.subdispositionname,

a.natureofcomplaint,

a.customer\_name,

a.contactno,

a.details\_of\_complaint,

a.modified\_date,

a.registration\_date as close\_time,

a.language,

a.abit\_mafil,

a.branch\_id,

bt.BRANCH\_NAME,

bt.state\_name,

bt.reg\_name,

bt.area\_name,

a.product,

a.appointmentdate,

a.existng\_cust\_no,

a.pin\_code,

bb.branch\_addr || ',' || bb.branch\_add1 || ',' || bb.branch\_add2 || ',' ||

bb.branch\_add3 || ',' || bb.branch\_add4 || ',' || bb.branch\_add5 branch\_Address,

decode(a.status, '0', 'New\_data', '1', 'Modification\_data') status\_type,

a.EXISTING\_CUST\_NAME,

a.EXIS\_CUST\_MOB,

a.cust\_call\_frm,

a.non\_cust\_call\_frm,

a.MODIFIED\_BY,

a.MODIFIED\_DATE,

s.ticket\_st,

i.action\_type,

a.ticket\_remarks,

a.pledge\_weight,

a.pledge\_amount,

a.EMPLOYMENT\_PROFILE

from mana0809.CRM\_CUSTOMER\_REGISTRATION a

JOIN mana0809.tbl\_crm\_calltype b

ON (A.CALLTYPE = B.ID)

JOIN mana0809.tbl\_crm\_dispositionname c

ON (A.DISPOSITION = C.DISPOSITION\_ID)

JOIN mana0809.tbl\_crm\_subdisposition d

ON (A.Subdisposition = D.SUBDISPOSITION\_ID)

JOIN mana0809.branch\_dtl\_new bt

ON (A.BRANCH\_ID = BT.BRANCH\_ID)

JOIN mana0809.branch\_master bb

ON (BT.BRANCH\_ID = BB.BRANCH\_ID)

LEFT JOIN mana0809.TBL\_CRM\_TICKET\_STATUS s

ON (A.TICKET\_ST = S.TICKET\_ID)

LEFT JOIN mana0809.TBL\_CRM\_INTERNAL\_ACTION i

ON (A.INTERNAL\_ACTION = I.ACTION\_ID)

where a.calltype = 10

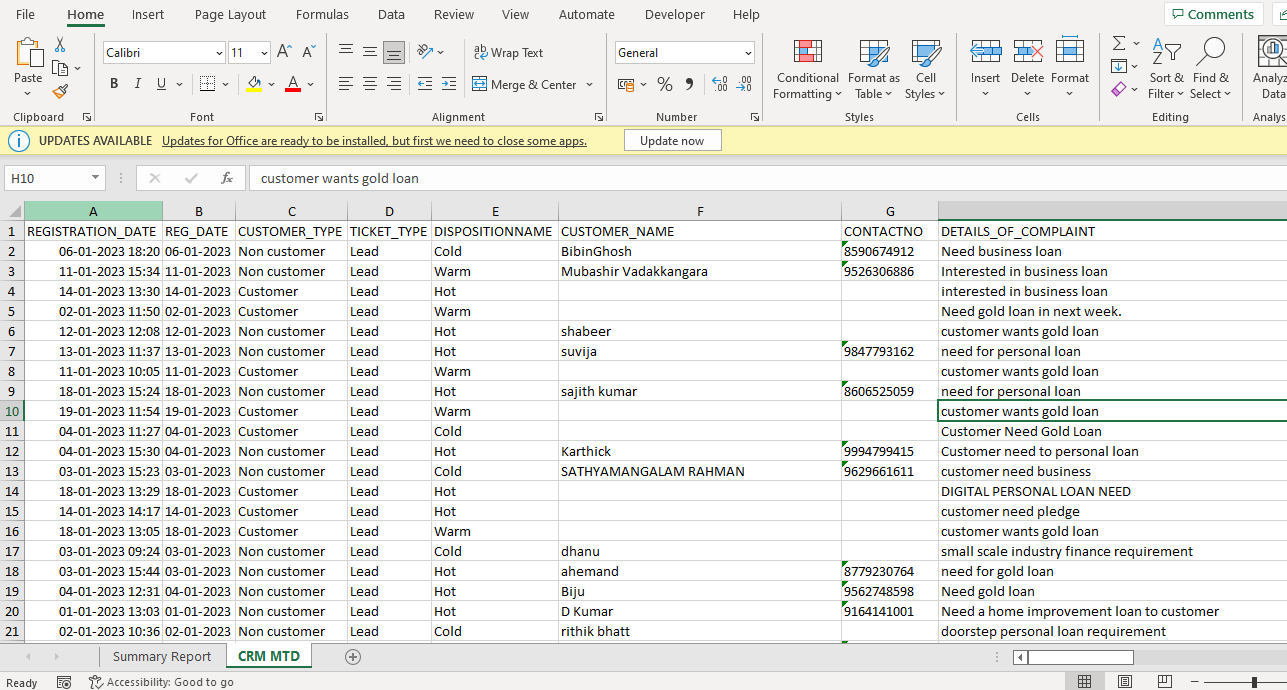
and a.product is not null

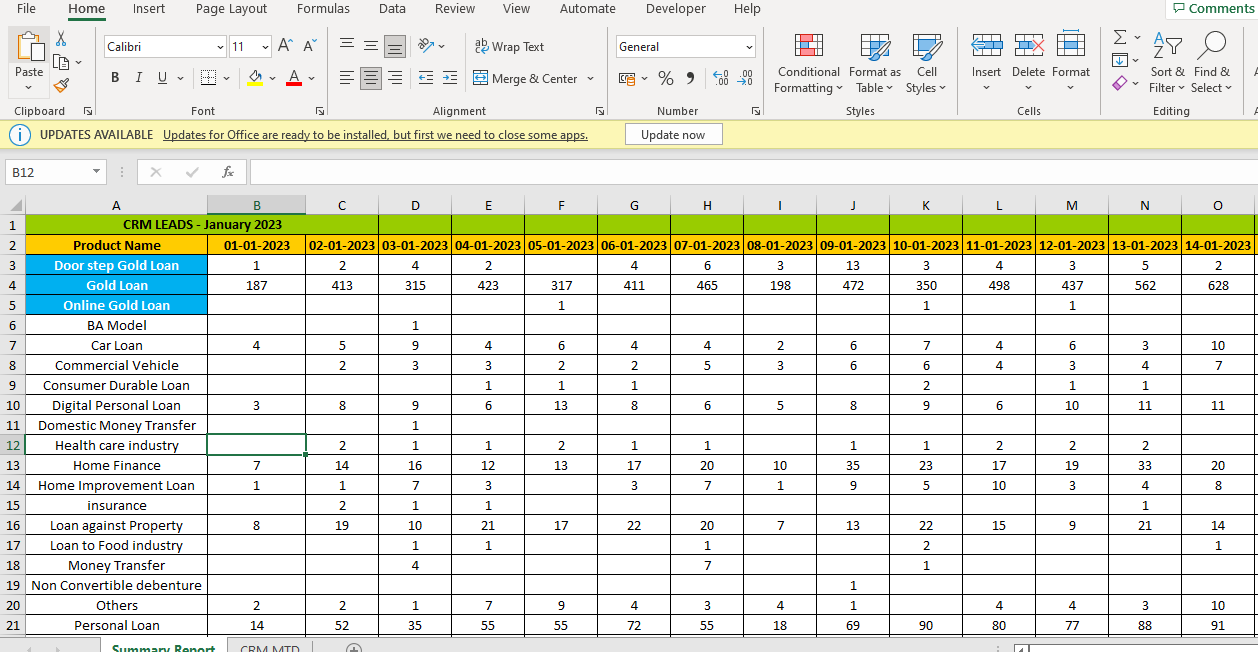
and to\_date(a.registration\_date) between

to\_date(last\_day(add\_months(SYSDATE - 1, -1)) + 1) and

to\_date(sysdate) – 1

**Excel Format**





**Mail**

