DROP TABLE IVR\_CALL\_EVENT\_CONTEXT\_MENU\_NAME\_APR17\_ONWARDS IF EXISTS;

CREATE TABLE IVR\_CALL\_EVENT\_CONTEXT\_MENU\_NAME\_APR17\_ONWARDS AS

SELECT OCCURRENCE\_TIME.SVCOPS\_IVR\_CALL\_DIM\_ID

, OCCURRENCE\_TIME\_1

, EVENT\_CONTEXT\_1

, EVENT\_DURATION\_1

, MENU\_NAME\_1

, OCCURRENCE\_TIME\_2

, EVENT\_CONTEXT\_2

, EVENT\_DURATION\_2

, MENU\_NAME\_2

, OCCURRENCE\_TIME\_3

, EVENT\_CONTEXT\_3

, EVENT\_DURATION\_3

, MENU\_NAME\_3

, OCCURRENCE\_TIME\_4

, EVENT\_CONTEXT\_4

, EVENT\_DURATION\_4

, MENU\_NAME\_4

, OCCURRENCE\_TIME\_5

, EVENT\_CONTEXT\_5

, EVENT\_DURATION\_5

, MENU\_NAME\_5

, OCCURRENCE\_TIME\_6

, EVENT\_CONTEXT\_6

, EVENT\_DURATION\_6

, MENU\_NAME\_6

, OCCURRENCE\_TIME\_7

, EVENT\_CONTEXT\_7

, EVENT\_DURATION\_7

, MENU\_NAME\_7

, OCCURRENCE\_TIME\_8

, EVENT\_CONTEXT\_8

, EVENT\_DURATION\_8

, MENU\_NAME\_8

, OCCURRENCE\_TIME\_9

, EVENT\_CONTEXT\_9

, EVENT\_DURATION\_9

, MENU\_NAME\_9

FROM

(

SELECT SVCOPS\_IVR\_CALL\_DIM\_ID

, MAX(OCCURRENCE\_TIME\_T1) AS OCCURRENCE\_TIME\_1

, MAX(OCCURRENCE\_TIME\_T2) AS OCCURRENCE\_TIME\_2

, MAX(OCCURRENCE\_TIME\_T3) AS OCCURRENCE\_TIME\_3

, MAX(OCCURRENCE\_TIME\_T4) AS OCCURRENCE\_TIME\_4

, MAX(OCCURRENCE\_TIME\_T5) AS OCCURRENCE\_TIME\_5

, MAX(OCCURRENCE\_TIME\_T6) AS OCCURRENCE\_TIME\_6

, MAX(OCCURRENCE\_TIME\_T7) AS OCCURRENCE\_TIME\_7

, MAX(OCCURRENCE\_TIME\_T8) AS OCCURRENCE\_TIME\_8

, MAX(OCCURRENCE\_TIME\_T9) AS OCCURRENCE\_TIME\_9

FROM

(

SELECT SVCOPS\_IVR\_CALL\_DIM\_ID

, CASE WHEN RN\_MENU\_CHANGE = 1 THEN OCCURRENCE\_TIME END AS OCCURRENCE\_TIME\_T1

, CASE WHEN RN\_MENU\_CHANGE = 2 THEN OCCURRENCE\_TIME END AS OCCURRENCE\_TIME\_T2

, CASE WHEN RN\_MENU\_CHANGE = 3 THEN OCCURRENCE\_TIME END AS OCCURRENCE\_TIME\_T3

, CASE WHEN RN\_MENU\_CHANGE = 4 THEN OCCURRENCE\_TIME END AS OCCURRENCE\_TIME\_T4

, CASE WHEN RN\_MENU\_CHANGE = 5 THEN OCCURRENCE\_TIME END AS OCCURRENCE\_TIME\_T5

, CASE WHEN RN\_MENU\_CHANGE = 6 THEN OCCURRENCE\_TIME END AS OCCURRENCE\_TIME\_T6

, CASE WHEN RN\_MENU\_CHANGE = 7 THEN OCCURRENCE\_TIME END AS OCCURRENCE\_TIME\_T7

, CASE WHEN RN\_MENU\_CHANGE = 8 THEN OCCURRENCE\_TIME END AS OCCURRENCE\_TIME\_T8

, CASE WHEN RN\_MENU\_CHANGE = 9 THEN OCCURRENCE\_TIME END AS OCCURRENCE\_TIME\_T9

FROM

(

SELECT A.SVCOPS\_IVR\_CALL\_DIM\_ID

, A.CONN\_ID

, A.UUID

, B.SVCOPS\_IVR\_MENU\_DIM\_ID

, B.OCCURRENCE\_TIME

, B.EVENT\_CONTEXT

, B.CALL\_DURATION

, C.MENU\_NAME

, ROW\_NUMBER() OVER(PARTITION BY A.SVCOPS\_IVR\_CALL\_DIM\_ID ORDER BY B.OCCURRENCE\_TIME DESC, SVCOPS\_IVR\_MENU\_DIM\_ID DESC, EVENT\_DURATION DESC) AS RN\_MENU\_CHANGE

FROM

DM\_CUSTOMER.ADMIN.SVCOPS\_IVR\_CALL\_DIM A

JOIN

DM\_CUSTOMER.ADMIN.SVCOPS\_IVR\_CALL\_ACTIVITY\_FACT B

ON A.SVCOPS\_IVR\_CALL\_DIM\_ID = B.SVCOPS\_IVR\_CALL\_DIM\_ID

AND A.SVCOPS\_IVR\_CALL\_DIM\_ID <> -1

AND A.CONN\_ID <> '0'

AND B.CALL\_DAY\_ID BETWEEN 20170401 AND 20190131

JOIN

DM\_CUSTOMER.ADMIN.SVCOPS\_IVR\_MENU\_DIM C

ON B.SVCOPS\_IVR\_MENU\_DIM\_ID = C.SVCOPS\_IVR\_MENU\_DIM\_ID

AND B.SVCOPS\_IVR\_MENU\_DIM\_ID <> -1

) OCCURRENCE\_TIME

) OCCURRENCE\_TIME\_TRANSPOSE

GROUP BY 1

) OCCURRENCE\_TIME

LEFT JOIN

(

SELECT SVCOPS\_IVR\_CALL\_DIM\_ID

, MAX(EVENT\_CONTEXT\_T1) AS EVENT\_CONTEXT\_1

, MAX(EVENT\_CONTEXT\_T2) AS EVENT\_CONTEXT\_2

, MAX(EVENT\_CONTEXT\_T3) AS EVENT\_CONTEXT\_3

, MAX(EVENT\_CONTEXT\_T4) AS EVENT\_CONTEXT\_4

, MAX(EVENT\_CONTEXT\_T5) AS EVENT\_CONTEXT\_5

, MAX(EVENT\_CONTEXT\_T6) AS EVENT\_CONTEXT\_6

, MAX(EVENT\_CONTEXT\_T7) AS EVENT\_CONTEXT\_7

, MAX(EVENT\_CONTEXT\_T8) AS EVENT\_CONTEXT\_8

, MAX(EVENT\_CONTEXT\_T9) AS EVENT\_CONTEXT\_9

FROM

(

SELECT SVCOPS\_IVR\_CALL\_DIM\_ID

, CASE WHEN RN\_MENU\_CHANGE = 1 THEN EVENT\_CONTEXT END AS EVENT\_CONTEXT\_T1

, CASE WHEN RN\_MENU\_CHANGE = 2 THEN EVENT\_CONTEXT END AS EVENT\_CONTEXT\_T2

, CASE WHEN RN\_MENU\_CHANGE = 3 THEN EVENT\_CONTEXT END AS EVENT\_CONTEXT\_T3

, CASE WHEN RN\_MENU\_CHANGE = 4 THEN EVENT\_CONTEXT END AS EVENT\_CONTEXT\_T4

, CASE WHEN RN\_MENU\_CHANGE = 5 THEN EVENT\_CONTEXT END AS EVENT\_CONTEXT\_T5

, CASE WHEN RN\_MENU\_CHANGE = 6 THEN EVENT\_CONTEXT END AS EVENT\_CONTEXT\_T6

, CASE WHEN RN\_MENU\_CHANGE = 7 THEN EVENT\_CONTEXT END AS EVENT\_CONTEXT\_T7

, CASE WHEN RN\_MENU\_CHANGE = 8 THEN EVENT\_CONTEXT END AS EVENT\_CONTEXT\_T8

, CASE WHEN RN\_MENU\_CHANGE = 9 THEN EVENT\_CONTEXT END AS EVENT\_CONTEXT\_T9

FROM

(

SELECT A.SVCOPS\_IVR\_CALL\_DIM\_ID

, A.CONN\_ID

, A.UUID

, B.SVCOPS\_IVR\_MENU\_DIM\_ID

, B.OCCURRENCE\_TIME

, B.EVENT\_CONTEXT

, C.MENU\_NAME

, ROW\_NUMBER() OVER(PARTITION BY A.SVCOPS\_IVR\_CALL\_DIM\_ID ORDER BY B.OCCURRENCE\_TIME DESC, SVCOPS\_IVR\_MENU\_DIM\_ID DESC) AS RN\_MENU\_CHANGE

FROM

DM\_CUSTOMER.ADMIN.SVCOPS\_IVR\_CALL\_DIM A

JOIN

DM\_CUSTOMER.ADMIN.SVCOPS\_IVR\_CALL\_ACTIVITY\_FACT B

ON A.SVCOPS\_IVR\_CALL\_DIM\_ID = B.SVCOPS\_IVR\_CALL\_DIM\_ID

AND A.SVCOPS\_IVR\_CALL\_DIM\_ID <> -1

AND A.CONN\_ID <> '0'

AND B.CALL\_DAY\_ID BETWEEN 20170401 AND 20190131

JOIN

DM\_CUSTOMER.ADMIN.SVCOPS\_IVR\_MENU\_DIM C

ON B.SVCOPS\_IVR\_MENU\_DIM\_ID = C.SVCOPS\_IVR\_MENU\_DIM\_ID

AND B.SVCOPS\_IVR\_MENU\_DIM\_ID <> -1

) EVENT\_CONTEXT

) EVENT\_CONTEXT\_TRANSPOSE

GROUP BY 1

) EVENT\_CONTEXT

ON OCCURRENCE\_TIME.SVCOPS\_IVR\_CALL\_DIM\_ID = EVENT\_CONTEXT.SVCOPS\_IVR\_CALL\_DIM\_ID

LEFT JOIN

(

SELECT SVCOPS\_IVR\_CALL\_DIM\_ID

, MAX(EVENT\_DURATION\_T1) AS EVENT\_DURATION\_1

, MAX(EVENT\_DURATION\_T2) AS EVENT\_DURATION\_2

, MAX(EVENT\_DURATION\_T3) AS EVENT\_DURATION\_3

, MAX(EVENT\_DURATION\_T4) AS EVENT\_DURATION\_4

, MAX(EVENT\_DURATION\_T5) AS EVENT\_DURATION\_5

, MAX(EVENT\_DURATION\_T6) AS EVENT\_DURATION\_6

, MAX(EVENT\_DURATION\_T7) AS EVENT\_DURATION\_7

, MAX(EVENT\_DURATION\_T8) AS EVENT\_DURATION\_8

, MAX(EVENT\_DURATION\_T9) AS EVENT\_DURATION\_9

FROM

(

SELECT SVCOPS\_IVR\_CALL\_DIM\_ID

, CASE WHEN RN\_MENU\_CHANGE = 1 THEN EVENT\_DURATION END AS EVENT\_DURATION\_T1

, CASE WHEN RN\_MENU\_CHANGE = 2 THEN EVENT\_DURATION END AS EVENT\_DURATION\_T2

, CASE WHEN RN\_MENU\_CHANGE = 3 THEN EVENT\_DURATION END AS EVENT\_DURATION\_T3

, CASE WHEN RN\_MENU\_CHANGE = 4 THEN EVENT\_DURATION END AS EVENT\_DURATION\_T4

, CASE WHEN RN\_MENU\_CHANGE = 5 THEN EVENT\_DURATION END AS EVENT\_DURATION\_T5

, CASE WHEN RN\_MENU\_CHANGE = 6 THEN EVENT\_DURATION END AS EVENT\_DURATION\_T6

, CASE WHEN RN\_MENU\_CHANGE = 7 THEN EVENT\_DURATION END AS EVENT\_DURATION\_T7

, CASE WHEN RN\_MENU\_CHANGE = 8 THEN EVENT\_DURATION END AS EVENT\_DURATION\_T8

, CASE WHEN RN\_MENU\_CHANGE = 9 THEN EVENT\_DURATION END AS EVENT\_DURATION\_T9

FROM

(

SELECT A.SVCOPS\_IVR\_CALL\_DIM\_ID

, A.CONN\_ID

, A.UUID

, B.SVCOPS\_IVR\_MENU\_DIM\_ID

, B.OCCURRENCE\_TIME

, B.EVENT\_CONTEXT

, B.EVENT\_DURATION

, C.MENU\_NAME

, ROW\_NUMBER() OVER(PARTITION BY A.SVCOPS\_IVR\_CALL\_DIM\_ID ORDER BY B.OCCURRENCE\_TIME DESC, SVCOPS\_IVR\_MENU\_DIM\_ID DESC) AS RN\_MENU\_CHANGE

FROM

DM\_CUSTOMER.ADMIN.SVCOPS\_IVR\_CALL\_DIM A

JOIN

DM\_CUSTOMER.ADMIN.SVCOPS\_IVR\_CALL\_ACTIVITY\_FACT B

ON A.SVCOPS\_IVR\_CALL\_DIM\_ID = B.SVCOPS\_IVR\_CALL\_DIM\_ID

AND A.SVCOPS\_IVR\_CALL\_DIM\_ID <> -1

AND A.CONN\_ID <> '0'

AND B.CALL\_DAY\_ID BETWEEN 20170401 AND 20190131

JOIN

DM\_CUSTOMER.ADMIN.SVCOPS\_IVR\_MENU\_DIM C

ON B.SVCOPS\_IVR\_MENU\_DIM\_ID = C.SVCOPS\_IVR\_MENU\_DIM\_ID

AND B.SVCOPS\_IVR\_MENU\_DIM\_ID <> -1

) EVENT\_D

) EVENT\_D\_TRANSPOSE

GROUP BY 1

) EVENT\_DURATION

ON OCCURRENCE\_TIME.SVCOPS\_IVR\_CALL\_DIM\_ID = EVENT\_DURATION.SVCOPS\_IVR\_CALL\_DIM\_ID

LEFT JOIN

(

SELECT SVCOPS\_IVR\_CALL\_DIM\_ID

, MAX(MENU\_NAME\_T1) AS MENU\_NAME\_1

, MAX(MENU\_NAME\_T2) AS MENU\_NAME\_2

, MAX(MENU\_NAME\_T3) AS MENU\_NAME\_3

, MAX(MENU\_NAME\_T4) AS MENU\_NAME\_4

, MAX(MENU\_NAME\_T5) AS MENU\_NAME\_5

, MAX(MENU\_NAME\_T6) AS MENU\_NAME\_6

, MAX(MENU\_NAME\_T7) AS MENU\_NAME\_7

, MAX(MENU\_NAME\_T8) AS MENU\_NAME\_8

, MAX(MENU\_NAME\_T9) AS MENU\_NAME\_9

FROM

(

SELECT SVCOPS\_IVR\_CALL\_DIM\_ID

, CASE WHEN RN\_MENU\_CHANGE = 1 THEN MENU\_NAME END AS MENU\_NAME\_T1

, CASE WHEN RN\_MENU\_CHANGE = 2 THEN MENU\_NAME END AS MENU\_NAME\_T2

, CASE WHEN RN\_MENU\_CHANGE = 3 THEN MENU\_NAME END AS MENU\_NAME\_T3

, CASE WHEN RN\_MENU\_CHANGE = 4 THEN MENU\_NAME END AS MENU\_NAME\_T4

, CASE WHEN RN\_MENU\_CHANGE = 5 THEN MENU\_NAME END AS MENU\_NAME\_T5

, CASE WHEN RN\_MENU\_CHANGE = 6 THEN MENU\_NAME END AS MENU\_NAME\_T6

, CASE WHEN RN\_MENU\_CHANGE = 7 THEN MENU\_NAME END AS MENU\_NAME\_T7

, CASE WHEN RN\_MENU\_CHANGE = 8 THEN MENU\_NAME END AS MENU\_NAME\_T8

, CASE WHEN RN\_MENU\_CHANGE = 9 THEN MENU\_NAME END AS MENU\_NAME\_T9

FROM

(

SELECT A.SVCOPS\_IVR\_CALL\_DIM\_ID

, A.CONN\_ID

, A.UUID

, B.SVCOPS\_IVR\_MENU\_DIM\_ID

, B.OCCURRENCE\_TIME

, B.EVENT\_CONTEXT

, C.MENU\_NAME

, ROW\_NUMBER() OVER(PARTITION BY A.SVCOPS\_IVR\_CALL\_DIM\_ID ORDER BY B.OCCURRENCE\_TIME DESC, SVCOPS\_IVR\_MENU\_DIM\_ID DESC) AS RN\_MENU\_CHANGE

FROM

DM\_CUSTOMER.ADMIN.SVCOPS\_IVR\_CALL\_DIM A

JOIN

DM\_CUSTOMER.ADMIN.SVCOPS\_IVR\_CALL\_ACTIVITY\_FACT B

ON A.SVCOPS\_IVR\_CALL\_DIM\_ID = B.SVCOPS\_IVR\_CALL\_DIM\_ID

AND A.SVCOPS\_IVR\_CALL\_DIM\_ID <> -1

AND A.CONN\_ID <> '0'

AND B.CALL\_DAY\_ID BETWEEN 20170401 AND 20190131

JOIN

DM\_CUSTOMER.ADMIN.SVCOPS\_IVR\_MENU\_DIM C

ON B.SVCOPS\_IVR\_MENU\_DIM\_ID = C.SVCOPS\_IVR\_MENU\_DIM\_ID

AND B.SVCOPS\_IVR\_MENU\_DIM\_ID <> -1

) MENU

) MENU\_TRANSPOSE

GROUP BY 1

) MENU

ON OCCURRENCE\_TIME.SVCOPS\_IVR\_CALL\_DIM\_ID = MENU.SVCOPS\_IVR\_CALL\_DIM\_ID

;

/\* Records Affected: 29338023. \*/

/\* MERGE IVR CALL ACCOUNT DATA WITH ACTIVITY MENU DATA FOR FY18 AND FY19 \*/

DROP TABLE IVR\_CALL\_ACCOUNT\_ACITIVITY\_MENU\_APR17\_JAN19;

CREATE TABLE IVR\_CALL\_ACCOUNT\_ACITIVITY\_MENU\_APR17\_JAN19 AS

SELECT A.\*

, OCCURRENCE\_TIME\_1

, EVENT\_CONTEXT\_1

, EVENT\_DURATION\_1

, MENU\_NAME\_1

, OCCURRENCE\_TIME\_2

, EVENT\_CONTEXT\_2

, EVENT\_DURATION\_2

, MENU\_NAME\_2

, OCCURRENCE\_TIME\_3

, EVENT\_CONTEXT\_3

, EVENT\_DURATION\_3

, MENU\_NAME\_3

, OCCURRENCE\_TIME\_4

, EVENT\_CONTEXT\_4

, EVENT\_DURATION\_4

, MENU\_NAME\_4

, OCCURRENCE\_TIME\_5

, EVENT\_CONTEXT\_5

, EVENT\_DURATION\_5

, MENU\_NAME\_5

, OCCURRENCE\_TIME\_6

, EVENT\_CONTEXT\_6

, EVENT\_DURATION\_6

, MENU\_NAME\_6

, OCCURRENCE\_TIME\_7

, EVENT\_CONTEXT\_7

, EVENT\_DURATION\_7

, MENU\_NAME\_7

, OCCURRENCE\_TIME\_8

, EVENT\_CONTEXT\_8

, EVENT\_DURATION\_8

, MENU\_NAME\_8

, OCCURRENCE\_TIME\_9

, EVENT\_CONTEXT\_9

, EVENT\_DURATION\_9

, MENU\_NAME\_9

FROM

IVR\_CALL\_ACCOUNT\_APR15\_JAN19 A

LEFT JOIN

IVR\_CALL\_EVENT\_CONTEXT\_MENU\_NAME\_APR17\_ONWARDS B

ON A.SVCOPS\_IVR\_CALL\_DIM\_ID = B.SVCOPS\_IVR\_CALL\_DIM\_ID

WHERE A.CALL\_DAY\_ID BETWEEN 20170401 AND 20190131;

/\* Records Affected: 34067365. \*/