LG전자

월별 Trend (SVC)

프로시져 설계서

**STEP**

**문서번호**

**작성자**

**작성일**

**TASK**

**STAGE**

김석규

2016.01.31

프로시져 설계서

ED\_진화적 전달

문서 이력

검토

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| 번호 | 검토 일자 | 개정 | 검토자 | 서명 |
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개정 기록

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| 22 |  |  |  |  |  |

목 차

[1. 개요 1](#_Toc442358599)

[1.1 Definitions 1](#_Toc442358600)

[1.2 기본 흐름 1](#_Toc442358601)

[2. 월별 Trend (SVC) 조회 1](#_Toc442358602)

[2.1 Procedure개요 1](#_Toc442358603)

[2.1.1 SP\_CD\_RES\_SMR\_TREND\_SVC\_HISTORY 1](#_Toc442358604)

[2.2 Return Value 5](#_Toc442358605)

[2.3 Table and View Usage 5](#_Toc442358606)

# 개요

## Definitions

사용자가 원하는 데이터를 추출하기 위하여 지정된 조건을 임의로 입력하여 조회하고 그 결과를 보고서 엑셀파일로 생성하는 작업에 대해 정의한다.

1) 월별 Trend (SVC) 조회  
SMART SVC 추이를 집계하여 Result Set으로 return함

.

## 기본 흐름

1) 월별 Trend (SVC) 조회

쿼리 조회 결과

SMART SVC 추이

IPTDW. IPTDW\_RES\_EXCEL\_UPLOAD\_DATA

월별 Trend (SVC) (Excel)

2)

# 월별 Trend (SVC) 조회

## Procedure개요

## 2.1.1 SP\_CD\_RES\_SMR\_TREND\_SVC\_HISTORY

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| **프로시져 설명** | SMART SVC 추이 결과를 조회함. |
| **관련 Application** |  |
| **사전 조건** | NPT DW SVC 실적 형성 |
| **상세 로직** | 1. 월 NPT DW SVC 실적 대상으로 SVC 결과를 조회하여 그 결과를 프로시져를 호출한 화면에서 조회나 엑셀다운로드 등을 할 수 있도록 테이블(IPTDW\_RES\_EXCEL\_UPLOAD\_DATA)에 저장후 조회함  2. 입력받은 기준월, 법인으로 데이터 조회 후 보고서 생성함.  3. 호출 파라메터    (1) P\_BASIS\_YYYYMM : 실적 기준월  (2) P\_SUBSDR\_CD : 법인    4. 사용 쿼리  WITH V\_SMART\_SVC  AS ( SELECT YYYYMMDD AS BASIS\_PERIOD  ,CODE\_ID AS KPI\_TYPE\_CODE  ,ATTRIBUTE1 AS SUBSIDIARY\_CODE  ,'GBU' AS DIVISION\_CODE  ,ATTRIBUTE5 AS ATTRIBUTE5 /\* SVC\_CALL : Answer Speed, SVC\_RTAT : RTAT, SVC\_NET\_COST : Curr. Amt (USD) \*/  ,ATTRIBUTE6 AS ATTRIBUTE6 /\* SVC\_CALL : Waiting Time, SVC\_RTAT : Total Repair Lead Time \*/  ,ATTRIBUTE7 AS ATTRIBUTE7 /\* SVC\_CALL : Response Call, SVC\_RTAT : Total Repair \*/  ,ATTRIBUTE8 AS ATTRIBUTE8 /\* SVC\_NET\_COST : Net SVC Categoy \*/  ,ATTRIBUTE9 AS ATTRIBUTE9 /\* SVC\_NET\_COST : Net SVC Categoy Name \*/  ,ATTRIBUTE10 AS ATTRIBUTE10 /\* SVC\_NET\_COST : Net SVC Detail \*/  ,ATTRIBUTE11 AS ATTRIBUTE11 /\* SVC\_NET\_COST : Net SVC Detail Name \*/  FROM IPTDW.IPTDW\_RES\_EXCEL\_UPLOAD\_DATA  WHERE SEQ = '1560'  AND MODULE\_CODE = 'ARES'  AND CODE\_TYPE = 'SMART\_SVC'  AND CODE\_ID IN ('SVC\_CALL', 'SVC\_RTAT', 'SVC\_NET\_COST')  AND YYYYMMDD BETWEEN TO\_CHAR(TO\_DATE(SUBSTR(P\_BASIS\_YYYYMM,1, 4), 'YYYY') - 2 YEAR, 'YYYY')||'01' AND TO\_CHAR(TO\_DATE(P\_BASIS\_YYYYMM, 'YYYYMM'), 'YYYYMM')  )  SELECT Z.COL\_INDEX  ,Z.SUBSDR\_CD  ,MAX(Z.SUBSDR\_SHRT\_NAME) AS SUBSDR\_SHRT\_NAME  ,Z.DIV\_CD  ,SUBSTR(Z.BASIS\_YYYYMM,1,4) AS BASIS\_YYYY  ,Z.BASIS\_YYYYMM  ,Z.KPI\_CD  ,SUM(Z.AMOUNT) AS AMOUNT  ,MAX(Z.DIV\_NAME\_KO) AS DIV\_NAME\_KO  ,MAX(Z.DIV\_NAME\_EN) AS DIV\_NAME\_EN  FROM (  -- 1.Answer Speed  SELECT '1.Answer Speed' AS COL\_INDEX  ,A.SUBSIDIARY\_CODE AS SUBSDR\_CD  ,MAX(C1.CODE) AS SUBSDR\_SHRT\_NAME  ,A.DIVISION\_CODE AS DIV\_CD  ,A.BASIS\_PERIOD AS BASIS\_YYYYMM  ,A.KPI\_TYPE\_CODE AS KPI\_CD  ,SUM(A.ATTRIBUTE5) AS AMOUNT  ,'' AS DIV\_NAME\_KO  ,'' AS DIV\_NAME\_EN  FROM V\_SMART\_SVC A  LEFT OUTER JOIN ( -- 법인코드/명 가져오기 전체공통  SELECT 'CORP' AS CODE\_TYPE  ,A.DISPLAY\_ORDER\_SEQ AS DISP\_SEQ  ,A.ATTRIBUTE1 AS CODE  ,A.DISPLAY\_NAME1 AS KOR\_NM  ,A.DISPLAY\_NAME2 AS ENG\_NM  ,A.CORPORATION\_CODE AS REF\_CD  FROM IPTDW.IPTDW\_RES\_DIM\_CORP\_DISPLAY\_MASTER A  WHERE CODE\_TYPE = 'SMART\_SUBSDR\_DISP'  AND A.ATTRIBUTE2 IS NULL  ) C1 ON (A.SUBSIDIARY\_CODE = C1.CODE)  WHERE A.KPI\_TYPE\_CODE = 'SVC\_CALL'  GROUP BY A.SUBSIDIARY\_CODE, A.DIVISION\_CODE, A.BASIS\_PERIOD, A.KPI\_TYPE\_CODE  UNION ALL  SELECT '2.수리소요일수' AS COL\_INDEX  ,A.SUBSIDIARY\_CODE AS SUBSDR\_CD  ,MAX(C1.CODE) AS SUBSDR\_SHRT\_NAME  ,A.DIVISION\_CODE AS DIV\_CD  ,A.BASIS\_PERIOD AS BASIS\_YYYYMM  ,A.KPI\_TYPE\_CODE AS KPI\_CD  ,DOUBLE(DECODE(SUM(ATTRIBUTE7),0,0,SUM(ATTRIBUTE6)/SUM(ATTRIBUTE7))) AS AMOUNT  ,'' AS DIV\_NAME\_KO  ,'' AS DIV\_NAME\_EN  FROM V\_SMART\_SVC A  LEFT OUTER JOIN ( -- 법인코드/명 가져오기 전체공통  SELECT 'CORP' AS CODE\_TYPE  ,A.DISPLAY\_ORDER\_SEQ AS DISP\_SEQ  ,A.ATTRIBUTE1 AS CODE  ,A.DISPLAY\_NAME1 AS KOR\_NM  ,A.DISPLAY\_NAME2 AS ENG\_NM  ,A.CORPORATION\_CODE AS REF\_CD  FROM IPTDW.IPTDW\_RES\_DIM\_CORP\_DISPLAY\_MASTER A  WHERE CODE\_TYPE = 'SMART\_SUBSDR\_DISP'  AND A.ATTRIBUTE2 IS NULL  ) C1 ON (A.SUBSIDIARY\_CODE = C1.CODE)  WHERE A.KPI\_TYPE\_CODE = 'SVC\_RTAT'  GROUP BY A.SUBSIDIARY\_CODE, A.DIVISION\_CODE, A.BASIS\_PERIOD, A.KPI\_TYPE\_CODE  UNION ALL  SELECT '3.Net SVC 비용-전체' AS COL\_INDEX  ,A.SUBSIDIARY\_CODE AS SUBSDR\_CD  ,MAX(C1.CODE) AS SUBSDR\_SHRT\_NAME  ,A.DIVISION\_CODE AS DIV\_CD  ,A.BASIS\_PERIOD AS BASIS\_YYYYMM  ,A.KPI\_TYPE\_CODE AS KPI\_CD  ,SUM(A.ATTRIBUTE5) AS AMOUNT  ,'' AS DIV\_NAME\_KO  ,'' AS DIV\_NAME\_EN  FROM V\_SMART\_SVC A  LEFT OUTER JOIN ( -- 법인코드/명 가져오기 전체공통  SELECT 'CORP' AS CODE\_TYPE  ,A.DISPLAY\_ORDER\_SEQ AS DISP\_SEQ  ,A.ATTRIBUTE1 AS CODE  ,A.DISPLAY\_NAME1 AS KOR\_NM  ,A.DISPLAY\_NAME2 AS ENG\_NM  ,A.CORPORATION\_CODE AS REF\_CD  FROM IPTDW.IPTDW\_RES\_DIM\_CORP\_DISPLAY\_MASTER A  WHERE CODE\_TYPE = 'SMART\_SUBSDR\_DISP'  AND A.ATTRIBUTE2 IS NULL  ) C1 ON (A.SUBSIDIARY\_CODE = C1.CODE)  WHERE A.KPI\_TYPE\_CODE = 'SVC\_NET\_COST'  GROUP BY A.SUBSIDIARY\_CODE, A.DIVISION\_CODE, A.BASIS\_PERIOD, A.KPI\_TYPE\_CODE  UNION ALL  SELECT '4.Net SVC 비용-'||A.ATTRIBUTE9 AS COL\_INDEX  ,A.SUBSIDIARY\_CODE AS SUBSDR\_CD  ,MAX(C1.CODE) AS SUBSDR\_SHRT\_NAME  ,A.DIVISION\_CODE AS DIV\_CD  ,A.BASIS\_PERIOD AS BASIS\_YYYYMM  ,A.KPI\_TYPE\_CODE AS KPI\_CD  ,SUM(A.ATTRIBUTE5) AS AMOUNT  ,'' AS DIV\_NAME\_KO  ,'' AS DIV\_NAME\_EN  FROM V\_SMART\_SVC A  LEFT OUTER JOIN ( -- 법인코드/명 가져오기 전체공통  SELECT 'CORP' AS CODE\_TYPE  ,A.DISPLAY\_ORDER\_SEQ AS DISP\_SEQ  ,A.ATTRIBUTE1 AS CODE  ,A.DISPLAY\_NAME1 AS KOR\_NM  ,A.DISPLAY\_NAME2 AS ENG\_NM  ,A.CORPORATION\_CODE AS REF\_CD  FROM IPTDW.IPTDW\_RES\_DIM\_CORP\_DISPLAY\_MASTER A  WHERE CODE\_TYPE = 'SMART\_SUBSDR\_DISP'  AND A.ATTRIBUTE2 IS NULL  ) C1 ON (A.SUBSIDIARY\_CODE = C1.CODE)  WHERE A.KPI\_TYPE\_CODE = 'SVC\_NET\_COST'  GROUP BY A.SUBSIDIARY\_CODE, A.DIVISION\_CODE, A.BASIS\_PERIOD, A.KPI\_TYPE\_CODE, A.ATTRIBUTE9  ) Z  WHERE Z.SUBSDR\_CD = P\_SUBSDR\_CD  GROUP BY Z.COL\_INDEX, Z.SUBSDR\_CD, Z.DIV\_CD, SUBSTR(Z.BASIS\_YYYYMM,1,4), Z.BASIS\_YYYYMM, Z.KPI\_CD  ORDER BY Z.COL\_INDEX, Z.SUBSDR\_CD, Z.DIV\_CD, SUBSTR(Z.BASIS\_YYYYMM,1,4), Z.BASIS\_YYYYMM, Z.KPI\_CD  WITH UR ; |
| **오퍼레이션** |  |
| **에러처리** | 에러 발생시 프로그램 내에서 처리하지 않고 공통모듈 프로그램에서 처리함 |
| **사후 조건** |  |

## 

## 2.2 Return Value

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| Argument | Prompt | Value Set | Default Type | Default Value | Option |
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## 2.3 Table and View Usage

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| Table Name | Select | Insert | Update | Delete |
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| IPTDW.IPTDW\_RES\_DIM\_CORP\_DISPLAY\_MASTER | Y |  |  |  |
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