Sales Force Investigation

From Mirror DB

1. Number of calls

Table : vault.salesforce_task_mart

Query :

```
select distinct count(task_id)
from vault.salesforce_task_mart
where task_sub_type like 'Call';
```

2. Call Duration

Table : vault.salesforce_task_mart

Query :

```
SELECT task_id,task_sub_type, task_status, task_completion, task_creation,
EXTRACT(EPOCH FROM (vault.salesforce_task_mart.task_completion —
vault.salesforce_task_mart.task_creation)) /3600 AS Duration
from vault.salesforce_task_mart
where task_sub_type like 'Call' AND task_completion!= task_creation;
```

Issue

Many of the calls duration are negative (Started timestamp is grater than Completion time)

3. Emails Sent

Table : vault.salesforce_task_mart

Query :

```
select distinct count(task_id)
from vault.salesforce_task_mart
where task_sub_type like '%mail'
AND  task_status Like 'Completed';
```

Issue Difference between Emails and Linked Emails. Which are to be counted?

4. Account type

Account type can be retrieved from data with key : 'Contact_Type__c'.

Tables:

salesforce.contacts ,

salesforce.accounts

Query:

```
select * from salesforce.contacts;

select * from salesforce.accounts;
```

"Account_Type__c": "Supplier".

"Contact_Type__c": "Buyer",.

"Contact_Type__c": "Supplier"

5. Onboarding Done

Key : Onboarding_done__c

Tables:

salesforce.accounts

salesforce.contacts

Query:

```
select * from salesforce.contacts;
```

6. Different Buyers/Suppliers Touched

The 'vault.salesforce_task_mart' contains **hash keys for Companyid, accountid**.

Form here we can retrieve Buyers and suppliers that have been contacted via Call, mail, fax e.t.c