Sub FastHelp\_Ticket\_Macro()

' SupportTicket Macro

'\* To be run on the YTD Fasthelp report found at FastNet -> Applications -> FastNet -> FastHelp -> Hub Discrepancies Support Tickets (YTD)

' by Karl Drews

Dim Firstrow As Long

Dim LastRow As Long

Dim Lrow As Long

Dim CalcMode As Long

Dim ViewMode As Long

Dim RowCount As Long

Dim RowCounter As Long

Dim FileName As String

Dim SupportHubArray As Variant

Dim SupportHub As Integer

Dim HubNameLow As String

Dim TodaysDate As String

With Application

.ScreenUpdating = False

End With

FileName = ActiveWorkbook.Name

RowCount = ActiveSheet.UsedRange.Rows.Count

'Copy column A to column B, convert all "Assigned Group" entries to lowercase, then delete original column

Columns("B:B").Insert shift:=xlToRight

Range("B2:B" & RowCount).Formula = "=LOWER(A2)"

Range("B2:B" & RowCount) = Range("B2:B" & RowCount).Value

Columns("A:A").Delete shift:=xlToLeft

Range("A1") = "ASSIGNEDGROUP"

'Converts psuedo hubs to main hub designation

Columns("A").Replace What:="0hub", Replacement:="ohub", LookAt:=xlPart, SearchOrder:=xlByColumns, MatchCase:=False

Columns("A").Replace What:="1hub", Replacement:="nhub", LookAt:=xlPart, SearchOrder:=xlByColumns, MatchCase:=False

Columns("A").Replace What:="2hub", Replacement:="shub", LookAt:=xlPart, SearchOrder:=xlByColumns, MatchCase:=False

Columns("A").Replace What:="4hub", Replacement:="ahub", LookAt:=xlPart, SearchOrder:=xlByColumns, MatchCase:=False

'Scrub through entire sheet, deleting rows with "inter" in the "Assigned Group" designation

For RowCounter = RowCount To 2 Step -1

'If column A = "inter" then delete

If Range("A" & RowCounter).Value Like "\*inter\*" Then

Rows(RowCounter).EntireRow.Delete

End If

Next RowCounter

'Deletes empty rows - Recount rows

Range("A2:A" & RowCount).SpecialCells(xlCellTypeBlanks).EntireRow.Delete

RowCount = ActiveSheet.UsedRange.Rows.Count

'Creates a column with month name

Columns("C:C").Insert shift:=xlToRight, CopyOrigin:=xlFormatFromLeftOrAbove

Range("C1") = "MONTH"

Range("C2:C" & RowCount).Formula = "=TEXT(B2,""mmmm"")"

Range("C2:C" & RowCount) = Range("C2:C" & RowCount).Value

Range("A1").Select

'Break out hubs and format

SupportHubArray = Array("\_5hub\_support\_team", "\_ahub\_support\_team", "\_corp\_distribution\_support\_team", "\_dhub\_support\_team", "\_ehub\_support\_team", \_

"\_hhub\_support\_team", "\_ihub\_support\_team", "\_khub\_support\_team", "\_lhub\_support\_team", "\_mhub\_support\_team", "\_nhub\_support\_team", \_

"\_ohub\_support\_team", "\_shub\_support\_team", "\_thub\_support\_team", "\_uhub\_support\_team", "\_vhub\_support\_team", "\_wino\_support\_team", \_

"\_yhub\_support\_team")

'SupportHubArray = Array("\_shub\_support\_team")

'Open Branch List to get RVP's and DM's later

Workbooks.Open FileName:="R:\Branch List.xlsx"

Workbooks(FileName).Activate

For SupportHub = LBound(SupportHubArray) To UBound(SupportHubArray)

ActiveSheet.UsedRange.AutoFilter field:=1, Criteria1:=SupportHubArray(SupportHub)

ActiveSheet.AutoFilter.Range.Copy

Workbooks.Add.Worksheets(1).Paste

'Create the three tabs for each sheet

ActiveSheet.Name = "All"

RowCount = ActiveSheet.UsedRange.Rows.Count

'Pivot Table for Summary

Worksheets.Add(after:=Worksheets(Worksheets.Count)).Name = "SummaryPivot"

ActiveWorkbook.PivotCaches.Create(SourceType:=xlDatabase, SourceData:= \_

("All!A1:T" & RowCount), Version:=xlPivotTableVersion15).CreatePivotTable \_

TableDestination:="SummaryPivot!R3C1", TableName:="PivotTable1", DefaultVersion \_

:=xlPivotTableVersion15

With ActiveSheet.PivotTables("PivotTable1").PivotFields("REQUESTORDEPARTMENT")

.Orientation = xlRowField

.Position = 1

End With

ActiveSheet.PivotTables("PivotTable1").AddDataField ActiveSheet.PivotTables( \_

"PivotTable1").PivotFields("MONTH"), "Count of MONTH", xlCount

With ActiveSheet.PivotTables("PivotTable1").PivotFields("MONTH")

.Orientation = xlColumnField

.Position = 1

End With

'Discrepancies

Worksheets.Add(after:=Worksheets(Worksheets.Count)).Name = "Discrepancies"

Worksheets("All").Activate

ActiveSheet.UsedRange.AutoFilter field:=8, Criteria1:=Array("Damaged Product", "Delayed Product", "Discrepancies", \_

"Missing Product", "Wrong Parts", "Wrong Product Shipped", "Wrong Quantity Shipped", "Wrong Shipping Location", \_

"Wrong Shipping Method"), Operator:=xlFilterValues

ActiveSheet.AutoFilter.Range.Copy Destination:=Worksheets("Discrepancies").Range("A1")

'Tracking

Worksheets.Add(after:=Worksheets(Worksheets.Count)).Name = "Tracking"

Worksheets("All").Activate

ActiveSheet.UsedRange.AutoFilter field:=8, Criteria1:=Array("Blue Global", "FedEx", "Purchasing EDA", \_

"Scan2Trk", "Tracking", "UPS"), Operator:=xlFilterValues

ActiveSheet.AutoFilter.Range.Copy Destination:=Worksheets("Tracking").Range("A1")

'Create Summary worksheet, strip leading numbers from Store name

Worksheets.Add(after:=Worksheets(Worksheets.Count)).Name = "Summary"

Worksheets("SummaryPivot").Activate

RowCount = ActiveSheet.UsedRange.Rows.Count

ColumnCount = ActiveSheet.UsedRange.Columns.Count

Range(Cells(4, 1), Cells(RowCount, ColumnCount)).Copy Destination:=Worksheets("Summary").Range("A2")

Worksheets("Summary").Activate

Columns("B:E").Insert shift:=xlToRight

Range("B3:B" & RowCount).Formula = "=RIGHT(A3,5)"

'Get Servicing Hub, RVP, and DM info from Branch List based on store code

Range("C3:C" & RowCount).Formula = "=VLOOKUP(A3,'[Branch List.xlsx]All'!$A:$Q,17,0)"

Range("D3:D" & RowCount).Formula = "=VLOOKUP(A3,'[Branch List.xlsx]All'!$A:$AN,40,0)"

Range("E3:E" & RowCount).Formula = "=VLOOKUP(A3,'[Branch List.xlsx]All'!$A:$AQ,43,0)"

'Delete Stores w/ no RVP or DM

For RowCounter = RowCount To 3 Step -1

If Application.WorksheetFunction.IsError(Range("D" & RowCounter).Value) Then

Rows(RowCounter).EntireRow.Delete

ElseIf Application.WorksheetFunction.IsError(Range("E" & RowCounter).Value) Then

Rows(RowCounter).EntireRow.Delete

ElseIf Range("D" & RowCounter).Value = 0 Then

Rows(RowCounter).EntireRow.Delete

ElseIf Range("E" & RowCounter).Value = 0 Then

Rows(RowCounter).EntireRow.Delete

End If

Next RowCounter

Range("B3:E" & RowCount) = Range("B3:E" & RowCount).Value

Columns(1).EntireColumn.Delete

'Delete pivot

Application.DisplayAlerts = False

Sheets("SummaryPivot").Delete

Application.DisplayAlerts = True

'Get uppercase HUB name and TodaysDate for file save

HubNameLow = Mid(SupportHubArray(SupportHub), 2, 4)

HubName = UCase(HubNameLow)

TodaysDate = Format(Date, "m-d-yy")

'Format Workbook and save with today's date

Worksheets(1).AutoFilterMode = False

format\_workbook.main

'Tweak the Summary table

Sheets("Summary").Activate

Range(Cells(1, 1), Cells(1, ColumnCount + 3)).Merge

Range("A1") = HubName & " FastHelp Ticket Summary YTD"

Range("A1").HorizontalAlignment = xlCenter

Range("A2") = "Store"

Range("B2") = "Servicing Hub"

Range("C2") = "Regional Vice President"

Range("D2") = "District Manager"

Cells.EntireColumn.AutoFit

Range(Cells(3, 5), Cells(RowCount, ColumnCount)).NumberFormat = "#,##0"

'Save and close

ActiveWorkbook.SaveAs FileName:="R:\Fasthelp Reporting\" & HubName & " Support Ticket " & TodaysDate & ".xlsb", FileFormat:=50

ActiveWorkbook.Close

Windows(FileName).Activate

Next SupportHub

'Close Branch List

Workbooks("Branch List.xlsx").Close SaveChanges:=False

With Application

.ScreenUpdating = True

End With

End Sub