```sql
-->>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>> Network
Days<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<--

DECLARE @StartDate DATE
DECLARE @EndDate DATE
SET @StartDate = DATEADD(MONTH, -2, DATEADD(DAY, 1, EOMONTH(GETDATE())))
SET @EndDate = DATEADD(MONTH, -2, DATEADD(DAY, 31, EOMONTH(GETDATE())))


SELECT
    (DATEDIFF(dd, @StartDate, @EndDate) + 1)
   -(DATEDIFF(wk, @StartDate, @EndDate) * 2)
   -(CASE WHEN DATENAME(dw, @StartDate) = 'Sunday' THEN 1 ELSE 0 END)
   -(CASE WHEN DATENAME(dw, @EndDate) = 'Saturday' THEN 1 ELSE 0 END) AS [Working_Days]
   ,DATEADD(MONTH, -2, DATEADD(DAY, 1, EOMONTH(GETDATE()))) AS [Reporting Month]
   INTO #tempNETWORK_DAYS




-->>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>Filter Frameworks and Blanks from
VERT<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<--
SELECT DISTINCT
      [v].[Equipment]
     ,[v].[Serial_Number]
     ,[Equipment_Description]
     ,[Postal_Code]
     ,[Framework_Partner] AS [Framework Partner]
     ,[Name_Sold_To]
      INTO #tempCCS_EXCEPTIONS_VERT
  FROM [base].[RAW_ZDSVERT] AS [v]
  AND [v].[Equipment] NOT LIKE ''

-->>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>Check Vert for
Duplicates<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<--
--SELECT
--[Equipment]
--,COUNT(*)
--FROM #tempCCS_EXCEPTIONS_VERT
--GROUP BY [Equipment]
--HAVING COUNT(*) >1

-->>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>> Replace Hs in
columns<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<--

SELECT*
INTO #temp_CCS
FROM [base].[ACC_DRAFT_REPORT]

  UPDATE #temp_CCS SET [Notif_Creation_Date]= REPLACE([Notif_Creation_Date],'.','/')
UPDATE #temp_CCS SET [Labour_Hours_for_CM_Visits] =
REPLACE([Labour_Hours_for_CM_Visits],'H','')
UPDATE #temp_CCS SET [Avg_Response_Time_IncBP] =
REPLACE([Avg_Response_Time_IncBP],'H','')
UPDATE #temp_CCS SET [Downtime_IncBP] = REPLACE([Downtime_IncBP],'H','')
UPDATE #temp_CCS SET [Downtime_Mins_IncBP] = REPLACE ([Downtime_Mins_IncBP], 'H','')
UPDATE #temp_CCS SET [Downtime_Mins_IncBP] = REPLACE ([Downtime_Mins_IncBP], ',','')
```

```sql
UPDATE #temp_CCS SET [Notif_Creation_Date] = REPLACE ([Notif_Creation_Date], '/','-')
UPDATE #temp_CCS SET [Notif_Start_Date] = REPLACE ([Notif_Start_Date], '.','-')
UPDATE #temp_CCS SET [Notif_Closing_Date] = REPLACE ([Notif_Closing_Date], '.','-')

-->>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>Join fmp Equip Numbers to Service
<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<--

SELECT [c].[Framework Partner]
            ,0 AS [Comments]
            ,CAST([Month_Year] AS DATE) AS [Calendar Year/Month]
        ,[Notification_Number] AS [Notification_Number]
        ,[Problem_Name] AS [Problem]
        ,[Problem_Key] AS [Problem Desc]
        ,[Cause_Name] AS [Cause]
        ,[Cause_Key] AS [Cause Desc]
        ,[Activity_Name] AS [Activity]
        ,[Activity_Key] AS [Activity Desc]
        ,[Notif_Creation_Date] AS [Notif Creation Date]
          ,[Notif_Start_Time] AS [Notif St Time]
        ,[Notif_Start_Date] AS [Notif Start Date]
           ,[Notif_Closing_Time] AS [Notif Closing Time]
        ,[Notif_Closing_Date] AS [Notification Closing Date]
        ,[a].[Equipment] AS [Equipment Number]
        ,[a].[Serial_Number] AS [Serial No]
        ,[Model] AS [Main Material]
        ,[Customer_Name] AS [Name 1]
        ,[Name2] AS [Name 2]
        ,[Street_Name] AS [Street Name]
        ,[Location]
        ,[Post_Code] AS [Postal Code(Equipment)]
          ----,[Framework]
          ,[Start_Up_Date]
        ,[Technician] AS [Technician (Vst)]
           ,[Postal_Code] AS [Postal Code]
           ,[Work_Centre] AS [Work Center (Equi)]
           ,[Work_Centre] AS [Work Centre]
           ,[Visit_Code]
           ,[Visit_Number] AS [Visit Number]
           ,[Service_District] AS [Service Distr (Equi)]
           ,[Service_District] AS [Service District]
        ----,[Technician_Code]
        ----,[Service_District_Key]
        ,CAST([Number_of_All_Visits] AS INT) AS[J-2I Number of All Visits]
        ,ISNULL(CAST([Number_of_CM_Visits] AS INT),0) AS [J-2B Number of CM Visits]
        ,ISNULL(CAST([Number_of_PM_Visits] AS INT),0) AS [J-2E Number of PM Visits]
        ,ISNULL(CAST([Number_of_Continuation_Visits] AS INT),0) AS [J-2D Number of
Continuation Visits]
        ,ISNULL(CAST([No_of_Continuation_Visits_RTF] AS INT),0) AS [L0028 No of
Continuation Visits -- RTFs]
        ,CAST([Labour_Hours_for_All_Visits] AS FLOAT) AS [J-2J Labour Hours for All Visits]
        ,ISNULL(CAST([Labour_Hours_for_CM_Visits] AS FLOAT),0) AS [Labour Hours for CM
Visits]
        ,CAST([Hours_for_Travel] AS FLOAT) AS [J-3C Hours for Travel]
        ,CAST([Average_Labor_Time] AS FLOAT)AS [Average Labour Time (Mins)]
        ,ISNULL(CAST([Avg_Response_Time_IncBP] AS FLOAT),0) AS [Average Response Time (Inc
B&P)]
           ----,[Total_CMVisit_Response_Time_IncBP]
```

```sql
    ----,ISNULL(CAST([Total_CMVisit_Response_Time_IncBP] AS FLOAT),0) AS
[Total_CMVisit_Response_Time_IncBP]
    ,ISNULL(CAST([Average_Travel_Time_Mins] AS FLOAT),0) AS [Average Travel Time (Mins)]
    ,ISNULL(CAST([Downtime_IncBP] AS FLOAT),0) AS [Downtime (Inc B&P)]
    ,IIF(ISNULL([Downtime_Mins_IncBP],0) = '','NULL',
ROUND(ISNULL(CAST([Downtime_Mins_IncBP] AS FLOAT),0),2)) AS [Downtime - Mins (Inc B&P)]
        ,CASE
        WHEN [Model] LIKE '%PRO%' OR [Model] LIKE '%PRESS%' THEN 'PPD'
        ELSE 'MFD'
        END AS [Model Type]
        ,CASE
        WHEN ISNULL(CAST([Avg_Response_Time_IncBP] AS FLOAT),0) <1 THEN '0-1 Hour'
        WHEN ISNULL(CAST([Avg_Response_Time_IncBP] AS FLOAT),0) BETWEEN 1 AND 2 THEN '1-
2 Hours'
        WHEN ISNULL(CAST([Avg_Response_Time_IncBP] AS FLOAT),0) BETWEEN 2 and 3 THEN '2-
3 Hours'
        WHEN ISNULL(CAST([Avg_Response_Time_IncBP] AS FLOAT),0) BETWEEN 3 AND 4 THEN '3-
4 Hours'
        WHEN ISNULL(CAST([Avg_Response_Time_IncBP] AS FLOAT),0) BETWEEN 4 AND 5 THEN '4-
5 Hours'
        WHEN ISNULL(CAST([Avg_Response_Time_IncBP] AS FLOAT),0) BETWEEN 5 AND 6 THEN '5-
6 Hours'
        WHEN ISNULL(CAST([Avg_Response_Time_IncBP] AS FLOAT),0) BETWEEN 6 AND 7 THEN '6-
7 Hours'
        WHEN ISNULL(CAST([Avg_Response_Time_IncBP] AS FLOAT),0) BETWEEN 7 AND 8 THEN '7-
8 Hours'
        WHEN ISNULL(CAST([Avg_Response_Time_IncBP] AS FLOAT),0) BETWEEN 8 AND 9 THEN '8-
9 Hours'
        WHEN ISNULL(CAST([Avg_Response_Time_IncBP] AS FLOAT),0) BETWEEN 9 AND 10 THEN
'9-10 Hours'
        WHEN ISNULL(CAST([Avg_Response_Time_IncBP] AS FLOAT),0) >10 THEN '10 + Hours'
        END AS [Response Time]
        ,IIF([Number_Of_All_Visits]=0,0,(CAST([Number_of_All_Visits] AS INT)-
ISNULL(CAST([No_of_Continuation_Visits_RTF] AS INT),0))/CAST([Number_of_All_Visits] AS
INT))AS [FTF]
        ,[n].[Working_Days] AS [Working Days]
        , ROUND(((( [n].[Working_Days]*8.5)*60)-ISNULL(CAST([Downtime_Mins_IncBP] AS
FLOAT),0))/(([n].[Working_Days]*8.5*60)),2) AS [Uptime]
        INTO #tempSERVICE_CALLS
  FROM #temp_CCS AS [a]
  LEFT JOIN #tempCCS_EXCEPTIONS_VERT AS [c] ON [c].[Equipment] = [a].[Equipment]
  LEFT JOIN #tempNETWORK_DAYS AS [n] ON [n].[Reporting Month] = [a].Month_Year
  WHERE [c].[Framework Partner] IS NOT NULL
  AND [n].[Working_Days] IS NOT NULL

  -->>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>Telephone Fixes Formatting
<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<--

  SELECT [Framework Partner]
            ,[ReportingMonth] AS [Calendar Year/Month]
      ,[Notification] AS [Notification_Number]
      ,CAST([Notifdate] AS DATE) AS [Notif Creation Date]
      ,[Notif Time] AS [Notif St Time]
      ,[Description] AS [Problem]
      ,[t].[Equipment] AS [Equipment Number]
        ,[Serial_Number] AS [Serial No]
        ,[d].[Equipment_Description] AS [Main Material]
        ,[Name_Sold_To] AS [Name 1]
```

```sql
        ,[Postal_Code] AS [Postal Code]
        ,CASE
        WHEN [Equipment_Description] LIKE '%PRO%' OR [Equipment_Description] LIKE
'%PRESS%' THEN 'PPD'
        ELSE 'MFD'
        END AS [Model]
    ,[Visit type] AS [Visit_Code]
        ,[e].[Working_days]
        INTO #tempCCS_TEL_FIXES
  FROM [base].[TELEPHONE_FIXES] AS [t]
  LEFT JOIN #tempCCS_EXCEPTIONS_VERT AS [d] ON [t].[Equipment] = [d].[Equipment]
  LEFT JOIN #tempNETWORK_DAYS AS [e] ON [e].[Reporting Month] = [t].[ReportingMonth]
  WHERE ReportingMonth = DATEADD(MONTH, -2, DATEADD(DAY, 1, EOMONTH(GETDATE())))
  AND [Framework Partner] IS NOT NULL

  --add in LUP model type table

  -->>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>Insert Telephone Fixes into #temp Service Calls
<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<--

  INSERT INTO #tempSERVICE_CALLS
  ([Framework Partner],
  [Comments],
  [Calendar Year/Month],
  [Notification_Number],
  [Problem],
  [Problem Desc],
  [Cause],
  [Cause Desc],
  [Activity],
  [Activity Desc],
  [Notif Creation Date],
  [Notif St Time],
  [Notif Start Date],
  [Notif Closing Time],
  [Notification Closing Date],
  [Equipment Number],
  [Serial No],
  [Main Material],
  [Name 1],
  [Name 2],
  [Street Name],
  [Location],
  [Postal Code(Equipment)],
  [Start_Up_Date],
  [Technician (Vst)],
  [Postal Code],
  [Work Center (Equi)],
  [Work Centre],
  [Visit_Code],
  [Visit Number],
  [Service Distr (Equi)],
  [Service District],
  [J-2I Number of All Visits],
  [J-2B Number of CM Visits],
  [J-2E Number of PM Visits],
  [J-2D Number of Continuation Visits],
  [L0028 No of Continuation Visits -- RTFs],
```

```sql
[J-2J Labour Hours for All Visits],
[Labour Hours for CM Visits],
[J-3C Hours for Travel],
[Average Labour Time (Mins)],
[Average Response Time (Inc B&P)],
[Average Travel Time (Mins)],
[Downtime (Inc B&P)],
[Downtime - Mins (Inc B&P)],
[Model Type],
[Response Time],
[FTF],
[Working Days],
[Uptime])


SELECT
[Framework Partner]
,0 AS [Comments]
,[Calendar Year/Month]
,[Notification_Number]
,[Problem]
,0 AS [Problem Desc]
,0 AS [Cause]
,0 AS [Cause Desc]
,0 AS [Activity]
,0 AS [Activity Desc]
,[Notif Creation Date]
,[Notif St Time]
,0 AS [Notif Start Date]
,0 AS [Notification Closing Time]
,0 AS [Notif Closing Date]
,[Equipment Number]
,[Serial No]
,[Main Material]
,[Name 1]
,0 AS [Name 2]
,0 AS [Street Name]
,0 AS [Location]
,0 AS [Postal Code (Equipment]
,0 AS [Start-up Date]
,0 AS [Technician (Vst)]
,[Postal Code]
,0 AS [Work Centre (Equi)]
,0 AS [Work Centre]
,[Visit_Code]
,0 AS [Visit Number]
,0 AS [Service Distr (Equi)]
,0 AS [Service District]
,1 AS [J-2I Number of All Visits]
,1 AS [J-2B Number of CM Visits]
,0 AS [J-2E Number of PM Visits]
,0 AS [J-2D Number of Continuation Visits]
,0 AS [L0028 No of Continuation Visits -- RTFs]
,0 AS [J-2J Labour Hours for All Visits]
,0 AS [Labour Hours for CM Visits]
,0 AS [J-3C Hours for Travel]
,0 AS [Average Labour Time (Mins)]
,CASE
```

```sql
    WHEN [Visit_Code] = '60' THEN '0.0833'
    ELSE '0.5'
    END AS [Average Response Time (Inc B&P)]
    ,0 AS [Average Travel Time (Mins)]
    ,0 AS [Downtime (Inc B&P)]
    ,0 AS [Downtime - Mins (Inc B&P)]
    ,[Model]
    ,'0-1 Hour' AS [Response Time]
    ,'1' AS [FTF]
    ,[Working_Days] AS [Working Days]
    ,'1' AS [Uptime]
    FROM #tempCCS_TEL_FIXES

    -->>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>Creation of Final Data Table
<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<--

    --DROP TABLE [fmp].[FDT_CCS_EXCEPTIONS]

    SELECT *
    INTO #tempFDT_CCS_TEST
    FROM #tempSERVICE_CALLS
```