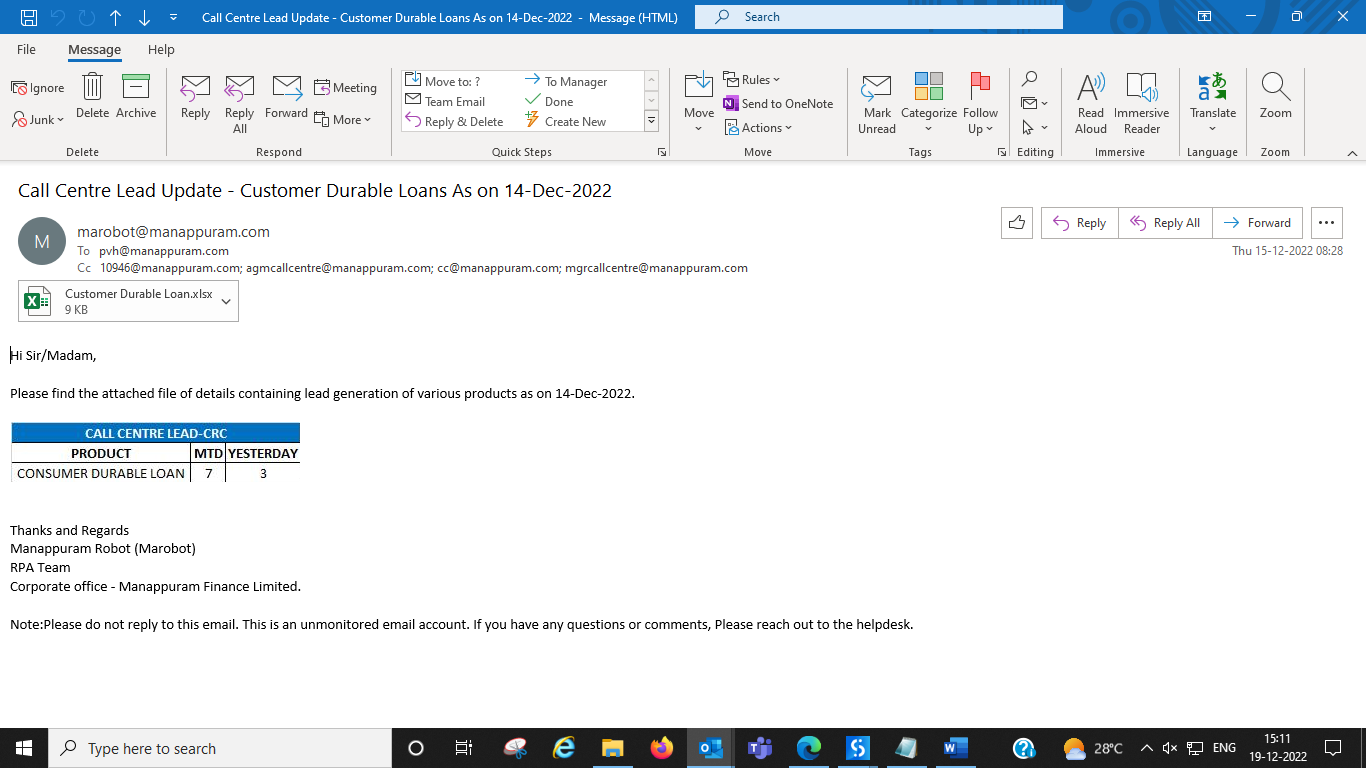
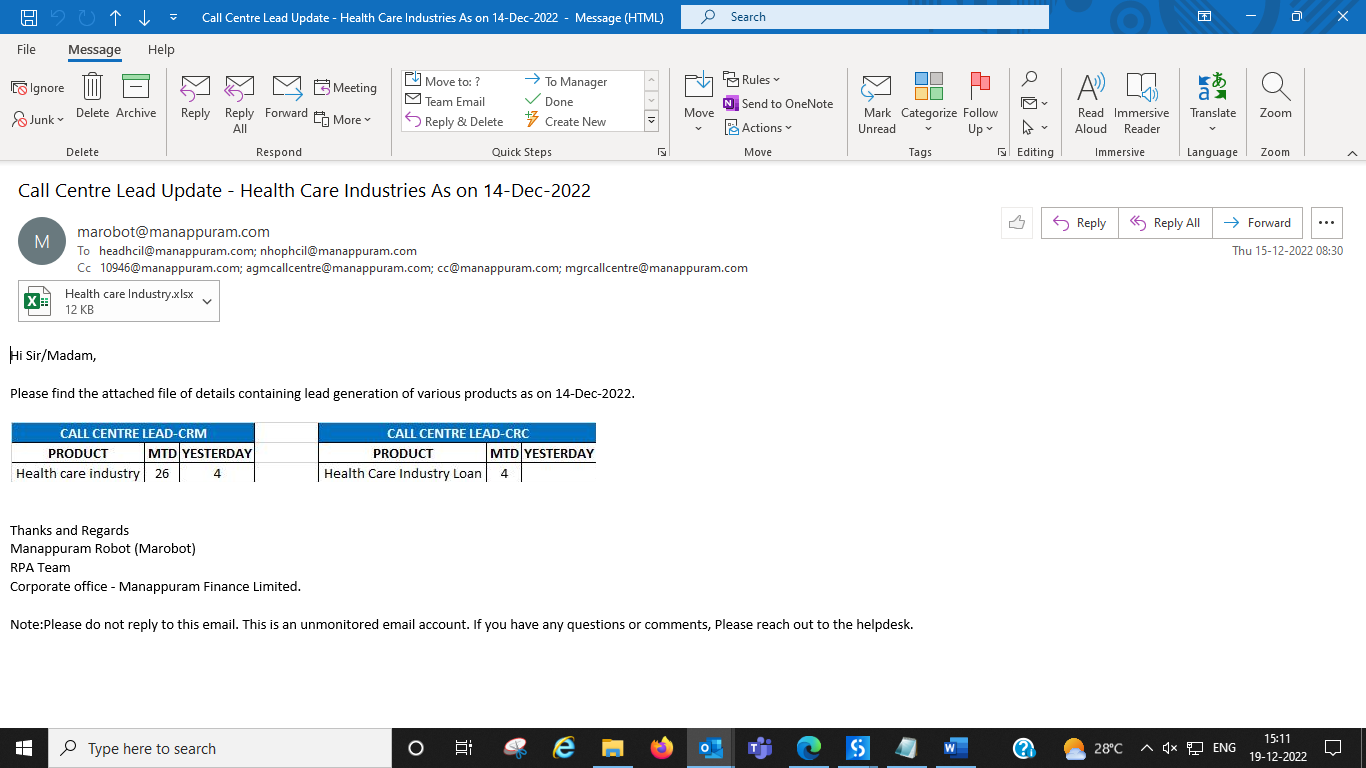
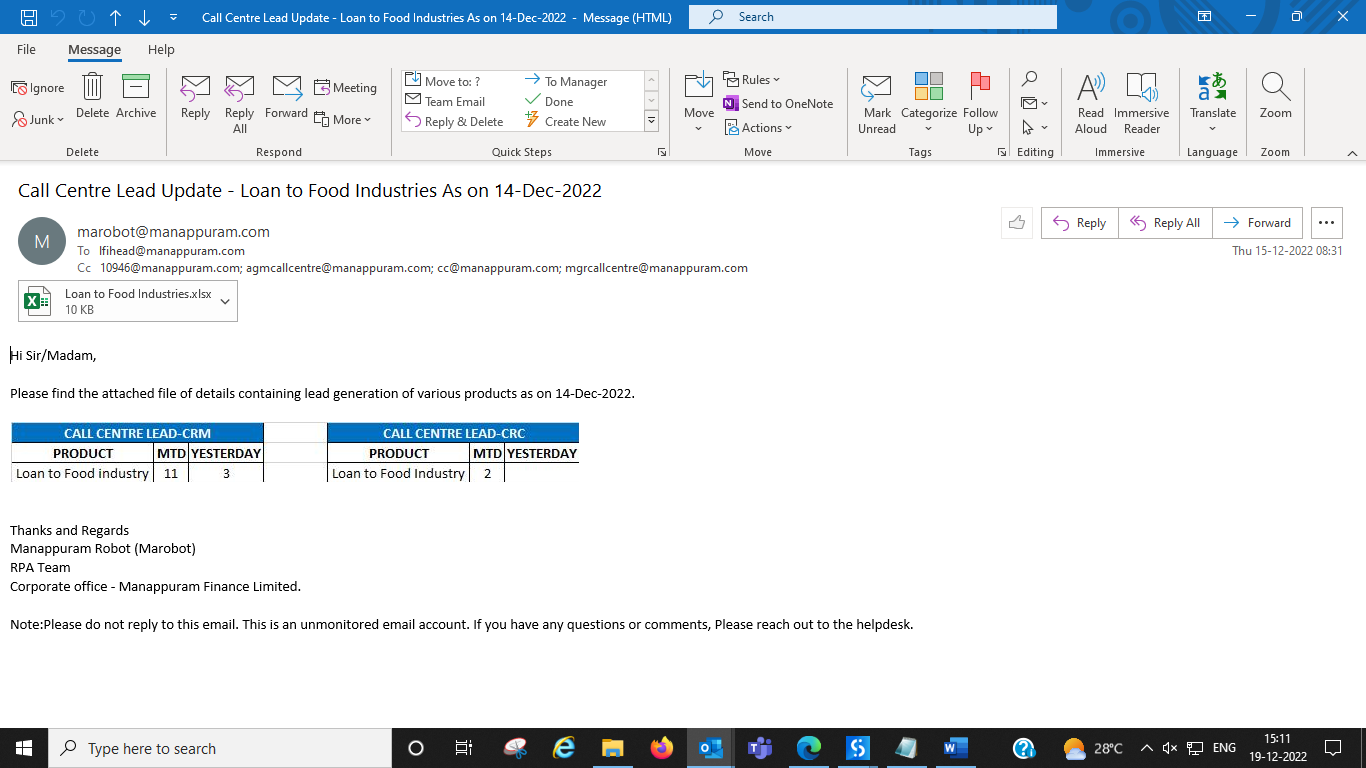
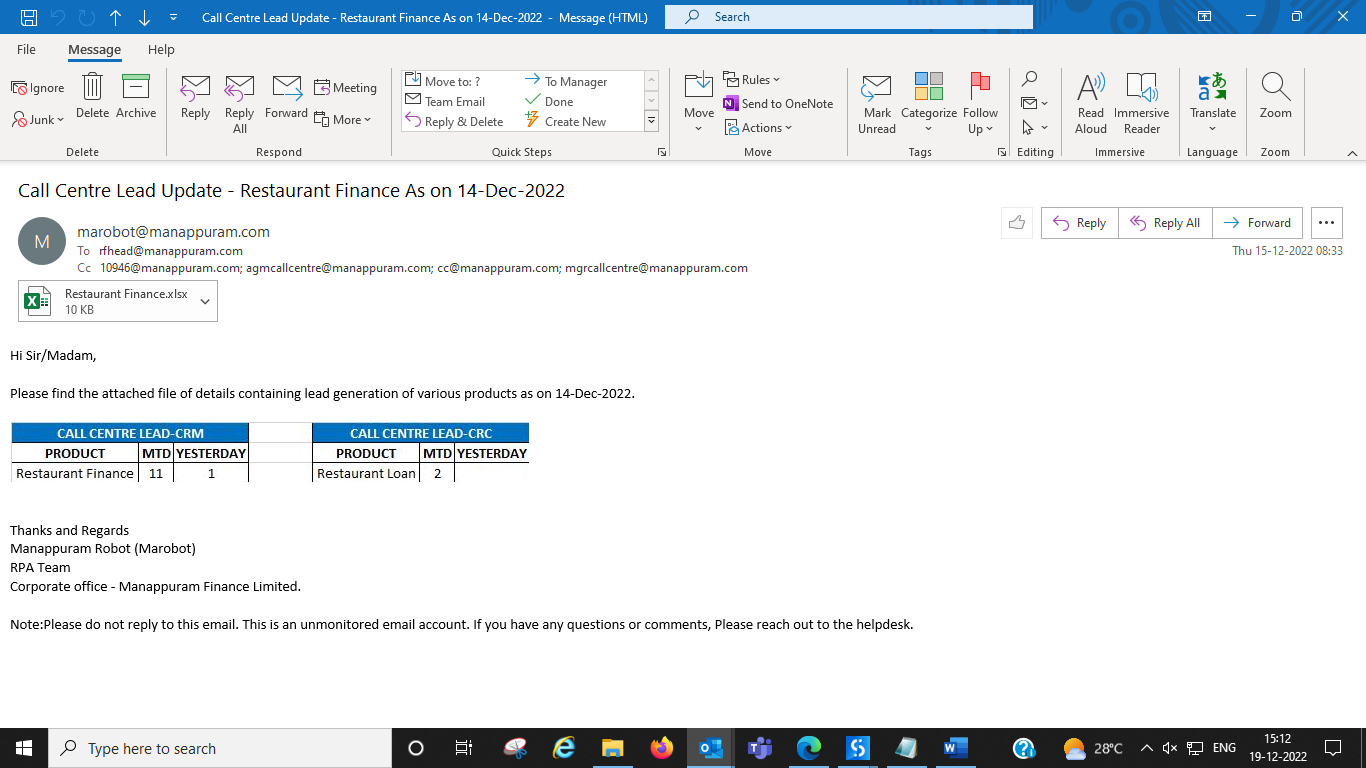
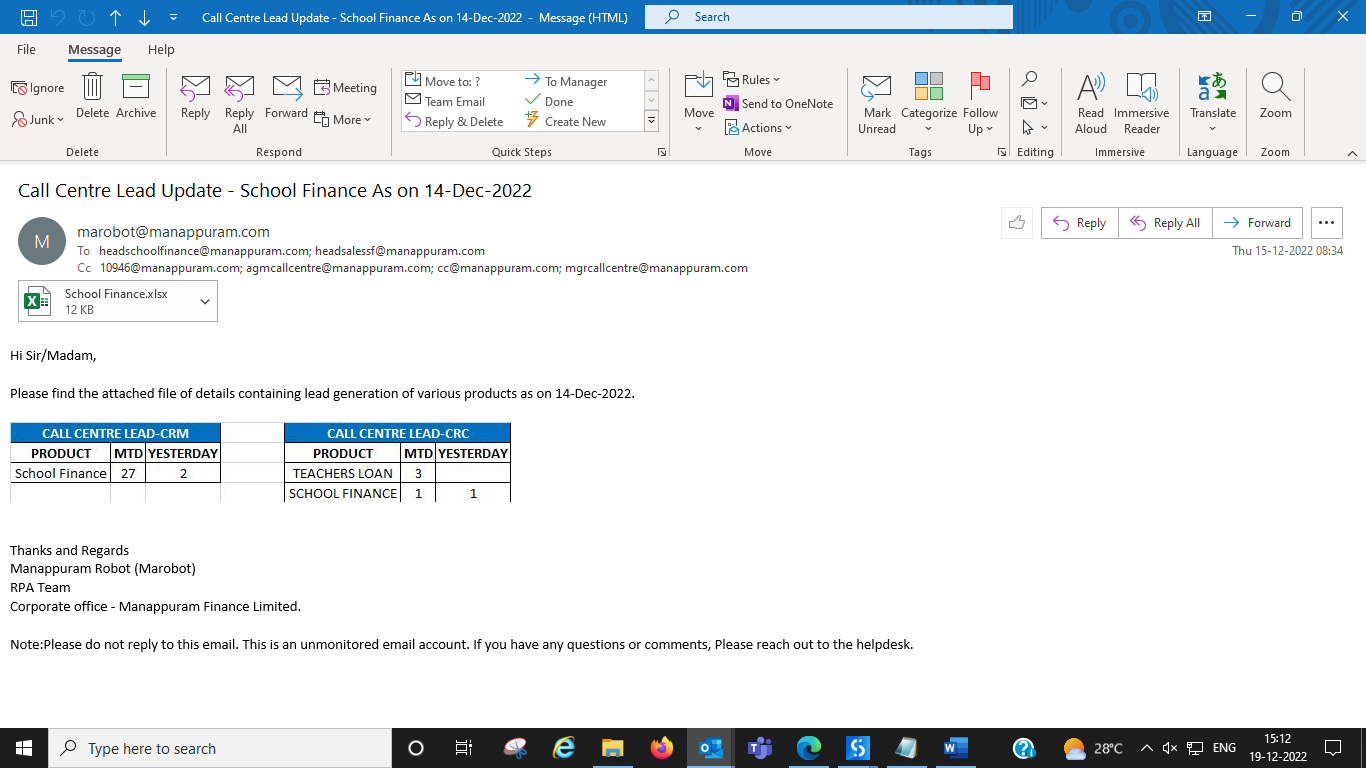
**CRF 114639**

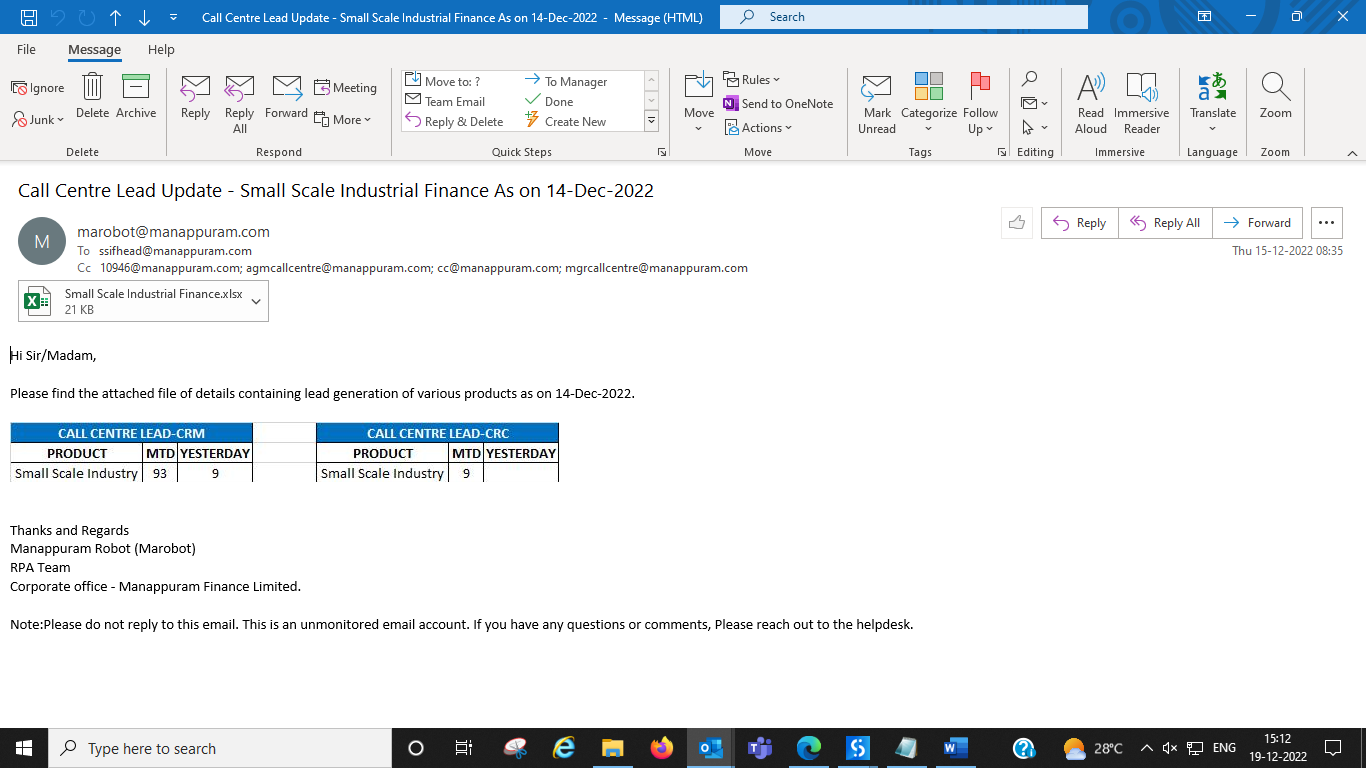




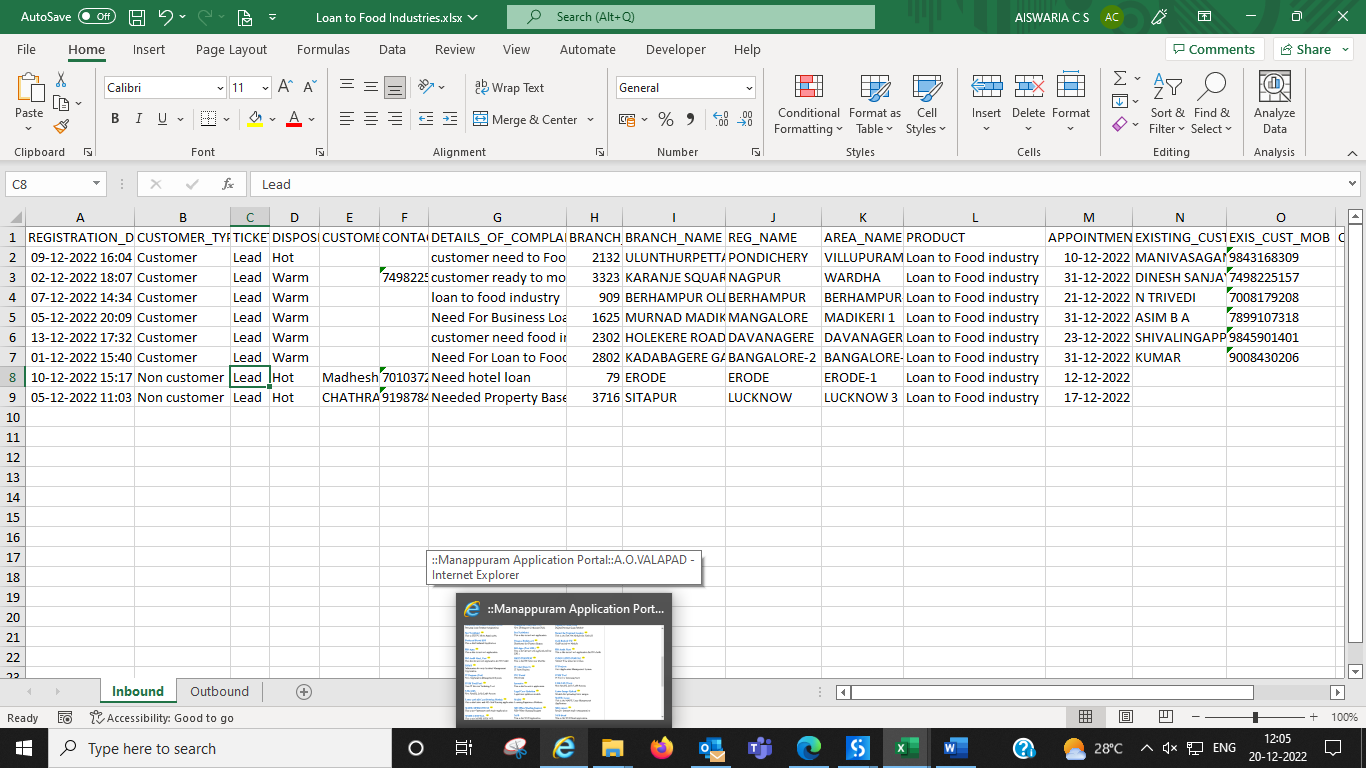






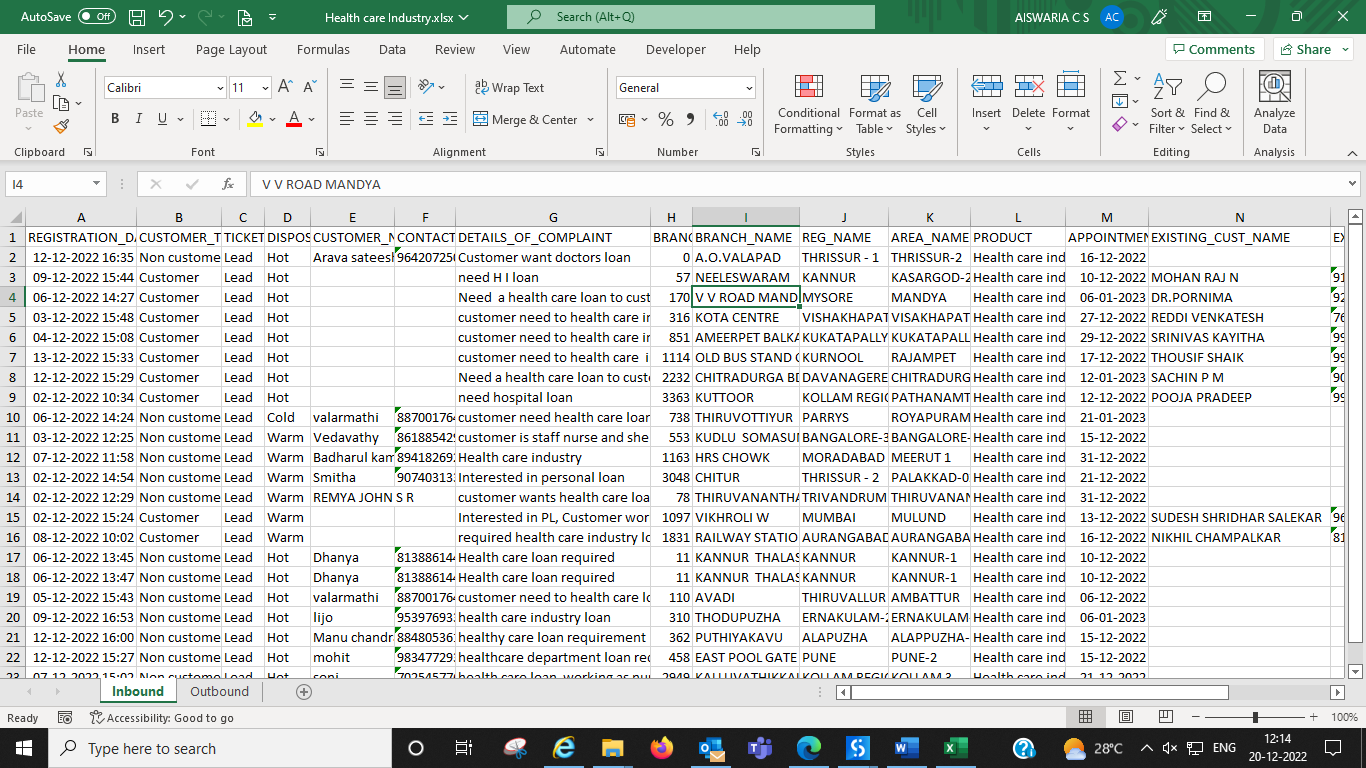


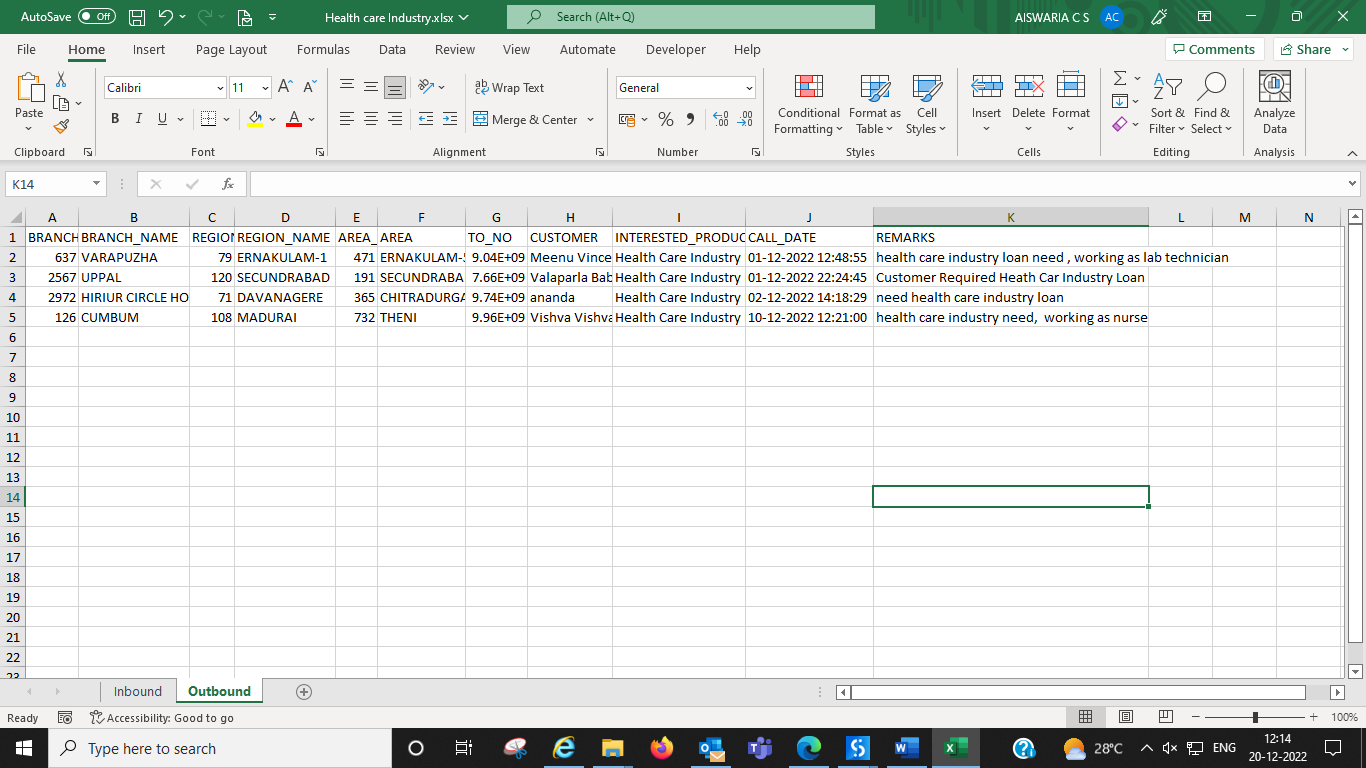
**Excel Data**



Graphical user interface, application, table, Excel

Description automatically generated





**Queries**

***1.CRM MTD***

select row\_number() over(order by x.followup\_id) as SlNo,

x.fzm\_id,

x.fzm,

x.reg\_id as Region\_ID,

x.reg\_name as Region\_name,

x.area\_id as Area\_ID,

x.area\_name as Area,

x.branch\_id,

x.branch\_name,

x.did\_no as From\_did,

x.initial\_mobile\_no as To\_no,

case

when x.initial\_mobile\_no = x.mobile then

'NIL'

else

to\_char(x.mobile)

end as Alternate\_number,

x.cust\_name as Customer,

x.leadsource\_name as Lead\_Source,

x.products\_name as Interested\_Product,

x.emp\_code as Emp\_Code,

x.emp\_name as Employee\_Name,

x.col\_language as Group\_lang,

(x.inserted\_on) as Call\_Date,

x.lead\_date as Lead\_date,

(x.call\_response\_id) as Disposition,

x.intrested\_status as Status,

x.response as Call\_Response,

x.call\_duration as Duration,

x.process as Process,

x.call\_center\_comment as Remarks,

x.pledge\_weight as Pledge\_Weight,

x.pledge\_amount as Pledge\_Amount

from (select distinct f.followup\_id,

g.fzm\_id,

g.fzm,

d.branch\_id,

d.branch\_name,

d.reg\_id,

d.reg\_name,

d.area\_id,

d.area\_name,

e.did\_no,

f.initial\_mobile\_no,

f.mobile,

t.cust\_name,

c.leadsource\_name,

p.products\_name,

f.emp\_code,

e.emp\_name,

b.col\_language,

to\_char(f.inserted\_on, 'DD-MM-YYYY HH24:Mi:SS') inserted\_on,

decode(f.call\_status, 1, 'ANSWERED', 0, 'NO ANSWER',2,'BUSY',3,'FAILED',null,'FAILED') call\_response\_id,

decode(f.intrested\_status,

1,

'INTERESTED',

2,

'NOT INTERESTED',3,'call back') intrested\_status,

decode(f.call\_response\_id,

1,

'ANSWERED',

2,

'NOT ATTENTED',

3,

'NOT REACHABLE',

4,

'SWITCHED OFF',

5,

'NOT REACHABLE',

7,

'INCOMING CALL') response,

f.call\_duration call\_duration,

decode(f.process, 1, 'Incoming', 2, 'Outgoing') process,

t.lead\_date,

f.call\_center\_comment,

t.pledge\_weight,

t.pledge\_amount

from mana0809.tbl\_crc\_mst t, mana0809.tbl\_crc\_followup\_dtl f

left join mana0809.tbl\_crc\_products p

on p.products\_id = f.interested\_products\_id,

mana0809.tbl\_leadsource\_category c, mana0809.tbl\_crc\_emp\_dtls e,

mana0809.tbl\_crc\_bucket\_emp\_dtl b, mana0809.branch\_dtl\_new d,

mana0809.tbl\_fzm\_master g

where t.lead\_id = f.lead\_id

and f.emp\_code = e.emp\_code

and b.bucket\_id = t.bucket\_id

and t.followup\_status = 1

and t.branch\_id = d.branch\_id

and c.leadsource\_id = t.lead\_source\_cat

and t.lead\_source\_cat = 8

and d.reg\_id = g.region\_id

and trunc(t.lead\_date) = trunc(f.inserted\_on) and f.intrested\_status=1 and p.products\_id not in (1,22,25,26) and p.products\_id is not null

and trunc(f.inserted\_on) between to\_date(last\_day(add\_months(SYSDATE-1, -1)) + 1) and to\_date(sysdate)-1

order by inserted\_on) x

***2.CRC MTD***

select y.products\_name interested\_product,count(y.initial\_mobile\_no) cnt from(select

x.fzm\_id,

x.fzm,

x.reg\_id as Region\_ID,

x.reg\_name as Region\_name,

x.area\_id as Area\_ID,

x.area\_name as Area,

x.branch\_id,

x.branch\_name,

x.did\_no as From\_no,

x.initial\_mobile\_no,

case

when x.initial\_mobile\_no = x.mobile then

'NIL'

else

to\_char(x.mobile)

end as Alternate\_number,

x.cust\_name as Customer,

x.leadsource\_name as Lead\_Source,

x.products\_name ,

x.emp\_code as Emp\_Code,

x.emp\_name as Employee\_Name,

x.col\_language as Group\_lang,

(x.inserted\_on) as Call\_Date,

x.lead\_date as Lead\_date,

(x.call\_response\_id) as Disposition,

x.intrested\_status as Status,

x.response as Call\_Response,

x.call\_duration as Duration,

x.process as Process,

x.call\_center\_comment as Remarks,

x.pledge\_weight as Pledge\_Weight,

x.pledge\_amount as Pledge\_Amount

from (select distinct f.followup\_id,

g.fzm\_id,

g.fzm,

d.branch\_id,

d.branch\_name,

d.reg\_id,

d.reg\_name,

d.area\_id,

d.area\_name,

e.did\_no,

f.initial\_mobile\_no,

f.mobile,

t.cust\_name,

c.leadsource\_name,

p.products\_name,

f.emp\_code,

e.emp\_name,

b.col\_language,

to\_char(f.inserted\_on, 'DD-MM-YYYY HH24:Mi:SS') inserted\_on,

decode(f.call\_status, 1, 'ANSWERED', 0, 'NO ANSWER',2,'BUSY',3,'FAILED',null,'FAILED') call\_response\_id,

decode(f.intrested\_status,

1,

'INTERESTED',

2,

'NOT INTERESTED',3,'call back') intrested\_status,

decode(f.call\_response\_id,

1,

'ANSWERED',

2,

'NOT ATTENTED',

3,

'NOT REACHABLE',

4,

'SWITCHED OFF',

5,

'NOT REACHABLE',

7,

'INCOMING CALL') response,

f.call\_duration call\_duration,

decode(f.process, 1, 'Incoming', 2, 'Outgoing') process,

t.lead\_date,

f.call\_center\_comment,

t.pledge\_weight,

t.pledge\_amount

from mana0809.tbl\_crc\_mst t, mana0809.tbl\_crc\_followup\_dtl f

left join mana0809.tbl\_crc\_products p

on p.products\_id = f.interested\_products\_id,

mana0809.tbl\_leadsource\_category c, mana0809.tbl\_crc\_emp\_dtls e,

mana0809.tbl\_crc\_bucket\_emp\_dtl b, mana0809.branch\_dtl\_new d,

mana0809.tbl\_fzm\_master g

where t.lead\_id = f.lead\_id

and f.emp\_code = e.emp\_code

and b.bucket\_id = t.bucket\_id

and t.followup\_status = 1

and t.branch\_id = d.branch\_id

and c.leadsource\_id = t.lead\_source\_cat

and t.lead\_source\_cat = 8

and d.reg\_id = g.region\_id

and trunc(t.lead\_date) = trunc(f.inserted\_on) and f.intrested\_status=1 and p.products\_id not in (1,22,25,26) and p.products\_id is not null

and trunc(f.inserted\_on) between to\_date(last\_day(add\_months(SYSDATE-1, -1)) + 1) and to\_date(sysdate)-1

order by inserted\_on) x)y group by y.products\_name

***3.CRM Yesterday.***

select row\_number() over(order by x.followup\_id) as SlNo,

x.fzm\_id,

x.fzm,

x.reg\_id as Region\_ID,

x.reg\_name as Region\_name,

x.area\_id as Area\_ID,

x.area\_name as Area,

x.branch\_id,

x.branch\_name,

x.did\_no as From\_did,

x.initial\_mobile\_no as To\_no,

case

when x.initial\_mobile\_no = x.mobile then

'NIL'

else

to\_char(x.mobile)

end as Alternate\_number,

x.cust\_name as Customer,

x.leadsource\_name as Lead\_Source,

x.products\_name as Interested\_Product,

x.emp\_code as Emp\_Code,

x.emp\_name as Employee\_Name,

x.col\_language as Group\_lang,

(x.inserted\_on) as Call\_Date,

x.lead\_date as Lead\_date,

(x.call\_response\_id) as Disposition,

x.intrested\_status as Status,

x.response as Call\_Response,

x.call\_duration as Duration,

x.process as Process,

x.call\_center\_comment as Remarks,

x.pledge\_weight as Pledge\_Weight,

x.pledge\_amount as Pledge\_Amount

from (select distinct f.followup\_id,

g.fzm\_id,

g.fzm,

d.branch\_id,

d.branch\_name,

d.reg\_id,

d.reg\_name,

d.area\_id,

d.area\_name,

e.did\_no,

f.initial\_mobile\_no,

f.mobile,

t.cust\_name,

c.leadsource\_name,

p.products\_name,

f.emp\_code,

e.emp\_name,

b.col\_language,

to\_char(f.inserted\_on, 'DD-MM-YYYY HH24:Mi:SS') inserted\_on,

decode(f.call\_status, 1, 'ANSWERED', 0, 'NO ANSWER',2,'BUSY',3,'FAILED',null,'FAILED') call\_response\_id,

decode(f.intrested\_status,

1,

'INTERESTED',

2,

'NOT INTERESTED',3,'call back') intrested\_status,

decode(f.call\_response\_id,

1,

'ANSWERED',

2,

'NOT ATTENTED',

3,

'NOT REACHABLE',

4,

'SWITCHED OFF',

5,

'NOT REACHABLE',

7,

'INCOMING CALL') response,

f.call\_duration call\_duration,

decode(f.process, 1, 'Incoming', 2, 'Outgoing') process,

t.lead\_date,

f.call\_center\_comment,

t.pledge\_weight,

t.pledge\_amount

from mana0809.tbl\_crc\_mst t, mana0809.tbl\_crc\_followup\_dtl f

left join mana0809.tbl\_crc\_products p

on p.products\_id = f.interested\_products\_id,

mana0809.tbl\_leadsource\_category c, mana0809.tbl\_crc\_emp\_dtls e,

mana0809.tbl\_crc\_bucket\_emp\_dtl b, mana0809.branch\_dtl\_new d,

mana0809.tbl\_fzm\_master g

where t.lead\_id = f.lead\_id

and f.emp\_code = e.emp\_code

and b.bucket\_id = t.bucket\_id

and t.followup\_status = 1

and t.branch\_id = d.branch\_id

and c.leadsource\_id = t.lead\_source\_cat

and t.lead\_source\_cat = 8

and d.reg\_id = g.region\_id

and trunc(t.lead\_date) = trunc(f.inserted\_on) and f.intrested\_status=1 and p.products\_id not in (1,22,25,26) and p.products\_id is not null

and trunc(f.inserted\_on) = to\_date(sysdate)-1

order by inserted\_on) x

***4.CRC Yesterday***

select y.products\_name interested\_product,count(y.initial\_mobile\_no) cnt from(select

x.fzm\_id,

x.fzm,

x.reg\_id as Region\_ID,

x.reg\_name as Region\_name,

x.area\_id as Area\_ID,

x.area\_name as Area,

x.branch\_id,

x.branch\_name,

x.did\_no as From\_no,

x.initial\_mobile\_no,

case

when x.initial\_mobile\_no = x.mobile then

'NIL'

else

to\_char(x.mobile)

end as Alternate\_number,

x.cust\_name as Customer,

x.leadsource\_name as Lead\_Source,

x.products\_name ,

x.emp\_code as Emp\_Code,

x.emp\_name as Employee\_Name,

x.col\_language as Group\_lang,

(x.inserted\_on) as Call\_Date,

x.lead\_date as Lead\_date,

(x.call\_response\_id) as Disposition,

x.intrested\_status as Status,

x.response as Call\_Response,

x.call\_duration as Duration,

x.process as Process,

x.call\_center\_comment as Remarks,

x.pledge\_weight as Pledge\_Weight,

x.pledge\_amount as Pledge\_Amount

from (select distinct f.followup\_id,

g.fzm\_id,

g.fzm,

d.branch\_id,

d.branch\_name,

d.reg\_id,

d.reg\_name,

d.area\_id,

d.area\_name,

e.did\_no,

f.initial\_mobile\_no,

f.mobile,

t.cust\_name,

c.leadsource\_name,

p.products\_name,

f.emp\_code,

e.emp\_name,

b.col\_language,

to\_char(f.inserted\_on, 'DD-MM-YYYY HH24:Mi:SS') inserted\_on,

decode(f.call\_status, 1, 'ANSWERED', 0, 'NO ANSWER',2,'BUSY',3,'FAILED',null,'FAILED') call\_response\_id,

decode(f.intrested\_status,

1,

'INTERESTED',

2,

'NOT INTERESTED',3,'call back') intrested\_status,

decode(f.call\_response\_id,

1,

'ANSWERED',

2,

'NOT ATTENTED',

3,

'NOT REACHABLE',

4,

'SWITCHED OFF',

5,

'NOT REACHABLE',

7,

'INCOMING CALL') response,

f.call\_duration call\_duration,

decode(f.process, 1, 'Incoming', 2, 'Outgoing') process,

t.lead\_date,

f.call\_center\_comment,

t.pledge\_weight,

t.pledge\_amount

from mana0809.tbl\_crc\_mst t, mana0809.tbl\_crc\_followup\_dtl f

left join mana0809.tbl\_crc\_products p

on p.products\_id = f.interested\_products\_id,

mana0809.tbl\_leadsource\_category c, mana0809.tbl\_crc\_emp\_dtls e,

mana0809.tbl\_crc\_bucket\_emp\_dtl b, mana0809.branch\_dtl\_new d,

mana0809.tbl\_fzm\_master g

where t.lead\_id = f.lead\_id

and f.emp\_code = e.emp\_code

and b.bucket\_id = t.bucket\_id

and t.followup\_status = 1

and t.branch\_id = d.branch\_id

and c.leadsource\_id = t.lead\_source\_cat

and t.lead\_source\_cat = 8

and d.reg\_id = g.region\_id

and trunc(t.lead\_date) = trunc(f.inserted\_on) and f.intrested\_status=1 and p.products\_id not in (1,22,25,26) and p.products\_id is not null

and trunc(f.inserted\_on) = to\_date(sysdate)-1

order by inserted\_on) x)y group by y.products\_name