**Modelo de Predicción de Bajas**

**1) Comprensión del problema**

**1.1) Objetivo:**

Re-hacer el modelo de predicción de bajas previamente desarrollado utilizando más variables y datos actualizados.

**1.2) Herramientas y técnicas:**

Se utilizará SQL y Python sklearn como herramientas de manipulación de datos y modelado, y árbol de decisión como técnica de clasificación.

#### 2) Datos

**2.1) Fuentes de Datos:**

* Datos del Cliente
* Datos de Productos del Cliente
* Datos de Consumos del Cliente
* Datos de Reclamos del Cliente
* Datos de Comportamiento del Cliente

**2.2) Descripción de Datos:**

* Datos del Cliente: datos demográficos del cliente
* Datos de Productos del Cliente: Tipo y cantidad de productos que tiene el cliente
* Datos de Consumos del Cliente: Tipo y cantidad de consumos realizados por el cliente
* Datos de Reclamos del Cliente: Tipo y cantidad de reclamos realizados por el cliente
* Datos de Comportamiento del Cliente: Información respecto a los pagos realizados (tarjetas y préstamos)

**2.3) Perído de tiempo:**

* Se utilizan datos desde Julio 2016 a Junio 2017 (12 meses) para entrenar el modelo.
* Se utilizan datos desde Julio 2017 a Septiembre 2017 (3 meses) para validar el modelo.

**2.5) Variables predictoras**

* Se incluyen las siguientes variables:

Clientes:

Id\_Cli\_Provincia

Edad

Sexo

Nacionalidad

Ocupacion

Estado\_Civil

Cant\_Hijos

Condicion\_Prop

Estado

Productos:

total\_prods

total\_prods\_refi

porc\_prods\_refi

total\_prods\_cartaa

porc\_prods\_cartaa

total\_prods\_wm

porc\_prods\_wm

total\_prods\_hipert

porc\_prods\_hipert

total\_prods\_emple

porc\_prods\_emple

total\_prods\_efectivo

porc\_prods\_efectivo

total\_prods\_consumo

porc\_prods\_consumo

total\_prods\_plcc

porc\_prods\_plcc

total\_prods\_bankcard

porc\_prods\_bankcard

Consumos:

total\_consumos

total\_consumos\_p1

total\_consumos\_p2

porc\_total\_consumos\_p2

total\_consumos\_pesos

total\_consumos\_pesos\_p1

total\_consumos\_pesos\_p2

porc\_consumos\_pesos

total\_consumos\_dolares

total\_consumos\_dolares\_p1

total\_consumos\_dolares\_p2

porc\_consumos\_dolares

porc\_total\_consumos\_dolares\_p2

avg\_importe\_pesos

avg\_importe\_pesos\_p1

avg\_importe\_pesos\_p2

porc\_avg\_importe\_pesos\_p2

avg\_importe\_dolares

avg\_importe\_dolares\_p1

avg\_importe\_dolares\_p2

porc\_avg\_importe\_dolares\_p2

avg\_interes\_pesos

avg\_interes\_pesos\_p1

avg\_interes\_pesos\_p2

porc\_avg\_interes\_pesos\_p2

avg\_interes\_dolares

avg\_interes\_dolares\_p1

avg\_interes\_dolares\_p2

porc\_avg\_interes\_dolares\_p2

avg\_relacion\_interes\_pesos

avg\_relacion\_interes\_pesos\_p1

avg\_relacion\_interes\_pesos\_p2

porc\_avg\_relacion\_interes\_pesos\_p2

avg\_relacion\_interes\_dolares

avg\_relacion\_interes\_dolares\_p1

avg\_relacion\_interes\_dolares\_p2

porc\_avg\_relacion\_interes\_dolares\_p2

avg\_cuotas

avg\_cuotas\_p1

avg\_cuotas\_p2

porc\_avg\_cuotas\_p2

Reclamos:

total\_reclamos

avg\_dias

avg\_dias\_reclamo

avg\_dias\_consulta

total\_reclamos\_reclamo

porc\_reclamos\_reclamo

total\_reclamos\_consulta

porc\_reclamos\_consulta

total\_reclamos\_canal1

total\_reclamos\_canal7

total\_reclamos\_canal3

total\_reclamos\_canal22

total\_reclamos\_canal19

total\_reclamos\_canal29

total\_reclamos\_canal33

total\_reclamos\_canal13

total\_reclamos\_canal35

total\_reclamos\_canal32

total\_reclamos\_walmart

total\_reclamos\_ta

total\_reclamos\_hiper

total\_reclamos\_na

total\_reclamos\_cordial

total\_reclamos\_refi

total\_reclamos\_estado2

porc\_reclamos\_estado2

total\_reclamos\_estado3

porc\_reclamos\_estado3

total\_reclamos\_estado4

porc\_reclamos\_estado4

total\_reclamos\_categoria4

porc\_reclamos\_categoria4

total\_reclamos\_categoria5

porc\_reclamos\_categoria5

total\_reclamos\_categoria6

porc\_reclamos\_categoria6

total\_reclamos\_categoria20

porc\_reclamos\_categoria20

total\_reclamos\_req1

total\_reclamos\_req2

total\_reclamos\_req3

total\_reclamos\_req4

total\_reclamos\_req5

total\_reclamos\_req6

total\_reclamos\_req7

total\_reclamos\_req8

total\_reclamos\_req9

total\_reclamos\_req10

total\_reclamos\_req11

total\_reclamos\_req12

total\_reclamos\_req13

total\_reclamos\_req14

total\_reclamos\_req15

total\_reclamos\_req16

total\_reclamos\_req17

total\_reclamos\_req18

total\_reclamos\_req19

total\_reclamos\_req20

total\_reclamos\_req21

total\_reclamos\_req22

total\_reclamos\_req23

total\_reclamos\_req24

total\_reclamos\_req25

total\_reclamos\_req26

total\_reclamos\_req27

total\_reclamos\_req28

total\_reclamos\_req29

total\_reclamos\_req30

total\_reclamos\_req31

total\_reclamos\_req32

total\_reclamos\_req33

total\_reclamos\_req34

total\_reclamos\_req35

total\_reclamos\_req36

total\_reclamos\_req37

total\_reclamos\_req38

total\_reclamos\_req39

total\_reclamos\_req40

total\_reclamos\_req41

total\_reclamos\_req42

total\_reclamos\_req43

total\_reclamos\_req44

total\_reclamos\_req45

total\_reclamos\_req46

total\_reclamos\_req47

total\_reclamos\_req48

total\_reclamos\_req49

total\_reclamos\_req50

total\_reclamos\_req51

total\_reclamos\_req52

total\_reclamos\_req53

total\_reclamos\_req54

total\_reclamos\_req55

total\_reclamos\_req56

total\_reclamos\_req57

total\_reclamos\_req58

total\_reclamos\_req59

total\_reclamos\_req60

total\_reclamos\_req61

total\_reclamos\_req62

total\_reclamos\_req63

total\_reclamos\_req64

total\_reclamos\_req65

total\_reclamos\_req66

total\_reclamos\_req67

total\_reclamos\_req68

total\_reclamos\_req69

total\_reclamos\_req70

total\_reclamos\_req71

total\_reclamos\_req72

Comportamiento (variables pre-calculadas por el cliente):

Rm1

Rm2

Rm3

Rm4

Rm5

Rm6

Ingreso

CompraLimiValor

Relacion\_Lim\_Ing

Atraso\_Max\_Hist

AtrasoM6

AtrasoM5

AtrasoM4

AtrasoM3

AtrasoM2

AtrasoM1

Comportamiento Préstamos:

total\_pagospl

total\_pagospl\_p1

total\_pagospl\_p2

porc\_total\_pagospl\_p2

total\_pagospl\_venc1

total\_pagospl\_p1\_venc1

total\_pagospl\_p2\_venc1

porc\_total\_pagospl\_venc1\_p2

porc\_total\_pagospl\_venc1

total\_pagospl\_venc2

total\_pagospl\_p1\_venc2

total\_pagospl\_p2\_venc2

porc\_total\_pagospl\_venc2\_p2

porc\_total\_pagospl\_venc2

Comportamiento Tarjetas:

total\_pagos

total\_pagos\_p1

total\_pagos\_p2

porc\_total\_pagos\_p2

total\_pagos\_vencidos

total\_pagos\_vencidos\_p1

total\_pagos\_vencidos\_p2

porc\_total\_pagos\_vencidos\_p2

porc\_total\_pagos\_vencidos

total\_pagos\_menorasaldo

total\_pagos\_menorasaldo\_p1

total\_pagos\_menorasaldo\_p2

porc\_total\_pagos\_menorasaldo\_p2

porc\_total\_pagos\_menorasaldo

total\_pagos\_menoramin

total\_pagos\_menoramin\_p1

total\_pagos\_menoramin\_p2

porc\_total\_pagos\_menoramin\_p2

porc\_total\_pagos\_menoramin

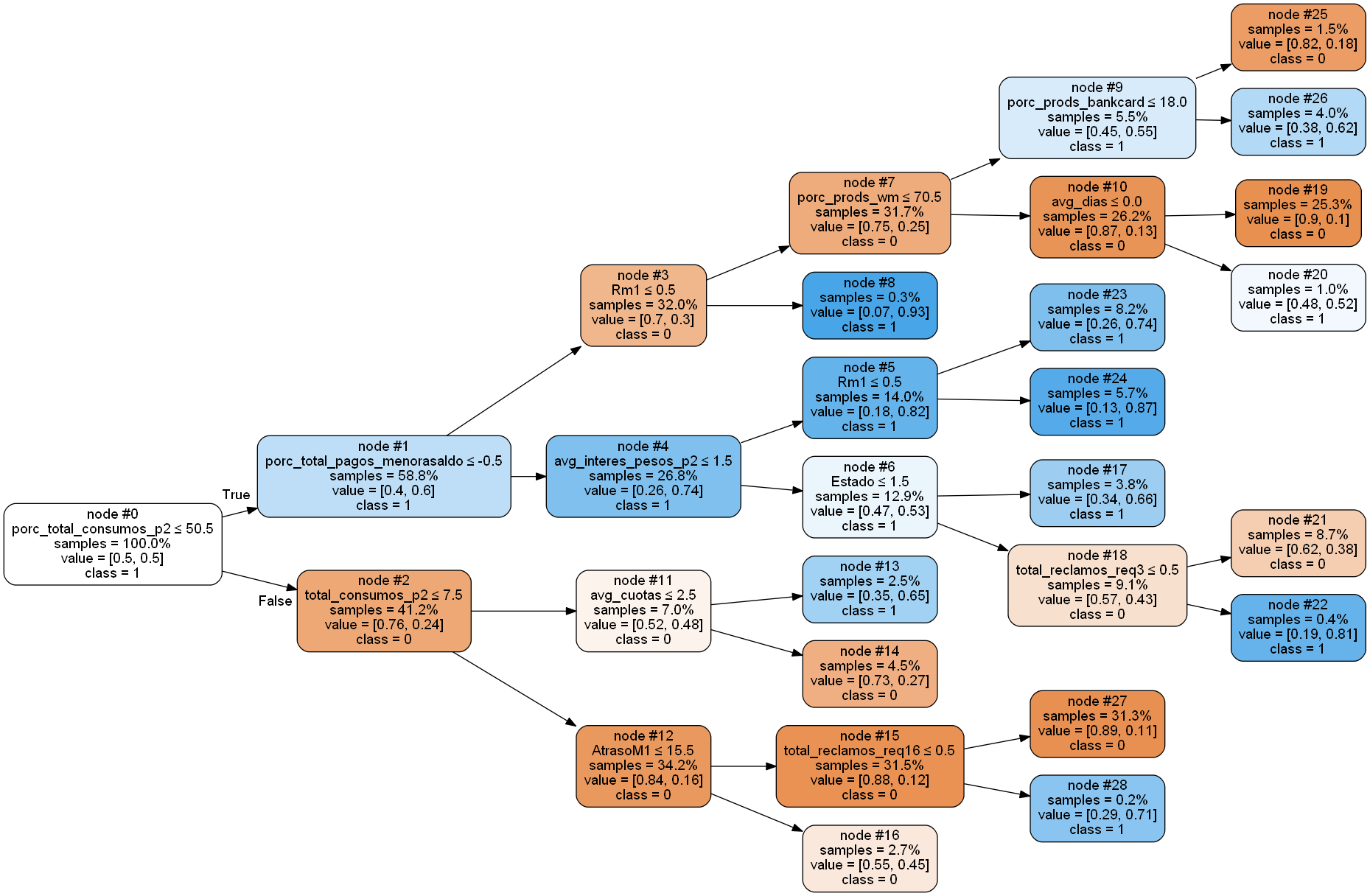
relacion\_pago\_saldo

**2.6) Clase**

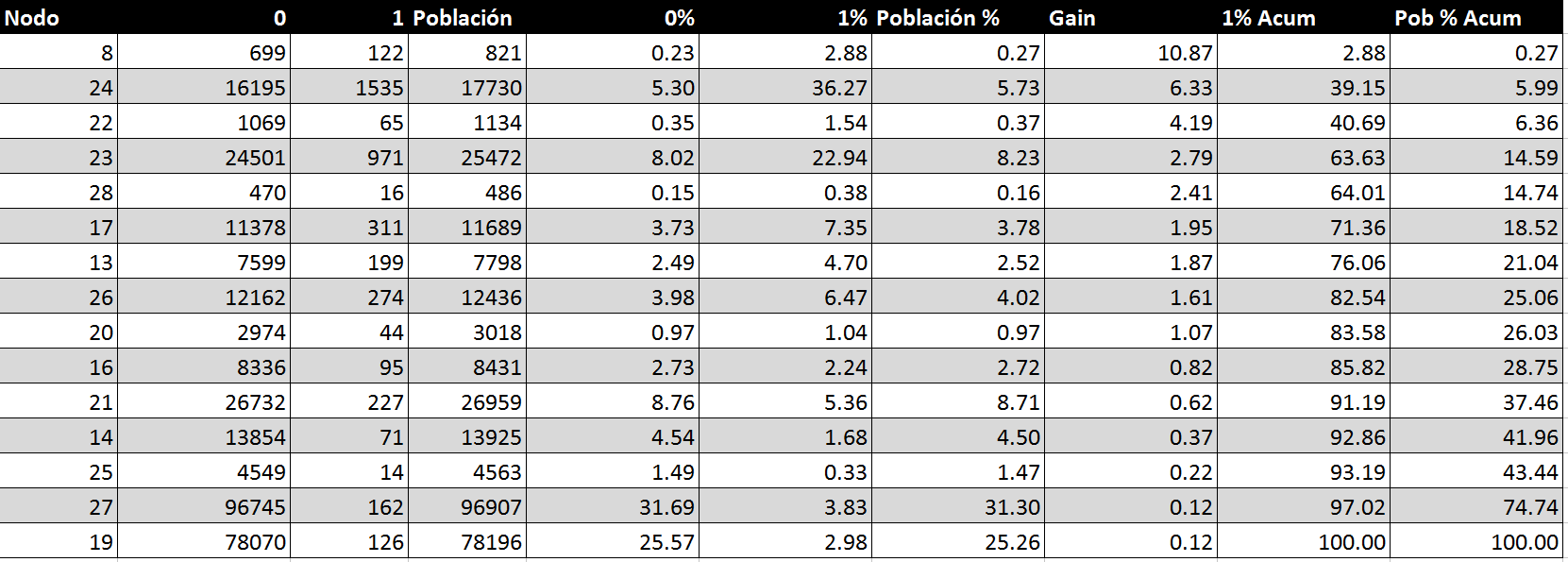
* Baja por decisión del cliente (0 No se dio de baja, 1 se dio de baja)
* Proporciones:
  + - No se dio de baja (0): 359240 (98.64%)
    - Se dio de baja (1): 4955 (1.36%)

#### Modelo

**3.1) Árbol obtenido:**



**3.2) Detalle de los nodos:**



**3.3) Detalle de las reglas:**

#25

porc\_total\_consumos\_p2<=50.5 and porc\_total\_pagos\_menorasaldo<=-0.5 and Rm1<=0.5 and porc\_prods\_wm<=70.5 and porc\_prods\_bankcard<=18

#26

porc\_total\_consumos\_p2<=50.5 and porc\_total\_pagos\_menorasaldo<=-0.5 and Rm1<=0.5 and porc\_prods\_wm<=70.5 and porc\_prods\_bankcard>18

#19

porc\_total\_consumos\_p2<=50.5 and porc\_total\_pagos\_menorasaldo<=-0.5 and Rm1<=0.5 and porc\_prods\_wm>70.5 and avg\_dias<=0

#20

porc\_total\_consumos\_p2<=50.5 and porc\_total\_pagos\_menorasaldo<=-0.5 and Rm1<=0.5 and porc\_prods\_wm>70.5 and avg\_dias>0

#21

porc\_total\_consumos\_p2<=50.5 and porc\_total\_pagos\_menorasaldo>-0.5 and avg\_interes\_pesos\_p2>1.5 and estado>1.5 and total\_reclamos\_req3<=0.5

#22

porc\_total\_consumos\_p2<=50.5 and porc\_total\_pagos\_menorasaldo>-0.5 and avg\_interes\_pesos\_p2>1.5 and estado>1.5 and total\_reclamos\_req3>0.5

#23

porc\_total\_consumos\_p2<=50.5 and porc\_total\_pagos\_menorasaldo>-0.5 and avg\_interes\_pesos\_p2<=1.5 and rm1<=0.5

#24

porc\_total\_consumos\_p2<=50.5 and porc\_total\_pagos\_menorasaldo>-0.5 and avg\_interes\_pesos\_p2<=1.5 and rm1>0.5

#17

porc\_total\_consumos\_p2<=50.5 and porc\_total\_pagos\_menorasaldo>-0.5 and avg\_interes\_pesos\_p2>1.5 and estado<=1.5

#27

porc\_total\_consumos\_p2>50.5 and total\_consumos\_p2>7.5 and atrasom1<=15.5 and total\_reclamos\_req16<=0.5

#28

porc\_total\_consumos\_p2>50.5 and total\_consumos\_p2>7.5 and atrasom1<=15.5 and total\_reclamos\_req16>0.5

#8

porc\_total\_consumos\_p2<=50.5 and porc\_total\_pagos\_menorasaldo<=-0.5 and rm1>0.5

#13

porc\_total\_consumos\_p2>50.5 and total\_consumos\_p2<=7.5 and avg\_cuotas<=2.5

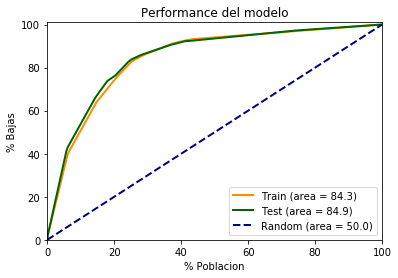
#14

porc\_total\_consumos\_p2>50.5 and total\_consumos\_p2<=7.5 and avg\_cuotas>2.5

#16

porc\_total\_consumos\_p2>50.5 and total\_consumos\_p2>7.5 and atrasom1>15.5

#### 4) Performance



* Se puede ver en el Cummulative Gain Chart que la performance es realmente muy buena (tanto en el set de datos de entrenamiento como en el set de validación), incluso mejor que los modelos anteriormente desarrollados.
* Por ejemplo, aplicando el modelo al 14% de la cartera de clientes se logra encontrar al 64% de los clientes que se dan de baja.

#### Conclusión

* Se obtiene un modelo simple, de tan sólo 15 reglas, robusto y con una muy buena performance.

#### Próximos pasos

Ya está generado el modelo y sus scripts correspondientes para la implementación.

El cliente debe decidir si prefiere:

1. realizar una implementación del modelo en su motor SQL Server para poder ser ejecutado “on-demand” cada vez que lo considere necesario (para lo cual deberá montar el proceso ETL correspondiente para tener actualizadas las variables utilizadas por el modelo).
2. enviar mensualmente las tablas actualizadas con las variables necesarias, para correr el modelo y entregar como resultado un archivo CSV con el formato: ID\_Cliente, Score.

De acuerdo a la propuesta aceptada se prevee una actualización del modelo para Mayo 2018.

**ANEXO I – Scrips SQL para el cálculo de variables**

-- Bajas

create view vw\_e2\_bajas as

select Id, Condicion Baja, Motivo\_Baja from e2\_attrition\_bajas

-- Clientes

create view vw\_e2\_clientes as

select Id, Id\_Cli\_Provincia, datediff(year, convert (varchar,f\_nacimiento), getdate()) Edad, Sexo, Nacionalidad, Ocupacion, Estado\_Civil, Cant\_Hijos, Condicion\_Prop, max(Estado) Estado from e2\_attrition\_clientes group by Id, Id\_Cli\_Provincia, datediff(year, convert (varchar,f\_nacimiento), getdate()), Sexo, Nacionalidad, Ocupacion, Estado\_Civil, Cant\_Hijos, Condicion\_Prop

-- Comportamiento

create view vw\_e2\_comportamiento as

select Id, Rm1, Rm2, Rm3, Rm4, Rm5, Rm6, Ingreso, CompraLimiValor, Relacion\_Lim\_Ing, Atraso\_Max\_Hist, AtrasoM6, AtrasoM5, AtrasoM4, AtrasoM3, AtrasoM2, AtrasoM1 from e2\_attrition\_comportamiento

-- Productos

create view vw\_e2\_productos as

select distinct a.id,

isnull(a1.total\_prods,0) total\_prods,

isnull(a2.total\_prods\_refi,0) total\_prods\_refi,

convert (int,isnull(convert(decimal,a2.total\_prods\_refi),0) / isnull(convert(decimal,a1.total\_prods),0) \* 100) porc\_prods\_refi,

isnull(a3.total\_prods\_cartaa,0) total\_prods\_cartaa,

convert (int,isnull(convert(decimal,a3.total\_prods\_cartaa),0) / isnull(convert(decimal,a1.total\_prods),0) \* 100) porc\_prods\_cartaa,

isnull(a4.total\_prods\_wm,0) total\_prods\_wm,

convert (int,isnull(convert(decimal,a4.total\_prods\_wm),0) / isnull(convert(decimal,a1.total\_prods),0) \* 100) porc\_prods\_wm,

isnull(a5.total\_prods\_hipert,0) total\_prods\_hipert,

convert (int,isnull(convert(decimal,a5.total\_prods\_hipert),0) / isnull(convert(decimal,a1.total\_prods),0) \* 100) porc\_prods\_hipert,

isnull(a6.total\_prods\_emple,0) total\_prods\_emple,

convert (int,isnull(convert(decimal,a6.total\_prods\_emple),0) / isnull(convert(decimal,a1.total\_prods),0) \* 100) porc\_prods\_emple,

isnull(a7.total\_prods\_efectivo,0) total\_prods\_efectivo,

convert (int,isnull(convert(decimal,a7.total\_prods\_efectivo),0) / isnull(convert(decimal,a1.total\_prods),0) \* 100) porc\_prods\_efectivo,

isnull(a8.total\_prods\_consumo,0) total\_prods\_consumo,

convert (int,isnull(convert(decimal,a8.total\_prods\_consumo),0) / isnull(convert(decimal,a1.total\_prods),0) \* 100) porc\_prods\_consumo,

isnull(a9.total\_prods\_plcc,0) total\_prods\_plcc,

convert (int,isnull(convert(decimal,a9.total\_prods\_plcc),0) / isnull(convert(decimal,a1.total\_prods),0) \* 100) porc\_prods\_plcc,

isnull(a10.total\_prods\_bankcard,0) total\_prods\_bankcard,

convert (int,isnull(convert(decimal,a10.total\_prods\_bankcard),0) / isnull(convert(decimal,a1.total\_prods),0) \* 100) porc\_prods\_bankcard

from e2\_attrition\_productos a

left outer join (select count(\*) total\_prods, id from e2\_attrition\_productos group by id) a1 on a.id = a1.id

left outer join (select count(\*) total\_prods\_refi, id from e2\_attrition\_productos where empresa=89 group by id) a2 on a.id = a2.id

left outer join (select count(\*) total\_prods\_cartaa, id from e2\_attrition\_productos where empresa=270 group by id) a3 on a.id = a3.id

left outer join (select count(\*) total\_prods\_wm, id from e2\_attrition\_productos where empresa=81 group by id) a4 on a.id = a4.id

left outer join (select count(\*) total\_prods\_hipert, id from e2\_attrition\_productos where empresa=172 group by id) a5 on a.id = a5.id

left outer join (select count(\*) total\_prods\_emple, id from e2\_attrition\_productos where empresa=91 group by id) a6 on a.id = a6.id

left outer join (select count(\*) total\_prods\_efectivo, id from e2\_attrition\_productos where producto=1 group by id) a7 on a.id = a7.id

left outer join (select count(\*) total\_prods\_consumo, id from e2\_attrition\_productos where producto=2 group by id) a8 on a.id = a8.id

left outer join (select count(\*) total\_prods\_plcc, id from e2\_attrition\_productos where producto=100 group by id) a9 on a.id = a9.id

left outer join (select count(\*) total\_prods\_bankcard, id from e2\_attrition\_productos where producto=110 group by id) a10 on a.id = a10.id

-- Reclamos

create view vw\_e2\_reclamos as

select distinct a.id,

isnull(a1.total\_reclamos,0) total\_reclamos,

isnull(a2.avg\_dias,0) avg\_dias,

isnull(a201.avg\_dias\_reclamo,0) avg\_dias\_reclamo,

isnull(a202.avg\_dias\_consulta,0) avg\_dias\_consulta,

isnull(a3.total\_reclamos\_reclamo,0) total\_reclamos\_reclamo,

convert (int,isnull(convert(decimal,a3.total\_reclamos\_reclamo),0) / isnull(convert(decimal,a1.total\_reclamos),0) \* 100) porc\_reclamos\_reclamo,

isnull(a4.total\_reclamos\_consulta,0) total\_reclamos\_consulta,

convert (int,isnull(convert(decimal,a4.total\_reclamos\_consulta),0) / isnull(convert(decimal,a1.total\_reclamos),0) \* 100) porc\_reclamos\_consulta,

isnull(a5.total\_reclamos\_canal1,0) total\_reclamos\_canal1,

isnull(a6.total\_reclamos\_canal7,0) total\_reclamos\_canal7,

isnull(a7.total\_reclamos\_canal3,0) total\_reclamos\_canal3,

isnull(a8.total\_reclamos\_canal22,0) total\_reclamos\_canal22,

isnull(a9.total\_reclamos\_canal19,0) total\_reclamos\_canal19,

isnull(a10.total\_reclamos\_canal29,0) total\_reclamos\_canal29,

isnull(a11.total\_reclamos\_canal33,0) total\_reclamos\_canal33,

isnull(a12.total\_reclamos\_canal13,0) total\_reclamos\_canal13,

isnull(a13.total\_reclamos\_canal35,0) total\_reclamos\_canal35,

isnull(a14.total\_reclamos\_canal32,0) total\_reclamos\_canal32,

isnull(a15.total\_reclamos\_walmart,0) total\_reclamos\_walmart,

isnull(a16.total\_reclamos\_ta,0) total\_reclamos\_ta,

isnull(a17.total\_reclamos\_hipert,0) total\_reclamos\_hiper,

isnull(a18.total\_reclamos\_na,0) total\_reclamos\_na,

isnull(a19.total\_reclamos\_cordial,0) total\_reclamos\_cordial,

isnull(a20.total\_reclamos\_refi,0) total\_reclamos\_refi,

isnull(a21.total\_reclamos\_estado2,0) total\_reclamos\_estado2,

convert (int,isnull(convert(decimal,a21.total\_reclamos\_estado2),0) / isnull(convert(decimal,a1.total\_reclamos),0) \* 100) porc\_reclamos\_estado2,

isnull(a22.total\_reclamos\_estado3,0) total\_reclamos\_estado3,

convert (int,isnull(convert(decimal,a22.total\_reclamos\_estado3),0) / isnull(convert(decimal,a1.total\_reclamos),0) \* 100) porc\_reclamos\_estado3,

isnull(a23.total\_reclamos\_estado4,0) total\_reclamos\_estado4,

convert (int,isnull(convert(decimal,a23.total\_reclamos\_estado4),0) / isnull(convert(decimal,a1.total\_reclamos),0) \* 100) porc\_reclamos\_estado4,

isnull(a24.total\_reclamos\_categoria4,0) total\_reclamos\_categoria4,

convert (int,isnull(convert(decimal,a24.total\_reclamos\_categoria4),0) / isnull(convert(decimal,a1.total\_reclamos),0) \* 100) porc\_reclamos\_categoria4,

isnull(a25.total\_reclamos\_categoria5,0) total\_reclamos\_categoria5,

convert (int,isnull(convert(decimal,a25.total\_reclamos\_categoria5),0) / isnull(convert(decimal,a1.total\_reclamos),0) \* 100) porc\_reclamos\_categoria5,

isnull(a26.total\_reclamos\_categoria6,0) total\_reclamos\_categoria6,

convert (int,isnull(convert(decimal,a26.total\_reclamos\_categoria6),0) / isnull(convert(decimal,a1.total\_reclamos),0) \* 100) porc\_reclamos\_categoria6,

isnull(a27.total\_reclamos\_categoria20,0) total\_reclamos\_categoria20,

convert (int,isnull(convert(decimal,a27.total\_reclamos\_categoria20),0) / isnull(convert(decimal,a1.total\_reclamos),0) \* 100) porc\_reclamos\_categoria20,

isnull(a101.total\_reclamos\_req1,0) total\_reclamos\_req1,

isnull(a102.total\_reclamos\_req2,0) total\_reclamos\_req2,

isnull(a103.total\_reclamos\_req3,0) total\_reclamos\_req3,

isnull(a104.total\_reclamos\_req4,0) total\_reclamos\_req4,

isnull(a105.total\_reclamos\_req5,0) total\_reclamos\_req5,

isnull(a106.total\_reclamos\_req6,0) total\_reclamos\_req6,

isnull(a107.total\_reclamos\_req7,0) total\_reclamos\_req7,

isnull(a108.total\_reclamos\_req8,0) total\_reclamos\_req8,

isnull(a109.total\_reclamos\_req9,0) total\_reclamos\_req9,

isnull(a110.total\_reclamos\_req10,0) total\_reclamos\_req10,

isnull(a111.total\_reclamos\_req11,0) total\_reclamos\_req11,

isnull(a112.total\_reclamos\_req12,0) total\_reclamos\_req12,

isnull(a113.total\_reclamos\_req13,0) total\_reclamos\_req13,

isnull(a114.total\_reclamos\_req14,0) total\_reclamos\_req14,

isnull(a115.total\_reclamos\_req15,0) total\_reclamos\_req15,

isnull(a116.total\_reclamos\_req16,0) total\_reclamos\_req16,

isnull(a117.total\_reclamos\_req17,0) total\_reclamos\_req17,

isnull(a118.total\_reclamos\_req18,0) total\_reclamos\_req18,

isnull(a119.total\_reclamos\_req19,0) total\_reclamos\_req19,

isnull(a120.total\_reclamos\_req20,0) total\_reclamos\_req20,

isnull(a121.total\_reclamos\_req21,0) total\_reclamos\_req21,

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isnull(a171.total\_reclamos\_req71,0) total\_reclamos\_req71,

isnull(a172.total\_reclamos\_req72,0) total\_reclamos\_req72

from e2\_attrition\_reclamos a

left outer join (select count(\*) total\_reclamos, id from e2\_attrition\_reclamos group by id) a1 on a.id = a1.id

left outer join (select avg(dias\_resolucion) avg\_dias, id from e2\_attrition\_reclamos group by id) a2 on a.id = a2.id

left outer join (select avg(dias\_resolucion) avg\_dias\_reclamo, id from e2\_attrition\_reclamos where bcra\_tipodato='Reclamo' group by id) a201 on a.id = a201.id

left outer join (select avg(dias\_resolucion) avg\_dias\_consulta, id from e2\_attrition\_reclamos where bcra\_tipodato='Consulta' group by id) a202 on a.id = a202.id

left outer join (select count(\*) total\_reclamos\_reclamo, id from e2\_attrition\_reclamos where bcra\_tipodato='Reclamo' group by id) a3 on a.id = a3.id

left outer join (select count(\*) total\_reclamos\_consulta, id from e2\_attrition\_reclamos where bcra\_tipodato='Consulta' group by id) a4 on a.id = a4.id

left outer join (select count(\*) total\_reclamos\_canal1, id from e2\_attrition\_reclamos where id\_req\_canal=1 group by id) a5 on a.id = a5.id

left outer join (select count(\*) total\_reclamos\_canal7, id from e2\_attrition\_reclamos where id\_req\_canal=7 group by id) a6 on a.id = a6.id

left outer join (select count(\*) total\_reclamos\_canal3, id from e2\_attrition\_reclamos where id\_req\_canal=3 group by id) a7 on a.id = a7.id

left outer join (select count(\*) total\_reclamos\_canal22, id from e2\_attrition\_reclamos where id\_req\_canal=22 group by id) a8 on a.id = a8.id

left outer join (select count(\*) total\_reclamos\_canal19, id from e2\_attrition\_reclamos where id\_req\_canal=19 group by id) a9 on a.id = a9.id

left outer join (select count(\*) total\_reclamos\_canal29, id from e2\_attrition\_reclamos where id\_req\_canal=29 group by id) a10 on a.id = a10.id

left outer join (select count(\*) total\_reclamos\_canal33, id from e2\_attrition\_reclamos where id\_req\_canal=33 group by id) a11 on a.id = a11.id

left outer join (select count(\*) total\_reclamos\_canal13, id from e2\_attrition\_reclamos where id\_req\_canal=13 group by id) a12 on a.id = a12.id

left outer join (select count(\*) total\_reclamos\_canal35, id from e2\_attrition\_reclamos where id\_req\_canal=35 group by id) a13 on a.id = a13.id

left outer join (select count(\*) total\_reclamos\_canal32, id from e2\_attrition\_reclamos where id\_req\_canal=32 group by id) a14 on a.id = a14.id

left outer join (select count(\*) total\_reclamos\_walmart, id from e2\_attrition\_reclamos where id\_geo\_empresa=81 group by id) a15 on a.id = a15.id

left outer join (select count(\*) total\_reclamos\_ta, id from e2\_attrition\_reclamos where id\_geo\_empresa=270 group by id) a16 on a.id = a16.id

left outer join (select count(\*) total\_reclamos\_hipert, id from e2\_attrition\_reclamos where id\_geo\_empresa=172 group by id) a17 on a.id = a17.id

left outer join (select count(\*) total\_reclamos\_na, id from e2\_attrition\_reclamos where id\_geo\_empresa=0 group by id) a18 on a.id = a18.id

left outer join (select count(\*) total\_reclamos\_cordial, id from e2\_attrition\_reclamos where id\_geo\_empresa=91 group by id) a19 on a.id = a19.id

left outer join (select count(\*) total\_reclamos\_refi, id from e2\_attrition\_reclamos where id\_geo\_empresa=89 group by id) a20 on a.id = a20.id

left outer join (select count(\*) total\_reclamos\_estado2, id from e2\_attrition\_reclamos where id\_req\_ult\_estado=2 group by id) a21 on a.id = a21.id

left outer join (select count(\*) total\_reclamos\_estado3, id from e2\_attrition\_reclamos where id\_req\_ult\_estado=3 group by id) a22 on a.id = a22.id

left outer join (select count(\*) total\_reclamos\_estado4, id from e2\_attrition\_reclamos where id\_req\_ult\_estado=4 group by id) a23 on a.id = a23.id

left outer join (select count(\*) total\_reclamos\_categoria4, id from e2\_attrition\_reclamos where id\_req\_categoria\_agrup=4 group by id) a24 on a.id = a24.id

left outer join (select count(\*) total\_reclamos\_categoria5, id from e2\_attrition\_reclamos where id\_req\_categoria\_agrup=5 group by id) a25 on a.id = a25.id

left outer join (select count(\*) total\_reclamos\_categoria6, id from e2\_attrition\_reclamos where id\_req\_categoria\_agrup=6 group by id) a26 on a.id = a26.id

left outer join (select count(\*) total\_reclamos\_categoria20, id from e2\_attrition\_reclamos where id\_req\_categoria\_agrup=20 group by id) a27 on a.id = a27.id

left outer join (select count(\*) total\_reclamos\_req1, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Consulta Datos de la Cuenta' group by id) a101 on a.id = a101.id

left outer join (select count(\*) total\_reclamos\_req2, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Correo No Recibido (Resumen)' group by id) a102 on a.id = a102.id

left outer join (select count(\*) total\_reclamos\_req3, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Consulta Estado de Requerimiento' group by id) a103 on a.id = a103.id

left outer join (select count(\*) total\_reclamos\_req4, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Explicación de Resumen' group by id) a104 on a.id = a104.id

left outer join (select count(\*) total\_reclamos\_req5, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Correo No Recibido (Plástico)' group by id) a105 on a.id = a105.id

left outer join (select count(\*) total\_reclamos\_req6, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Consulta servicios Masterconsultas' group by id) a106 on a.id = a106.id

left outer join (select count(\*) total\_reclamos\_req7, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Análisis de Saldo - promoción' group by id) a107 on a.id = a107.id

left outer join (select count(\*) total\_reclamos\_req8, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Desconocimiento de Compra - PESOS' group by id) a108 on a.id = a108.id

left outer join (select count(\*) total\_reclamos\_req9, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Desconocimiento Seguros' group by id) a109 on a.id = a109.id

left outer join (select count(\*) total\_reclamos\_req10, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Análisis de Saldo' group by id) a110 on a.id = a110.id

left outer join (select count(\*) total\_reclamos\_req11, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Adelantos en Efectivo' group by id) a111 on a.id = a111.id

left outer join (select count(\*) total\_reclamos\_req12, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Consulta Datos del Préstamo' group by id) a112 on a.id = a112.id

left outer join (select count(\*) total\_reclamos\_req13, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Desconocimiento de Compra - DOLARES' group by id) a113 on a.id = a113.id

left outer join (select count(\*) total\_reclamos\_req14, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Consulta Seguros' group by id) a114 on a.id = a114.id

left outer join (select count(\*) total\_reclamos\_req15, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Resumen no recibido a tiempo' group by id) a115 on a.id = a115.id

left outer join (select count(\*) total\_reclamos\_req16, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Informacion Sobre Baja' group by id) a116 on a.id = a116.id

left outer join (select count(\*) total\_reclamos\_req17, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Pagos Erróneos' group by id) a117 on a.id = a117.id

left outer join (select count(\*) total\_reclamos\_req18, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Aviso de Pago' group by id) a118 on a.id = a118.id

left outer join (select count(\*) total\_reclamos\_req19, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Tarjeta Bloqueada (en boletín)' group by id) a119 on a.id = a119.id

left outer join (select count(\*) total\_reclamos\_req20, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Análisis de Saldo - promociones' group by id) a120 on a.id = a120.id

left outer join (select count(\*) total\_reclamos\_req21, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='No recepción de Resúmen - envío por mail' group by id) a121 on a.id = a121.id

left outer join (select count(\*) total\_reclamos\_req22, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Correo No Recibido plástico (mayor a 25 días)' group by id) a122 on a.id = a122.id

left outer join (select count(\*) total\_reclamos\_req23, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Consulta Ampliación Límite de Compra' group by id) a123 on a.id = a123.id

left outer join (select count(\*) total\_reclamos\_req24, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Información de medios y lugares de pagos' group by id) a124 on a.id = a124.id

left outer join (select count(\*) total\_reclamos\_req25, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Consulta Promociones (PMO)' group by id) a125 on a.id = a125.id

left outer join (select count(\*) total\_reclamos\_req26, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Denuncia de robo / extravío de tarjeta' group by id) a126 on a.id = a126.id

left outer join (select count(\*) total\_reclamos\_req27, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Rectificación BCRA' group by id) a127 on a.id = a127.id

left outer join (select count(\*) total\_reclamos\_req28, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Consulta Desconocimiento de Compra' group by id) a128 on a.id = a128.id

left outer join (select count(\*) total\_reclamos\_req29, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Reintegros' group by id) a129 on a.id = a129.id

left outer join (select count(\*) total\_reclamos\_req30, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Desconocimiento Seguros - ajuste hasta 2 cuotas' group by id) a130 on a.id = a130.id

left outer join (select count(\*) total\_reclamos\_req31, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Queja asociada a Cobranzas' group by id) a131 on a.id = a131.id

left outer join (select count(\*) total\_reclamos\_req32, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Ajuste seguro por desconocimiento' group by id) a132 on a.id = a132.id

left outer join (select count(\*) total\_reclamos\_req33, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Consulta Cuotificación de saldo de resumen' group by id) a133 on a.id = a133.id

left outer join (select count(\*) total\_reclamos\_req34, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Desconocimiento De Seguros (Sucursal) - ajuste hasta 2 cuotas' group by id) a134 on a.id = a134.id

left outer join (select count(\*) total\_reclamos\_req35, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Contacto Web Cordial' group by id) a135 on a.id = a135.id

left outer join (select count(\*) total\_reclamos\_req36, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Desconocimiento de Compra 2 - DOLARES' group by id) a136 on a.id = a136.id

left outer join (select count(\*) total\_reclamos\_req37, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Aviso denuncia Def. del Consumidor' group by id) a137 on a.id = a137.id

left outer join (select count(\*) total\_reclamos\_req38, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Reclamo Cliente VIP' group by id) a138 on a.id = a138.id

left outer join (select count(\*) total\_reclamos\_req39, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Consulta Pagos Erróneos' group by id) a139 on a.id = a139.id

left outer join (select count(\*) total\_reclamos\_req40, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Queja asociada a Servicio' group by id) a140 on a.id = a140.id

left outer join (select count(\*) total\_reclamos\_req41, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Desconocimiento de Compra 2 - PESOS' group by id) a141 on a.id = a141.id

left outer join (select count(\*) total\_reclamos\_req42, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Errores de Procesos' group by id) a142 on a.id = a142.id

left outer join (select count(\*) total\_reclamos\_req43, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Queja asociada a mala atención' group by id) a143 on a.id = a143.id

left outer join (select count(\*) total\_reclamos\_req44, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Contacto por @QWalmart' group by id) a144 on a.id = a144.id

left outer join (select count(\*) total\_reclamos\_req45, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Consulta Denuncia Siniestro' group by id) a145 on a.id = a145.id

left outer join (select count(\*) total\_reclamos\_req46, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Consulta Reintegros' group by id) a146 on a.id = a146.id

left outer join (select count(\*) total\_reclamos\_req47, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Contacto por @atencionalcliente' group by id) a147 on a.id = a147.id

left outer join (select count(\*) total\_reclamos\_req48, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Ajuste Online CC' group by id) a148 on a.id = a148.id

left outer join (select count(\*) total\_reclamos\_req49, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Consulta Desconocimiento de Seguro' group by id) a149 on a.id = a149.id

left outer join (select count(\*) total\_reclamos\_req50, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Queja asociada a un Reclamo' group by id) a150 on a.id = a150.id

left outer join (select count(\*) total\_reclamos\_req51, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Consulta Deuda Cargos de Renovación' group by id) a151 on a.id = a151.id

left outer join (select count(\*) total\_reclamos\_req52, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Consulta Seguro Consumo Garantizado (DESEMPLEO)' group by id) a152 on a.id = a152.id

left outer join (select count(\*) total\_reclamos\_req53, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Consulta Rehabilitación' group by id) a153 on a.id = a153.id

left outer join (select count(\*) total\_reclamos\_req54, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Repacto a domicilio de correspondencia' group by id) a154 on a.id = a154.id

left outer join (select count(\*) total\_reclamos\_req55, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Desconocimiento de Alta' group by id) a155 on a.id = a155.id

left outer join (select count(\*) total\_reclamos\_req56, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Queja por desconocimiento de Seguros Sucursales' group by id) a156 on a.id = a156.id

left outer join (select count(\*) total\_reclamos\_req57, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Consulta devolución al cliente' group by id) a157 on a.id = a157.id

left outer join (select count(\*) total\_reclamos\_req58, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Denuncia DEFCO - Legales' group by id) a158 on a.id = a158.id

left outer join (select count(\*) total\_reclamos\_req59, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Consulta Conversión contado a cuotas' group by id) a159 on a.id = a159.id

left outer join (select count(\*) total\_reclamos\_req60, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Consulta Resumenes Anteriores' group by id) a160 on a.id = a160.id

left outer join (select count(\*) total\_reclamos\_req61, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Contacto por Facebook WM' group by id) a161 on a.id = a161.id

left outer join (select count(\*) total\_reclamos\_req62, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Contacto por @SuRespuesta' group by id) a162 on a.id = a162.id

left outer join (select count(\*) total\_reclamos\_req63, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Consulta Denuncia Siniestro - Desempleo' group by id) a163 on a.id = a163.id

left outer join (select count(\*) total\_reclamos\_req64, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Consulta Desconocimiento de Alta' group by id) a164 on a.id = a164.id

left outer join (select count(\*) total\_reclamos\_req65, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Ampliación No impactada' group by id) a165 on a.id = a165.id

left outer join (select count(\*) total\_reclamos\_req66, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Consulta Cobertura Seguro de Vida (Saldo Deudor)' group by id) a166 on a.id = a166.id

left outer join (select count(\*) total\_reclamos\_req67, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Consulta Transferencia de Pago' group by id) a167 on a.id = a167.id

left outer join (select count(\*) total\_reclamos\_req68, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Pagos Erróneos (GB)' group by id) a168 on a.id = a168.id

left outer join (select count(\*) total\_reclamos\_req69, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Reducción del Límite' group by id) a169 on a.id = a169.id

left outer join (select count(\*) total\_reclamos\_req70, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Reclamo CD' group by id) a170 on a.id = a170.id

left outer join (select count(\*) total\_reclamos\_req71, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Desconocimiento de Compra DOLARES (GB)' group by id) a171 on a.id = a171.id

left outer join (select count(\*) total\_reclamos\_req72, id from e2\_attrition\_reclamos where desc\_req\_tipo\_requerimiento='Desconocimiento de Compra PESOS (GB)' group by id) a172 on a.id = a172.id

union

select distinct id,

0 total\_reclamos,

-1 avg\_dias,

-1 avg\_dias\_reclamo,

-1 avg\_dias\_consulta,

0 total\_reclamos\_reclamo,

-1 porc\_reclamos\_reclamo,

0 total\_reclamos\_consulta,

-1 porc\_reclamos\_consulta,

0 total\_reclamos\_canal1,

0 total\_reclamos\_canal7,

0 total\_reclamos\_canal3,

0 total\_reclamos\_canal22,

0 total\_reclamos\_canal19,

0 total\_reclamos\_canal29,

0 total\_reclamos\_canal33,

0 total\_reclamos\_canal13,

0 total\_reclamos\_canal35,

0 total\_reclamos\_canal32,

0 total\_reclamos\_walmart,

0 total\_reclamos\_ta,

0 total\_reclamos\_hiper,

0 total\_reclamos\_na,

0 total\_reclamos\_cordial,

0 total\_reclamos\_refi,

0 total\_reclamos\_estado2,

-1 porc\_reclamos\_estado2,

0 total\_reclamos\_estado3,

-1 porc\_reclamos\_estado3,

0 total\_reclamos\_estado4,

-1 porc\_reclamos\_estado4,

0 total\_reclamos\_categoria4,

-1 porc\_reclamos\_categoria4,

0 total\_reclamos\_categoria5,

-1 porc\_reclamos\_categoria5,

0 total\_reclamos\_categoria6,

-1 porc\_reclamos\_categoria6,

0 total\_reclamos\_categoria20,

-1 porc\_reclamos\_categoria20,

0 total\_reclamos\_req1,

0 total\_reclamos\_req2,

0 total\_reclamos\_req3,

0 total\_reclamos\_req4,

0 total\_reclamos\_req5,

0 total\_reclamos\_req6,

0 total\_reclamos\_req7,

0 total\_reclamos\_req8,

0 total\_reclamos\_req9,

0 total\_reclamos\_req10,

0 total\_reclamos\_req11,

0 total\_reclamos\_req12,

0 total\_reclamos\_req13,

0 total\_reclamos\_req14,

0 total\_reclamos\_req15,

0 total\_reclamos\_req16,

0 total\_reclamos\_req17,

0 total\_reclamos\_req18,

0 total\_reclamos\_req19,

0 total\_reclamos\_req20,

0 total\_reclamos\_req21,

0 total\_reclamos\_req22,

0 total\_reclamos\_req23,

0 total\_reclamos\_req24,

0 total\_reclamos\_req25,

0 total\_reclamos\_req26,

0 total\_reclamos\_req27,

0 total\_reclamos\_req28,

0 total\_reclamos\_req29,

0 total\_reclamos\_req30,

0 total\_reclamos\_req31,

0 total\_reclamos\_req32,

0 total\_reclamos\_req33,

0 total\_reclamos\_req34,

0 total\_reclamos\_req35,

0 total\_reclamos\_req36,

0 total\_reclamos\_req37,

0 total\_reclamos\_req38,

0 total\_reclamos\_req39,

0 total\_reclamos\_req40,

0 total\_reclamos\_req41,

0 total\_reclamos\_req42,

0 total\_reclamos\_req43,

0 total\_reclamos\_req44,

0 total\_reclamos\_req45,

0 total\_reclamos\_req46,

0 total\_reclamos\_req47,

0 total\_reclamos\_req48,

0 total\_reclamos\_req49,

0 total\_reclamos\_req50,

0 total\_reclamos\_req51,

0 total\_reclamos\_req52,

0 total\_reclamos\_req53,

0 total\_reclamos\_req54,

0 total\_reclamos\_req55,

0 total\_reclamos\_req56,

0 total\_reclamos\_req57,

0 total\_reclamos\_req58,

0 total\_reclamos\_req59,

0 total\_reclamos\_req60,

0 total\_reclamos\_req61,

0 total\_reclamos\_req62,

0 total\_reclamos\_req63,

0 total\_reclamos\_req64,

0 total\_reclamos\_req65,

0 total\_reclamos\_req66,

0 total\_reclamos\_req67,

0 total\_reclamos\_req68,

0 total\_reclamos\_req69,

0 total\_reclamos\_req70,

0 total\_reclamos\_req71,

0 total\_reclamos\_req72

from e2\_attrition\_bajas where id not in (select id from e2\_attrition\_reclamos)

-- Consumos

create view vw\_e2\_consumos as

select distinct a.id,

isnull(a1.total\_consumos,0) total\_consumos,

isnull(a101.total\_consumos\_p1,0) total\_consumos\_p1,

isnull(a102.total\_consumos\_p2,0) total\_consumos\_p2,

convert (int, convert (decimal,isnull(a102.total\_consumos\_p2,0)) / convert (decimal,(isnull(a101.total\_consumos\_p1,0) + isnull(a102.total\_consumos\_p2,0)))\*100) porc\_total\_consumos\_p2,

isnull(a2.total\_consumos\_pesos,0) total\_consumos\_pesos,

isnull(a103.total\_consumos\_pesos\_p1,0) total\_consumos\_pesos\_p1,

isnull(a104.total\_consumos\_pesos\_p2,0) total\_consumos\_pesos\_p2,

iif (isnull(a103.total\_consumos\_pesos\_p1,0) + isnull(a104.total\_consumos\_pesos\_p2,0) = 0, -1, convert (int,isnull(convert(decimal,a2.total\_consumos\_pesos),0) / isnull(convert(decimal,a1.total\_consumos),0) \* 100)) porc\_consumos\_pesos,

isnull(a3.total\_consumos\_dolares,0) total\_consumos\_dolares,

isnull(a105.total\_consumos\_dolares\_p1,0) total\_consumos\_dolares\_p1,

isnull(a106.total\_consumos\_dolares\_p2,0) total\_consumos\_dolares\_p2,

convert (int,isnull(convert(decimal,a3.total\_consumos\_dolares),0) / isnull(convert(decimal,a1.total\_consumos),0) \* 100) porc\_consumos\_dolares,

iif (isnull(a105.total\_consumos\_dolares\_p1,0) + isnull(a106.total\_consumos\_dolares\_p2,0) = 0,-1, convert (int,isnull(convert(decimal,a3.total\_consumos\_dolares),0) / isnull(convert(decimal,a1.total\_consumos),0) \* 100)) porc\_total\_consumos\_dolares\_p2,

convert (int, isnull(a4.avg\_importe\_pesos,0)) avg\_importe\_pesos,

convert (int, isnull(a107.avg\_importe\_pesos\_p1,0)) avg\_importe\_pesos\_p1,

convert (int, isnull(a108.avg\_importe\_pesos\_p2,0)) avg\_importe\_pesos\_p2,

iif (convert (int, isnull(a107.avg\_importe\_pesos\_p1,0)) + convert (int, isnull(a108.avg\_importe\_pesos\_p2,0))=0, -1, convert (int, convert (decimal,isnull(a108.avg\_importe\_pesos\_p2,0)) / convert (decimal,(isnull(a107.avg\_importe\_pesos\_p1,0) + isnull(a108.avg\_importe\_pesos\_p2,0)))\*100)) porc\_avg\_importe\_pesos\_p2,

convert (int, isnull(a5.avg\_importe\_dolares,0)) avg\_importe\_dolares,

convert (int, isnull(a109.avg\_importe\_dolares\_p1,0)) avg\_importe\_dolares\_p1,

convert (int, isnull(a110.avg\_importe\_dolares\_p2,0)) avg\_importe\_dolares\_p2,

iif (convert (int, isnull(a109.avg\_importe\_dolares\_p1,0)) + convert (int, isnull(a110.avg\_importe\_dolares\_p2,0))=0,-1, convert (int, convert (decimal,isnull(a110.avg\_importe\_dolares\_p2,0)) / convert (decimal,(isnull(a109.avg\_importe\_dolares\_p1,0) + isnull(a110.avg\_importe\_dolares\_p2,0)))\*100)) porc\_avg\_importe\_dolares\_p2,

convert (int, isnull(a6.avg\_interes\_pesos,0)) avg\_interes\_pesos,

convert (int, isnull(a111.avg\_interes\_pesos\_p1,0)) avg\_interes\_pesos\_p1,

convert (int, isnull(a112.avg\_interes\_pesos\_p2,0)) avg\_interes\_pesos\_p2,

iif (convert (int, isnull(a111.avg\_interes\_pesos\_p1,0)) + convert (int, isnull(a112.avg\_interes\_pesos\_p2,0))=0,-1, convert (int, convert (decimal,isnull(a112.avg\_interes\_pesos\_p2,0)) / convert (decimal,(isnull(a111.avg\_interes\_pesos\_p1,0) + isnull(a112.avg\_interes\_pesos\_p2,0)))\*100)) porc\_avg\_interes\_pesos\_p2,

convert (int, isnull(a7.avg\_interes\_dolares,0)) avg\_interes\_dolares,

convert (int, isnull(a113.avg\_interes\_dolares\_p1,0)) avg\_interes\_dolares\_p1,

convert (int, isnull(a114.avg\_interes\_dolares\_p2,0)) avg\_interes\_dolares\_p2,

iif (convert (int, isnull(a113.avg\_interes\_dolares\_p1,0)) + convert (int, isnull(a114.avg\_interes\_dolares\_p2,0))=0,-1, convert (int, convert (decimal,isnull(a114.avg\_interes\_dolares\_p2,0)) / convert (decimal,(isnull(a113.avg\_interes\_dolares\_p1,0) + isnull(a114.avg\_interes\_dolares\_p2,0)))\*100)) porc\_avg\_interes\_dolares\_p2,

convert (int, isnull(a8.avg\_relacion\_interes\_pesos,0)) avg\_relacion\_interes\_pesos,

convert (int, isnull(a115.avg\_relacion\_interes\_pesos\_p1,0)) avg\_relacion\_interes\_pesos\_p1,

convert (int, isnull(a116.avg\_relacion\_interes\_pesos\_p2,0)) avg\_relacion\_interes\_pesos\_p2,

iif (convert (int, isnull(a115.avg\_relacion\_interes\_pesos\_p1,0)) + convert (int, isnull(a116.avg\_relacion\_interes\_pesos\_p2,0))=0, -1, convert (int, convert (decimal,isnull(a116.avg\_relacion\_interes\_pesos\_p2,0)) / convert (decimal,(isnull(a115.avg\_relacion\_interes\_pesos\_p1,0) + isnull(a116.avg\_relacion\_interes\_pesos\_p2,0)))\*100)) porc\_avg\_relacion\_interes\_pesos\_p2,

convert (int, isnull(a9.avg\_relacion\_interes\_dolares,0)) avg\_relacion\_interes\_dolares,

convert (int, isnull(a117.avg\_relacion\_interes\_dolares\_p1,0)) avg\_relacion\_interes\_dolares\_p1,

convert (int, isnull(a118.avg\_relacion\_interes\_dolares\_p2,0)) avg\_relacion\_interes\_dolares\_p2,

iif (convert (int, isnull(a117.avg\_relacion\_interes\_dolares\_p1,0)) + convert (int, isnull(a118.avg\_relacion\_interes\_dolares\_p2,0))=0,-1, convert (int, convert (decimal,isnull(a118.avg\_relacion\_interes\_dolares\_p2,0)) / convert (decimal,(isnull(a117.avg\_relacion\_interes\_dolares\_p1,0) + isnull(a118.avg\_relacion\_interes\_dolares\_p2,0)))\*100)) porc\_avg\_relacion\_interes\_dolares\_p2,

convert (int, isnull(a10.avg\_cuotas,0)) avg\_cuotas,

convert (int, isnull(a119.avg\_cuotas\_p1,0)) avg\_cuotas\_p1,

convert (int, isnull(a120.avg\_cuotas\_p2,0)) avg\_cuotas\_p2,

iif (convert (int, isnull(a119.avg\_cuotas\_p1,0)) + convert (int, isnull(a120.avg\_cuotas\_p2,0))=0,-1, convert (int, convert (decimal,isnull(a120.avg\_cuotas\_p2,0)) / convert (decimal,(isnull(a119.avg\_cuotas\_p1,0) + isnull(a120.avg\_cuotas\_p2,0)))\*100)) porc\_avg\_cuotas\_p2

from e2\_attrition\_consumos a

left outer join (select count(\*) total\_consumos, id from e2\_attrition\_consumos group by id) a1 on a.id = a1.id

left outer join (select count(\*) total\_consumos\_p1, id from e2\_attrition\_consumos where f\_consumo<20170101 group by id) a101 on a.id = a101.id

left outer join (select count(\*) total\_consumos\_p2, id from e2\_attrition\_consumos where f\_consumo>=20170101 group by id) a102 on a.id = a102.id

left outer join (select count(\*) total\_consumos\_pesos, id from e2\_attrition\_consumos where moneda=1 group by id) a2 on a.id = a2.id

left outer join (select count(\*) total\_consumos\_pesos\_p1, id from e2\_attrition\_consumos where moneda=1 and f\_consumo<20170101 group by id) a103 on a.id = a103.id

left outer join (select count(\*) total\_consumos\_pesos\_p2, id from e2\_attrition\_consumos where moneda=1 and f\_consumo>=20170101 group by id) a104 on a.id = a104.id

left outer join (select count(\*) total\_consumos\_dolares, id from e2\_attrition\_consumos where moneda=2 group by id) a3 on a.id = a3.id

left outer join (select count(\*) total\_consumos\_dolares\_p1, id from e2\_attrition\_consumos where moneda=2 and f\_consumo<20170101 group by id) a105 on a.id = a105.id

left outer join (select count(\*) total\_consumos\_dolares\_p2, id from e2\_attrition\_consumos where moneda=2 and f\_consumo>=20170101 group by id) a106 on a.id = a106.id

left outer join (select avg(importe) avg\_importe\_pesos, id from e2\_attrition\_consumos where moneda=1 group by id) a4 on a.id = a4.id

left outer join (select avg(importe) avg\_importe\_pesos\_p1, id from e2\_attrition\_consumos where moneda=1 and f\_consumo<20170101 group by id) a107 on a.id = a107.id

left outer join (select avg(importe) avg\_importe\_pesos\_p2, id from e2\_attrition\_consumos where moneda=1 and f\_consumo>=20170101 group by id) a108 on a.id = a108.id

left outer join (select avg(importe) avg\_importe\_dolares, id from e2\_attrition\_consumos where moneda=2 group by id) a5 on a.id = a5.id

left outer join (select avg(importe) avg\_importe\_dolares\_p1, id from e2\_attrition\_consumos where moneda=2 and f\_consumo<20170101 group by id) a109 on a.id = a109.id

left outer join (select avg(importe) avg\_importe\_dolares\_p2, id from e2\_attrition\_consumos where moneda=2 and f\_consumo>=20170101 group by id) a110 on a.id = a110.id

left outer join (select avg(interes) avg\_interes\_pesos, id from e2\_attrition\_consumos where moneda=1 group by id) a6 on a.id = a6.id

left outer join (select avg(interes) avg\_interes\_pesos\_p1, id from e2\_attrition\_consumos where moneda=1 and f\_consumo<20170101 group by id) a111 on a.id = a111.id

left outer join (select avg(interes) avg\_interes\_pesos\_p2, id from e2\_attrition\_consumos where moneda=1 and f\_consumo>=20170101 group by id) a112 on a.id = a112.id

left outer join (select avg(interes) avg\_interes\_dolares, id from e2\_attrition\_consumos where moneda=2 group by id) a7 on a.id = a7.id

left outer join (select avg(interes) avg\_interes\_dolares\_p1, id from e2\_attrition\_consumos where moneda=2 and f\_consumo<20170101 group by id) a113 on a.id = a113.id

left outer join (select avg(interes) avg\_interes\_dolares\_p2, id from e2\_attrition\_consumos where moneda=2 and f\_consumo>=20170101 group by id) a114 on a.id = a114.id

left outer join (select avg(interes / (iif (importe=0,1,importe))\*100) avg\_relacion\_interes\_pesos, id from e2\_attrition\_consumos where moneda=1 group by id) a8 on a.id = a8.id

left outer join (select avg(interes / (iif (importe=0,1,importe))\*100) avg\_relacion\_interes\_pesos\_p1, id from e2\_attrition\_consumos where moneda=1 and f\_consumo<20170101 group by id) a115 on a.id = a115.id

left outer join (select avg(interes / (iif (importe=0,1,importe))\*100) avg\_relacion\_interes\_pesos\_p2, id from e2\_attrition\_consumos where moneda=1 and f\_consumo>=20170101 group by id) a116 on a.id = a116.id

left outer join (select avg(interes / (iif (importe=0,1,importe))\*100) avg\_relacion\_interes\_dolares, id from e2\_attrition\_consumos where moneda=2 group by id) a9 on a.id = a9.id

left outer join (select avg(interes / (iif (importe=0,1,importe))\*100) avg\_relacion\_interes\_dolares\_p1, id from e2\_attrition\_consumos where moneda=2 and f\_consumo<20170101 group by id) a117 on a.id = a117.id

left outer join (select avg(interes / (iif (importe=0,1,importe))\*100) avg\_relacion\_interes\_dolares\_p2, id from e2\_attrition\_consumos where moneda=2 and f\_consumo>=20170101 group by id) a118 on a.id = a118.id

left outer join (select avg(cant\_cuotas) avg\_cuotas, id from e2\_attrition\_consumos group by id) a10 on a.id = a10.id

left outer join (select avg(cant\_cuotas) avg\_cuotas\_p1, id from e2\_attrition\_consumos where f\_consumo<20170101 group by id) a119 on a.id = a119.id

left outer join (select avg(cant\_cuotas) avg\_cuotas\_p2, id from e2\_attrition\_consumos where f\_consumo>=20170101 group by id) a120 on a.id = a120.id

union

select distinct id,

0 total\_consumos,

0 total\_consumos\_p1,

0 total\_consumos\_p2,

-1 porc\_total\_consumos\_p2,

0 total\_consumos\_pesos,

0 total\_consumos\_pesos\_p1,

0 total\_consumos\_pesos\_p2,

-1 porc\_consumos\_pesos,

0 total\_consumos\_dolares,

0 total\_consumos\_dolares\_p1,

0 total\_consumos\_dolares\_p2,

-1 porc\_consumos\_dolares,

-1 porc\_total\_consumos\_dolares\_p2,

0 avg\_importe\_pesos,

0 avg\_importe\_pesos\_p1,

0 avg\_importe\_pesos\_p2,

-1 porc\_avg\_importe\_pesos\_p2,

0 avg\_importe\_dolares,

0 avg\_importe\_dolares\_p1,

0 avg\_importe\_dolares\_p2,

-1 porc\_avg\_importe\_dolares\_p2,

0 avg\_interes\_pesos,

0 avg\_interes\_pesos\_p1,

0 avg\_interes\_pesos\_p2,

-1 porc\_avg\_interes\_pesos\_p2,

0 avg\_interes\_dolares,

0 avg\_interes\_dolares\_p1,

0 avg\_interes\_dolares\_p2,

-1 porc\_avg\_interes\_dolares\_p2,

-1 avg\_relacion\_interes\_pesos,

-1 avg\_relacion\_interes\_pesos\_p1,

-1 avg\_relacion\_interes\_pesos\_p2,

-1 porc\_avg\_relacion\_interes\_pesos\_p2,

-1 avg\_relacion\_interes\_dolares,

-1 avg\_relacion\_interes\_dolares\_p1,

-1 avg\_relacion\_interes\_dolares\_p2,

-1 porc\_avg\_relacion\_interes\_dolares\_p2,

-1 avg\_cuotas,

-1 avg\_cuotas\_p1,

-1 avg\_cuotas\_p2,

-1 porc\_avg\_cuotas\_p2

from e2\_attrition\_bajas where id not in (select distinct id from e2\_attrition\_consumos)

-- Comportamieto\_TC (242,337)

create view vw\_e2\_comportamiento\_tc as

select distinct a.id,

isnull(a1.total\_pagos,0) total\_pagos,

isnull(a101.total\_pagos\_p1,0) total\_pagos\_p1,

isnull(a102.total\_pagos\_p2,0) total\_pagos\_p2,

iif (isnull(a101.total\_pagos\_p1,0) + isnull(a102.total\_pagos\_p2,0)=0,-1,convert (int,isnull(convert(decimal,a102.total\_pagos\_p2),0) / (isnull(convert(decimal,a101.total\_pagos\_p1),0) + isnull(convert(decimal,a102.total\_pagos\_p2),0)) \* 100)) porc\_total\_pagos\_p2,

isnull(a2.total\_pagos\_vencidos,0) total\_pagos\_vencidos,

isnull(a103.total\_pagos\_vencidos\_p1,0) total\_pagos\_vencidos\_p1,

isnull(a104.total\_pagos\_vencidos\_p2,0) total\_pagos\_vencidos\_p2,

iif (isnull(a103.total\_pagos\_vencidos\_p1,0) + isnull(a104.total\_pagos\_vencidos\_p2,0)=0,-1, convert (int,isnull(convert(decimal,a104.total\_pagos\_vencidos\_p2),0) / (isnull(convert(decimal,a103.total\_pagos\_vencidos\_p1),0) + isnull(convert(decimal,a104.total\_pagos\_vencidos\_p2),0)) \* 100)) porc\_total\_pagos\_vencidos\_p2,

convert (int,isnull(convert(decimal,a2.total\_pagos\_vencidos),0) / isnull(convert(decimal,a1.total\_pagos),0) \* 100) porc\_total\_pagos\_vencidos,

isnull(a3.total\_pagos\_menorasaldo,0) total\_pagos\_menorasaldo,

isnull(a105.total\_pagos\_menorasaldo\_p1,0) total\_pagos\_menorasaldo\_p1,

isnull(a106.total\_pagos\_menorasaldo\_p2,0) total\_pagos\_menorasaldo\_p2,

iif (isnull(a105.total\_pagos\_menorasaldo\_p1,0) + isnull(a106.total\_pagos\_menorasaldo\_p2,0)=0,-1, convert (int,isnull(convert(decimal,a106.total\_pagos\_menorasaldo\_p2),0) / (isnull(convert(decimal,a105.total\_pagos\_menorasaldo\_p1),0) + isnull(convert(decimal,a106.total\_pagos\_menorasaldo\_p2),0)) \* 100)) porc\_total\_pagos\_menorasaldo\_p2,

convert (int,isnull(convert(decimal,a3.total\_pagos\_menorasaldo),0) / isnull(convert(decimal,a1.total\_pagos),0) \* 100) porc\_total\_pagos\_menorasaldo,

isnull(a4.total\_pagos\_menoramin,0) total\_pagos\_menoramin,

isnull(a107.total\_pagos\_menoramin\_p1,0) total\_pagos\_menoramin\_p1,

isnull(a108.total\_pagos\_menoramin\_p2,0) total\_pagos\_menoramin\_p2,

iif (isnull(a107.total\_pagos\_menoramin\_p1,0) + isnull(a108.total\_pagos\_menoramin\_p2,0)=0,-1,convert (int,isnull(convert(decimal,a108.total\_pagos\_menoramin\_p2),0) / (isnull(convert(decimal,a107.total\_pagos\_menoramin\_p1),0) + isnull(convert(decimal,a108.total\_pagos\_menoramin\_p2),0)) \* 100)) porc\_total\_pagos\_menoramin\_p2,

convert (int,isnull(convert(decimal,a4.total\_pagos\_menoramin),0) / isnull(convert(decimal,a1.total\_pagos),0) \* 100) porc\_total\_pagos\_menoramin,

iif (isnull(convert(decimal,a6.total\_importe\_saldo),0)<=0,-1,convert (int,isnull(convert(decimal,a5.total\_importe\_pago),0) / isnull(convert(decimal,a6.total\_importe\_saldo),0) \* 100)) relacion\_pago\_saldo

from e2\_attrition\_comportamiento\_tc a

left outer join (select count(\*) total\_pagos, id from e2\_attrition\_comportamiento\_tc group by id) a1 on a.id = a1.id

left outer join (select count(\*) total\_pagos\_p1, id from e2\_attrition\_comportamiento\_tc where f\_pago<20170101 group by id) a101 on a.id = a101.id

left outer join (select count(\*) total\_pagos\_p2, id from e2\_attrition\_comportamiento\_tc where f\_pago>=20170101 group by id) a102 on a.id = a102.id

left outer join (select count(\*) total\_pagos\_vencidos, id from e2\_attrition\_comportamiento\_tc where f\_pago>f\_venc group by id) a2 on a.id = a2.id

left outer join (select count(\*) total\_pagos\_vencidos\_p1, id from e2\_attrition\_comportamiento\_tc where f\_pago>f\_venc and f\_pago<20170101 group by id) a103 on a.id = a103.id

left outer join (select count(\*) total\_pagos\_vencidos\_p2, id from e2\_attrition\_comportamiento\_tc where f\_pago>f\_venc and f\_pago>=20170101 group by id) a104 on a.id = a104.id

left outer join (select count(\*) total\_pagos\_menorasaldo, id from e2\_attrition\_comportamiento\_tc where pago<saldo group by id) a3 on a.id = a3.id

left outer join (select count(\*) total\_pagos\_menorasaldo\_p1, id from e2\_attrition\_comportamiento\_tc where pago<saldo and f\_pago<20170101 group by id) a105 on a.id = a105.id

left outer join (select count(\*) total\_pagos\_menorasaldo\_p2, id from e2\_attrition\_comportamiento\_tc where pago<saldo and f\_pago>=20170101 group by id) a106 on a.id = a106.id

left outer join (select count(\*) total\_pagos\_menoramin, id from e2\_attrition\_comportamiento\_tc where pago<p\_minimo group by id) a4 on a.id = a4.id

left outer join (select count(\*) total\_pagos\_menoramin\_p1, id from e2\_attrition\_comportamiento\_tc where pago<p\_minimo and pago<20170101 group by id) a107 on a.id = a107.id

left outer join (select count(\*) total\_pagos\_menoramin\_p2, id from e2\_attrition\_comportamiento\_tc where pago<p\_minimo and pago>=20170101 group by id) a108 on a.id = a108.id

left outer join (select sum(pago) total\_importe\_pago, id from e2\_attrition\_comportamiento\_tc group by id) a5 on a.id = a5.id

left outer join (select sum(saldo) total\_importe\_saldo, id from e2\_attrition\_comportamiento\_tc group by id) a6 on a.id = a6.id

union

select distinct id,

0 total\_pagos,

0 total\_pagos\_p1,

0 total\_pagos\_p2,

-1 porc\_total\_pagos\_p2,

0 total\_pagos\_vencidos,

0 total\_pagos\_vencidos\_p1,

0 total\_pagos\_vencidos\_p2,

-1 porc\_total\_pagos\_vencidos\_p2,

-1 porc\_total\_pagos\_vencidos,

0 total\_pagos\_menorasaldo,

0 total\_pagos\_menorasaldo\_p1,

0 total\_pagos\_menorasaldo\_p2,

-1 porc\_total\_pagos\_menorasaldo\_p2,

-1 porc\_total\_pagos\_menorasaldo,

0 total\_pagos\_menoramin,

0 total\_pagos\_menoramin\_p1,

0 total\_pagos\_menoramin\_p2,

-1 porc\_total\_pagos\_menoramin\_p2,

-1 porc\_total\_pagos\_menoramin,

-1 relacion\_pago\_saldo

from e2\_attrition\_bajas where id not in (select distinct id from e2\_attrition\_comportamiento\_tc)

-- Comportamiento PL (105,404)

create view vw\_e2\_comportamiento\_pl as

select distinct a.id,

isnull(a1.total\_pagospl,0) total\_pagospl,

isnull(a101.total\_pagospl\_p1,0) total\_pagospl\_p1,

isnull(a102.total\_pagospl\_p2,0) total\_pagospl\_p2,

iif (isnull(a101.total\_pagospl\_p1,0) + isnull(a102.total\_pagospl\_p2,0)=0,-1,convert (int,isnull(convert(decimal,a102.total\_pagospl\_p2),0) / (isnull(convert(decimal,a101.total\_pagospl\_p1),0) + isnull(convert(decimal,a102.total\_pagospl\_p2),0)) \* 100)) porc\_total\_pagospl\_p2,

isnull(a2.total\_pagospl\_venc1,0) total\_pagospl\_venc1,

isnull(a201.total\_pagospl\_venc1\_p1,0) total\_pagospl\_p1\_venc1,

isnull(a202.total\_pagospl\_venc1\_p2,0) total\_pagospl\_p2\_venc1,

iif (isnull(a201.total\_pagospl\_venc1\_p1,0) + isnull(a202.total\_pagospl\_venc1\_p2,0)=0,-1,convert (int,isnull(convert(decimal,a202.total\_pagospl\_venc1\_p2),0) / (isnull(convert(decimal,a201.total\_pagospl\_venc1\_p1),0) + isnull(convert(decimal,a202.total\_pagospl\_venc1\_p2),0)) \* 100)) porc\_total\_pagospl\_venc1\_p2,

convert (int,isnull(convert(decimal,a2.total\_pagospl\_venc1),0) / isnull(convert(decimal,a1.total\_pagospl),0) \* 100) porc\_total\_pagospl\_venc1,

isnull(a3.total\_pagospl\_venc2,0) total\_pagospl\_venc2,

isnull(a301.total\_pagospl\_venc2\_p1,0) total\_pagospl\_p1\_venc2,

isnull(a302.total\_pagospl\_venc2\_p2,0) total\_pagospl\_p2\_venc2,

iif (isnull(a301.total\_pagospl\_venc2\_p1,0) + isnull(a302.total\_pagospl\_venc2\_p2,0)=0,-1,convert (int,isnull(convert(decimal,a302.total\_pagospl\_venc2\_p2),0) / (isnull(convert(decimal,a301.total\_pagospl\_venc2\_p1),0) + isnull(convert(decimal,a302.total\_pagospl\_venc2\_p2),0)) \* 100)) porc\_total\_pagospl\_venc2\_p2,

convert (int,isnull(convert(decimal,a3.total\_pagospl\_venc2),0) / isnull(convert(decimal,a1.total\_pagospl),0) \* 100) porc\_total\_pagospl\_venc2

from e2\_attrition\_comportamiento\_pl a

left outer join (select count(\*) total\_pagospl, id from e2\_attrition\_comportamiento\_pl group by id) a1 on a.id = a1.id

left outer join (select count(\*) total\_pagospl\_p1, id from e2\_attrition\_comportamiento\_pl where f\_pago<20170101 group by id) a101 on a.id = a101.id

left outer join (select count(\*) total\_pagospl\_p2, id from e2\_attrition\_comportamiento\_pl where f\_pago>=20170101 group by id) a102 on a.id = a102.id

left outer join (select count(\*) total\_pagospl\_venc1, id from e2\_attrition\_comportamiento\_pl where f\_pago>f\_venc1 group by id) a2 on a.id = a2.id

left outer join (select count(\*) total\_pagospl\_venc1\_p1, id from e2\_attrition\_comportamiento\_pl where f\_pago<20170101 and f\_pago>f\_venc1 group by id) a201 on a.id = a201.id

left outer join (select count(\*) total\_pagospl\_venc1\_p2, id from e2\_attrition\_comportamiento\_pl where f\_pago>=20170101 and f\_pago>f\_venc1 group by id) a202 on a.id = a202.id

left outer join (select count(\*) total\_pagospl\_venc2, id from e2\_attrition\_comportamiento\_pl where f\_pago>f\_venc2 group by id) a3 on a.id = a3.id

left outer join (select count(\*) total\_pagospl\_venc2\_p1, id from e2\_attrition\_comportamiento\_pl where f\_pago<20170101 and f\_pago>f\_venc2 group by id) a301 on a.id = a301.id

left outer join (select count(\*) total\_pagospl\_venc2\_p2, id from e2\_attrition\_comportamiento\_pl where f\_pago>=20170101 and f\_pago>f\_venc2 group by id) a302 on a.id = a302.id

union

select distinct id,

0 total\_pagospl,

0 total\_pagospl\_p1,

0 total\_pagospl\_p2,

-1 porc\_total\_pagospl\_p2,

0 total\_pagospl\_venc1,

0 total\_pagospl\_p1\_venc1,

0 total\_pagospl\_p2\_venc1,

-1 porc\_total\_pagospl\_venc1\_p2,

-1 porc\_total\_pagospl\_venc1,

0 total\_pagospl\_venc2,

0 total\_pagospl\_p1\_venc2,

0 total\_pagospl\_p2\_venc2,

-1 porc\_total\_pagospl\_venc2\_p2,

-1 porc\_total\_pagospl\_venc2

from e2\_attrition\_bajas where id not in (select distinct id from e2\_attrition\_comportamiento\_pl)

-- Tableau

create view vw\_e2\_tableau as

select

a.id, a.baja,

b.Id\_Cli\_Provincia, b.Edad, b.Sexo, b.Nacionalidad, b.Ocupacion, b.Estado\_Civil, b.Cant\_Hijos, b.Condicion\_Prop, b.Estado,

c.Rm1, c.Rm2, c.Rm3, c.Rm4, c.Rm5, c.Rm6, c.Ingreso, c.CompraLimiValor, c.Relacion\_Lim\_Ing, c.Atraso\_Max\_Hist, c.AtrasoM6, c.AtrasoM5, c.AtrasoM4, c.AtrasoM3, c.AtrasoM2, c.AtrasoM1,

d.total\_prods,d.total\_prods\_refi,d.porc\_prods\_refi,d.total\_prods\_cartaa,d.porc\_prods\_cartaa,d.total\_prods\_wm,d.porc\_prods\_wm,d.total\_prods\_hipert,d.porc\_prods\_hipert,d.total\_prods\_emple,d.porc\_prods\_emple,d.total\_prods\_efectivo,d.porc\_prods\_efectivo,d.total\_prods\_consumo,d.porc\_prods\_consumo,d.total\_prods\_plcc,d.porc\_prods\_plcc,d.total\_prods\_bankcard,d.porc\_prods\_bankcard,

total\_reclamos,avg\_dias, avg\_dias\_reclamo, avg\_dias\_consulta, total\_reclamos\_reclamo, porc\_reclamos\_reclamo, total\_reclamos\_consulta, porc\_reclamos\_consulta, total\_reclamos\_canal1, total\_reclamos\_canal7, total\_reclamos\_canal3, total\_reclamos\_canal22, total\_reclamos\_canal19, total\_reclamos\_canal29, total\_reclamos\_canal33, total\_reclamos\_canal13, total\_reclamos\_canal35, total\_reclamos\_canal32, total\_reclamos\_walmart, total\_reclamos\_ta, total\_reclamos\_hiper, total\_reclamos\_na, total\_reclamos\_cordial, total\_reclamos\_refi, total\_reclamos\_estado2, porc\_reclamos\_estado2, total\_reclamos\_estado3, porc\_reclamos\_estado3, total\_reclamos\_estado4, porc\_reclamos\_estado4, total\_reclamos\_categoria4, porc\_reclamos\_categoria4, total\_reclamos\_categoria5, porc\_reclamos\_categoria5, total\_reclamos\_categoria6, porc\_reclamos\_categoria6, total\_reclamos\_categoria20, porc\_reclamos\_categoria20, total\_reclamos\_req1, total\_reclamos\_req2, total\_reclamos\_req3, total\_reclamos\_req4, total\_reclamos\_req5, total\_reclamos\_req6, total\_reclamos\_req7, total\_reclamos\_req8, total\_reclamos\_req9, total\_reclamos\_req10, total\_reclamos\_req11, total\_reclamos\_req12, total\_reclamos\_req13, total\_reclamos\_req14, total\_reclamos\_req15, total\_reclamos\_req16, total\_reclamos\_req17, total\_reclamos\_req18, total\_reclamos\_req19, total\_reclamos\_req20, total\_reclamos\_req21, total\_reclamos\_req22, total\_reclamos\_req23, total\_reclamos\_req24, total\_reclamos\_req25, total\_reclamos\_req26, total\_reclamos\_req27, total\_reclamos\_req28, total\_reclamos\_req29, total\_reclamos\_req30, total\_reclamos\_req31, total\_reclamos\_req32, total\_reclamos\_req33, total\_reclamos\_req34, total\_reclamos\_req35, total\_reclamos\_req36, total\_reclamos\_req37, total\_reclamos\_req38, total\_reclamos\_req39, total\_reclamos\_req40, total\_reclamos\_req41, total\_reclamos\_req42, total\_reclamos\_req43, total\_reclamos\_req44, total\_reclamos\_req45, total\_reclamos\_req46, total\_reclamos\_req47, total\_reclamos\_req48, total\_reclamos\_req49, total\_reclamos\_req50, total\_reclamos\_req51, total\_reclamos\_req52, total\_reclamos\_req53, total\_reclamos\_req54, total\_reclamos\_req55, total\_reclamos\_req56, total\_reclamos\_req57, total\_reclamos\_req58, total\_reclamos\_req59, total\_reclamos\_req60, total\_reclamos\_req61, total\_reclamos\_req62, total\_reclamos\_req63, total\_reclamos\_req64, total\_reclamos\_req65, total\_reclamos\_req66, total\_reclamos\_req67, total\_reclamos\_req68, total\_reclamos\_req69, total\_reclamos\_req70, total\_reclamos\_req71, total\_reclamos\_req72,

f.total\_consumos, f.total\_consumos\_p1, f.total\_consumos\_p2, f.porc\_total\_consumos\_p2, f.total\_consumos\_pesos, f.total\_consumos\_pesos\_p1, f.total\_consumos\_pesos\_p2, f.porc\_consumos\_pesos, f.total\_consumos\_dolares, f.total\_consumos\_dolares\_p1, f.total\_consumos\_dolares\_p2, f.porc\_consumos\_dolares, f.porc\_total\_consumos\_dolares\_p2, f.avg\_importe\_pesos, f.avg\_importe\_pesos\_p1, f.avg\_importe\_pesos\_p2, f.porc\_avg\_importe\_pesos\_p2, f.avg\_importe\_dolares, f.avg\_importe\_dolares\_p1, f.avg\_importe\_dolares\_p2, f.porc\_avg\_importe\_dolares\_p2, f.avg\_interes\_pesos, f.avg\_interes\_pesos\_p1, f.avg\_interes\_pesos\_p2, f.porc\_avg\_interes\_pesos\_p2, f.avg\_interes\_dolares, f.avg\_interes\_dolares\_p1, f.avg\_interes\_dolares\_p2, f.porc\_avg\_interes\_dolares\_p2, f.avg\_relacion\_interes\_pesos, f.avg\_relacion\_interes\_pesos\_p1, f.avg\_relacion\_interes\_pesos\_p2, f.porc\_avg\_relacion\_interes\_pesos\_p2, f.avg\_relacion\_interes\_dolares, f.avg\_relacion\_interes\_dolares\_p1, f.avg\_relacion\_interes\_dolares\_p2, f.porc\_avg\_relacion\_interes\_dolares\_p2, f.avg\_cuotas, f.avg\_cuotas\_p1, f.avg\_cuotas\_p2, f.porc\_avg\_cuotas\_p2,

g.total\_pagos, g.total\_pagos\_p1, g.total\_pagos\_p2, g.porc\_total\_pagos\_p2, g.total\_pagos\_vencidos, g.total\_pagos\_vencidos\_p1, g.total\_pagos\_vencidos\_p2, g.porc\_total\_pagos\_vencidos\_p2, g.porc\_total\_pagos\_vencidos, g.total\_pagos\_menorasaldo, g.total\_pagos\_menorasaldo\_p1, g.total\_pagos\_menorasaldo\_p2, g.porc\_total\_pagos\_menorasaldo\_p2, g.porc\_total\_pagos\_menorasaldo, g.total\_pagos\_menoramin, g.total\_pagos\_menoramin\_p1, g.total\_pagos\_menoramin\_p2, g.porc\_total\_pagos\_menoramin\_p2, g.porc\_total\_pagos\_menoramin, g.relacion\_pago\_saldo,

h.total\_pagospl, h.total\_pagospl\_p1, h.total\_pagospl\_p2, h.porc\_total\_pagospl\_p2, h.total\_pagospl\_venc1, h.total\_pagospl\_p1\_venc1, h.total\_pagospl\_p2\_venc1, h.porc\_total\_pagospl\_venc1\_p2, h.porc\_total\_pagospl\_venc1, h.total\_pagospl\_venc2, h.total\_pagospl\_p1\_venc2, h.total\_pagospl\_p2\_venc2, h.porc\_total\_pagospl\_venc2\_p2, h.porc\_total\_pagospl\_venc2

from

(select id, iif(motivo\_baja='BAJA POR DECISION CLIENTE',1,0) Baja from vw\_e2\_bajas) a,

(select \* from vw\_e2\_clientes) b,

(select \* from vw\_e2\_comportamiento) c,

(select \* from vw\_e2\_productos) d,

(select \* from vw\_e2\_reclamos) e,

(select \* from vw\_e2\_consumos) f,

(select \* from vw\_e2\_comportamiento\_tc) g,

(select \* from vw\_e2\_comportamiento\_pl) h

where a.id = b.id

and a.id = c.id

and a.id = d.id

and a.id = e.id

and a.id = f.id

and a.id = g.id

and a.id = h.id