DROP VIEW IF EXISTS public.queues\_by\_customer\_entity CASCADE;

CREATE OR REPLACE VIEW public.queues\_by\_customer\_entity

AS

SELECT CASE

WHEN (lower(task\_queue\_name) LIKE '%certify%' OR lower(task\_queue\_name) LIKE '%gsr-verify-verify%' OR lower(task\_queue\_name) LIKE '%verify-verify-verify%') THEN 'ADS-Quality'

WHEN (LOWER(queue\_type) LIKE '%training%' OR LOWER(queue\_type) LIKE '%accuracy%' OR LOWER(queue\_type) LIKE '%error categorization%') THEN 'ADS-WFM'

WHEN LOWER([priority]) LIKE '%accuracy%' THEN 'ADS-Quality'

WHEN LOWER([priority]) LIKE '%training%' THEN 'ADS-WFM'

WHEN (lower(task\_queue\_name) LIKE '%transcription audit%' OR LOWER(queue\_type) = 'quality') THEN 'ADS-Quality'

WHEN LOWER(queue\_type) LIKE '%training%' THEN 'ADS-WFM'

WHEN lower(task\_queue\_name) LIKE '%ads-science%' THEN 'ADS Science'

WHEN lower(task\_queue\_name) LIKE '%ads-wfm%' THEN 'ADS-WFM'

WHEN (customer\_grp\_value IS NULL AND vertical\_or\_sub\_initiative = 'Other' AND (lower(queue\_type) LIKE '%eeep%' OR lower(task\_queue\_name) LIKE '%fx-clue%' OR task\_queue\_name LIKE '%FX-CLUE%' OR lower(task\_queue\_name) LIKE '%ramp%' OR task\_queue\_name LIKE '% FX-CLUE%' OR task\_queue\_name LIKE '%FX-CLUE %' OR lower(task\_queue\_name) LIKE '%clue%')) THEN 'ADS-RAMP'

WHEN (customer\_grp\_value IS NULL AND LOWER(transformation) LIKE '%wake word%') THEN 'Wake Word'

WHEN (lower(task\_queue\_name) LIKE '%privacy\_enhancements%' AND (lower(vertical\_or\_sub\_initiative) LIKE '%other%' OR lower(vertical\_or\_sub\_initiative) LIKE '%ads-wfm%' OR lower(vertical\_or\_sub\_initiative) LIKE '%ads-science%')) THEN 'ADSC Tech'

WHEN (customer\_grp\_value IS NULL AND vertical\_or\_sub\_initiative = 'Echo Devices') THEN '1P Devices'

WHEN (customer\_grp\_value IS NULL AND lower(vertical\_or\_sub\_initiative) LIKE '%1p%') THEN '1P Devices'

WHEN (customer\_grp\_value IS NULL AND lower(vertical\_or\_sub\_initiative) LIKE '%2p%') THEN '2P Devices'

WHEN (customer\_grp\_value IS NULL AND vertical\_or\_sub\_initiative = 'Alexa Enabled Amazon Devices') THEN '2P Devices'

WHEN (customer\_grp\_value = 'Alexa Enabled Amazon Devices' AND vertical\_or\_sub\_initiative = 'Alexa Enabled Amazon Devices') THEN '2P Devices'

WHEN (customer\_grp\_value = 'Auto/Navigation' OR customer\_grp\_value = 'Alexa Automotive' OR customer\_grp\_value = 'Automotive' OR customer\_grp\_value = 'Auto' OR (customer\_grp\_value IS NULL AND (vertical\_or\_sub\_initiative = 'Other' AND device\_or\_initiative = 'Auto'))) THEN 'Alexa Automotive'

WHEN (customer\_grp\_value = 'Alexa Experience and Devices (EAD)' OR vertical\_or\_sub\_initiative = 'Alexa Experience and Devices (EAD)' OR customer\_grp\_value = 'Alexa Experience & Devices (EAD)' OR vertical\_or\_sub\_initiative = 'Alexa Experience & Devices (EAD)' OR vertical\_or\_sub\_initiative LIKE 'Alexa Experience%') THEN 'Alexa Experience and Personality'

WHEN (customer\_grp\_value IS NULL AND vertical\_or\_sub\_initiative IN ('Alexa Brain')) THEN 'Alexa Intelligent Decisions'

WHEN (customer\_grp\_value IS NULL AND device\_or\_initiative IN ('Alexa Brain')) THEN 'Alexa Intelligent Decisions'

WHEN (customer\_grp\_value = 'ID') THEN 'Alexa Intelligent Decisions'

WHEN (customer\_grp\_value = 'Alexa Communication') THEN 'Communication'

WHEN (customer\_grp\_value IS NULL AND device\_or\_initiative = 'Other' AND vertical\_or\_sub\_initiative = 'Dylan VBM') THEN 'Dylan (VBM)'

WHEN (customer\_grp\_value = 'HHO' OR vertical\_or\_sub\_initiative = 'HHO') THEN 'Household Organization (HHO)'

WHEN (vertical\_or\_sub\_initiative = 'Information Non-QA') THEN 'Information'

WHEN (customer\_grp\_value = 'SmartHome') THEN 'Smart Home'

WHEN (customer\_grp\_value IS NULL AND customer\_grp\_value = 'Ask') THEN 'ASK'

WHEN (customer\_grp\_value = 'Health & Wellness') THEN 'Health and Wellness'

WHEN (customer\_grp\_value IS NULL AND device\_or\_initiative = 'Hybrid') THEN 'Alexa Hybrid'

WHEN (customer\_grp\_value IS NULL AND vertical\_or\_sub\_initiative = 'Other' AND device\_or\_initiative = 'Speaker ID') THEN 'SpeakerID'

WHEN (customer\_grp\_value IS NULL AND vertical\_or\_sub\_initiative <> 'Other') THEN vertical\_or\_sub\_initiative

WHEN (customer\_grp\_value IS NULL AND vertical\_or\_sub\_initiative = 'Other') THEN device\_or\_initiative

ELSE customer\_grp\_value

END AS customer,

task\_queue\_id,

service\_order\_id,

aim\_work\_type,

order\_name,

customer\_grp\_key

FROM (SELECT DISTINCT customer\_grp\_value,

wtqd.vertical\_or\_sub\_initiative,

wtqd.device\_or\_initiative,

wtqd.atat\_transformation AS transformation,

wtqd.task\_queue\_name,

wtqd.task\_queue\_id\_key AS task\_queue\_id,

wtqd.queue\_type,

priority,

dtq.service\_order\_id,

fso.aim\_work\_type,

fso.order\_name,

customer\_grp\_key::VARCHAR(1000) AS customer\_grp\_key

FROM nvdev.wbr\_task\_queue\_dim wtqd

LEFT JOIN nvads.dim\_task\_queue\_view dtq ON wtqd.task\_queue\_id\_key = dtq.task\_queue\_id

LEFT JOIN (SELECT order\_id,

cust\_grp\_id,

aim\_work\_type,

order\_name

FROM (SELECT DISTINCT order\_id,

cust\_grp\_id,

aim\_work\_type,

order\_name,

ROW\_NUMBER() OVER (PARTITION BY order\_id ORDER BY order\_update\_dt DESC) AS RNK

FROM nvads.fact\_service\_order)

WHERE RNK = 1) fso ON dtq.service\_order\_id = fso.order\_id

LEFT JOIN (SELECT customer\_grp\_key,

customer\_grp\_value,

cust\_grp\_id

FROM (SELECT DISTINCT customer\_grp\_key,

customer\_grp\_value,

cust\_grp\_id,

ROW\_NUMBER() OVER (PARTITION BY CUST\_GRP\_ID ORDER BY insert\_date DESC) AS RNK

FROM nvads.dim\_customer\_group)

WHERE RNK = 1) cust ON fso.cust\_grp\_id = cust.cust\_grp\_id

LEFT JOIN (SELECT DISTINCT order\_id,

order\_create\_dt,

order\_update\_dt,

order\_name,

aim\_work\_type AS ADS\_Service

FROM (SELECT DISTINCT order\_id,

order\_create\_dt,

order\_update\_dt,

order\_name,

aim\_work\_type,

ROW\_NUMBER() OVER (PARTITION BY order\_id ORDER BY order\_update\_dt DESC) AS RNK

FROM nvads.fact\_service\_order

WHERE (LOWER(order\_name) NOT LIKE '%%[closed]%%' OR LOWER(order\_name) NOT LIKE '%%[closded]%%'))

WHERE RNK = 1) fso2 ON dtq.service\_order\_id = fso2.order\_id

UNION ALL

SELECT DISTINCT customer\_grp\_value,

customer\_grp\_value AS vertical\_or\_sub\_initiative,

customer\_grp\_value AS device\_or\_initiative,

transformation,

task\_queue\_name,

task\_queue\_id,

'RAMP' AS queue\_type,

'RAMP' AS priority,

NULL AS service\_order\_id,

NULL AS aim\_work\_type,

NULL AS order\_name,

NULL AS customer\_grp\_key

FROM nvads.ramp\_edx

UNION ALL

SELECT DISTINCT cycle\_customer AS customer\_grp\_value,

cycle\_customer AS vertical\_or\_sub\_initiative,

cycle\_type || ' ~ work state = ' || cycle\_state AS transformation,

cycle\_customer AS device\_or\_initiative,

cycle\_name AS task\_queue\_name,

cycle\_id::TEXT AS task\_queue\_id,

'RVD' AS queue\_type,

'RVD' AS priority,

NULL AS service\_order\_id,

NULL AS aim\_work\_type,

NULL AS order\_name,

NULL AS customer\_grp\_key

FROM nvrvd.tap\_cycle)

WITH NO SCHEMA binding;

GRANT SELECT, INSERT, TRIGGER, DELETE, RULE, UPDATE, REFERENCES ON public.queues\_by\_customer\_entity TO nvort\_dev;

GRANT TRIGGER, INSERT, REFERENCES, UPDATE, SELECT, RULE, DELETE ON public.queues\_by\_customer\_entity TO nvort;