**日常维护常用的业务问题核查脚本**

**--终端出库失败单量**

select count(distinct i.order\_id) 终端出库失败单量,to\_char(i.create\_date, 'dd-hh24') 时间

from inf\_log partition(p201901) i

where i.create\_date >

TO\_DATE('2019-01-23 07:00:00', 'yyyy-mm-dd hh24:mi:ss')

and i.create\_date <

to\_date('2019-01-23 12:59:59', 'YYYY-MM-DD HH24:MI:SS')

and i.inf\_type = '1012'

and i.result='1'

group by to\_char(i.create\_date, 'dd-hh24');

**--终端出库单量**

select count(distinct i.order\_id) 终端出库单量,to\_char(i.create\_date, 'dd-hh24') 时间

from inf\_log partition(p201901) i

where i.create\_date >

TO\_DATE('2019-01-23 07:00:00', 'yyyy-mm-dd hh24:mi:ss')

and i.create\_date <

to\_date('2019-01-23 12:59:59', 'YYYY-MM-DD HH24:MI:SS')

and i.inf\_type = '1012'

group by to\_char(i.create\_date, 'dd-hh24');

**--解挂异常单量**

select count(distinct i.order\_id) 解挂异常单量,to\_char(i.create\_date, 'dd-hh24') 时间

from inf\_log partition(p201901) i

where i.create\_date >

TO\_DATE('2019-01-23 07:00:00', 'yyyy-mm-dd hh24:mi:ss')

and i.create\_date <

to\_date('2019-01-23 12:59:59', 'YYYY-MM-DD HH24:MI:SS')

and i.inf\_type = '101'

and i.result='1'

group by to\_char(i.create\_date, 'dd-hh24');

**--挂起异常卡单**

select count(distinct i.order\_id) 挂起异常卡单,to\_char(i.create\_date, 'dd-hh24') 时间

from inf\_log partition(p201901) i

where i.create\_date >

TO\_DATE('2019-01-23 07:00:00', 'yyyy-mm-dd hh24:mi:ss')

and i.create\_date <

to\_date('2019-01-23 12:59:59', 'YYYY-MM-DD HH24:MI:SS')

and i.inf\_type = '100'

and i.result='1'

group by to\_char(i.create\_date, 'dd-hh24');

**--经纬度异常卡单量**

SELECT to\_char(oid) AS order\_id, to\_char(wid) AS work\_order\_id

FROM (SELECT a.id AS oid, b.id AS wid

FROM om\_order a

LEFT JOIN wo\_work\_order b ON a.id = b.base\_order\_id

LEFT JOIN WO\_AUTO\_WORK\_ORDER c ON c.id = b.id

LEFT JOIN om\_service\_order d ON d.id = a.id

WHERE a.service\_id IN (220196, 220197, 220198)

AND a.ORDER\_STATE NOT IN ('10F', '10C', '10G', '10R', '10A')

AND b.WORK\_ORDER\_STATE = '10E'

AND b.tache\_define\_id = 100044

-- AND A.AREA\_ID=1100

AND c.RETURN\_CONTENT LIKE '%经度%'

--AND b.state\_date > sysdate - 1 / 48

) om

WHERE rownum <= 2

AND NOT EXISTS

(SELECT 1 FROM wd\_exec\_order\_log we WHERE we.om\_order\_id = om.oid);

update om\_service\_order a set a.longitude =

(select oso.res\_longitude from om\_so\_order\_rela

oso where oso.service\_order\_id=a.id)

where a.id

in(select a.id

from om\_order a

left join wo\_work\_order b on a.id = b.base\_order\_id

left join WO\_AUTO\_WORK\_ORDER c on c.id = b.id

left join om\_service\_order d on d.id = a.id

where

a.service\_id in (220196, 220197, 220198)

and a.ORDER\_STATE NOT IN ('10F', '10C', '10G', '10R', '10A')

and b.WORK\_ORDER\_STATE = '10E'

and b.tache\_define\_id = 100044

and c.RETURN\_CONTENT LIKE '%经度%');

SELECT to\_char(oid) AS order\_id, to\_char(wid) AS work\_order\_id

FROM (SELECT a.id AS oid, b.id AS wid

FROM om\_order a

LEFT JOIN wo\_work\_order b ON a.id = b.base\_order\_id

LEFT JOIN WO\_AUTO\_WORK\_ORDER c ON c.id = b.id

LEFT JOIN om\_service\_order d ON d.id = a.id

WHERE a.service\_id IN (220196, 220197, 220198)

AND a.ORDER\_STATE NOT IN ('10F', '10C', '10G', '10R', '10A')

AND b.WORK\_ORDER\_STATE = '10E'

AND b.tache\_define\_id = 100044

-- AND A.AREA\_ID=1100

AND c.RETURN\_CONTENT LIKE '%纬度%'

--AND b.state\_date > sysdate - 1 / 48

) om

WHERE rownum <= 2

AND NOT EXISTS

(SELECT 1 FROM wd\_exec\_order\_log we WHERE we.om\_order\_id = om.oid);

update om\_service\_order a set a.latitude =

(select oso.res\_latitude from om\_so\_order\_rela

oso where oso.service\_order\_id=a.id)

where a.id

in(select a.id

from om\_order a

left join wo\_work\_order b on a.id = b.base\_order\_id

left join WO\_AUTO\_WORK\_ORDER c on c.id = b.id

left join om\_service\_order d on d.id = a.id

where a.service\_id in (220196, 220197, 220198)

and a.ORDER\_STATE NOT IN ('10F', '10C', '10G', '10R', '10A')

and b.WORK\_ORDER\_STATE = '10E'

and b.tache\_define\_id = 100044

and c.RETURN\_CONTENT LIKE '%纬度%');

**--预约改约工单量**

select count(y.fault\_order\_id) 预约改约工单量,to\_char(y.create\_date, 'dd-hh24') 时间

from om\_order i, fault\_order\_track y

where i.id = y.fault\_order\_id

and y.oper\_type = 30

and y.create\_date >

TO\_DATE('2019-01-23 07:00:00', 'yyyy-mm-dd hh24:mi:ss')

and y.create\_date <

to\_date('2019-01-23 12:59:59', 'YYYY-MM-DD HH24:MI:SS')

group by to\_char(y.create\_date, 'dd-hh24');

**--装移竣工量**

select count(1) 装移竣工量,to\_char(i.finish\_date, 'dd-hh24') 时间

from om\_order i

where i.order\_state = '10F'

and i.service\_id in (220196, 220198)

and i.finish\_date >

TO\_DATE('2019-01-23 07:00:00', 'yyyy-mm-dd hh24:mi:ss')

and i.finish\_date <

to\_date('2019-01-23 12:59:59', 'YYYY-MM-DD HH24:MI:SS')

group by to\_char(i.finish\_date, 'dd-hh24');

**--挂起工单量**

select count(distinct i.order\_id) 挂起工单量,to\_char(i.create\_date, 'dd-hh24') 时间

from inf\_log partition(p201901) i

where i.create\_date >

TO\_DATE('2019-01-23 07:00:00', 'yyyy-mm-dd hh24:mi:ss')

and i.create\_date <

to\_date('2019-01-23 12:59:59', 'YYYY-MM-DD HH24:MI:SS')

and i.inf\_type = '100'

group by to\_char(i.create\_date, 'dd-hh24');

**--解挂工单量**

select count(distinct i.order\_id) 解挂工单量,to\_char(i.create\_date, 'dd-hh24') 时间

from inf\_log partition(p201901) i

where i.create\_date >

TO\_DATE('2019-01-23 07:00:00', 'yyyy-mm-dd hh24:mi:ss')

and i.create\_date <

to\_date('2019-01-23 12:59:59', 'YYYY-MM-DD HH24:MI:SS')

and i.inf\_type = '101'

group by to\_char(i.create\_date, 'dd-hh24');

**--改端口遇到转圈的时候，资源改端口相关日志**

select (i.call\_end\_date-i.call\_sta\_date)\*60\*60\*24,i.\* from inf\_res\_log i

where i.create\_date >= to\_date('2018-07-19 07:10:00','YYYY-MM-DD HH24:MI:SS')

and i.create\_date <= to\_date('2018-07-19 09:30:00','YYYY-MM-DD HH24:MI:SS')

and (i.call\_end\_date-i.call\_sta\_date)\*60\*60\*24>20

**--投诉工单操作日志**

select e.optype,count(\*) as 总请求数,

sum(case when e.usetime>10 then 1 else 0 end) as 超10秒请求数,

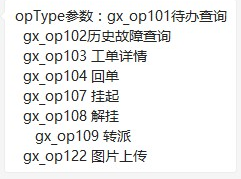
round(sum(case when e.usetime>10 then 1 else 0 end)\*100/count(\*),2) as 超10秒比例

from eoms\_inf\_log e where to\_char(e.create\_date,'yyyymmdd' )=20180908

group by e.optype;

**--查询eoms投诉工单接口回单慢**

select \* from eoms\_inf\_log i where i.optype='gx\_op104';



**--预占工单预警耗时查询**

select TRUNC((i.res\_finish\_date - i.msg\_send\_date) \* 24 \* 60 \* 60,0) 耗时,

y.acc\_nbr 宽带账号,

i.order\_id 定单Id,

i.res\_finish\_date ,

i.msg\_send\_date

from inf\_tache\_date i, om\_service\_order y

where i.res\_finish\_date >

to\_date('2018-07-23 11:15:00', 'YYYY-MM-DD HH24:MI:SS')

and i.res\_finish\_date <

to\_date('2018-07-23 11:30:00', 'YYYY-MM-DD HH24:MI:SS')

and i.order\_id = y.id

and (i.res\_finish\_date - i.msg\_send\_date) \* 24 \* 60 \* 60 < 100

order by (i.res\_finish\_date - i.msg\_send\_date) \* 24 \* 60 \* 60 desc;

**--查询已经入库成功的工单（即在om\_order表里面有数据，但是在wo\_work\_order表没有数据的工单）**

select i.id, i.order\_code, i.order\_title, i.order\_state

from om\_order i

where i.id not in (select oo.id

from om\_order oo, wo\_work\_order wwo

where oo.id = wwo.base\_order\_id)

and i.service\_id in

(220196, 220197, 220198, 220273, 220335, 220334, 220253, 220213)

and i.order\_state not in ('10F', '10C', '10A');

**--查询指令是成功状态，但是子工单和工单没有更改为10F状态，以至于卡单的：**

select i.yd\_id

from wo\_order\_info i, wo\_ne\_order wno, ne\_execute\_cmdinfo\_history nec

where i.order\_id = wno.order\_id

and wno.ne\_order\_id = nec.ne\_order\_id

and i.state\_code = '10N'

and wno.state\_code in ('10F', '10A', '10I')

and nec.state = '10F'

and i.receive\_date >

to\_date('2017-08-21 00:00:59', 'YYYY-MM-DD HH24:MI:SS')

and i.receive\_date < sysdate - 1 / 144

**--统计地市材料使用量：**

select sum(cailiao) 皮线光纤使用量,yh 月份,dw 地市 from (select distinct i.order\_code order\_code,

j.use\_num cailiao,

to\_char(i.Accept\_Date, 'yyyy-mm') yh,

ua.area\_name dw

from om\_order i,

wo\_work\_order y,

wo\_work\_order\_material j,

EOMS\_RES\_MATERIAL k,

uos\_area ua

where i.id = y.base\_order\_id

and y.base\_order\_id = j.base\_order\_id

and j.material\_id = k.material\_id

and ua.area\_id = i.area\_id

and i.service\_id in (220196, 220198)

and j.material\_id = 4689

and i.order\_state = '10F'

-- and i.area\_id = '1100'

and i.accept\_date >=

to\_date('2017-07-01 00:00:00', 'YYYY-MM-DD HH24:MI:SS')

and i.accept\_date <=

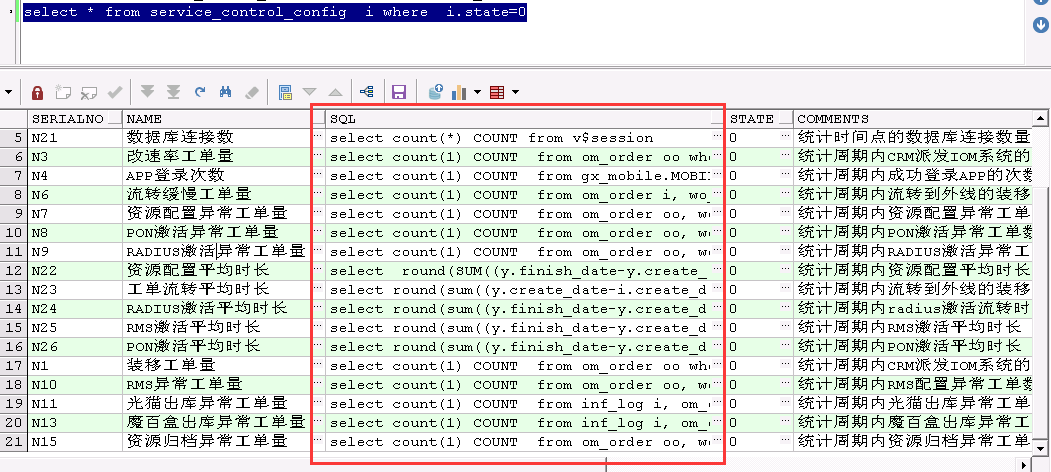
to\_date('2017-07-31 23:59:59', 'YYYY-MM-DD HH24:MI:SS')

and k.material\_name is not null)

group by yh,dw;

**--其他业务流转时长以及异常工单查询脚本，即IT巡检告警；**

select \* from service\_control\_config i where i.state=0;



**--统计一月份IOM系统PC端登录数：**

select count(\*),substr(WEE,0,2),wde

from (select distinct ss.STAFF\_NAME,

ss.logon\_date de,

ss.logout\_date,

iiil.Area\_Id wee,

iiil.area\_name wde,

ss.online\_state

from (select distinct T.STAFF\_ID,

t.STAFF\_NAME,

SO.LOG\_INFO\_ID,

so.logon\_date logon\_date,

so.logout\_date logout\_date,

so.online\_state online\_state,

CASE

WHEN SO.LOG\_INFO\_ID IS NOT NULL THEN

1

ELSE

0

END AS LOGIN\_NUM

from uos\_staff t

join uos\_job\_staff ujs

on ujs.staff\_id = t.staff\_id

join uos\_job uj

on uj.job\_id = ujs.job\_id

left join staff\_online so

on so.staff\_id = t.staff\_id

where t.state = '1'

and uj.state = '1'

and so.logon\_date >=

TO\_DATE('2017-11-01 00:00:00', 'YYYY-MM-DD hh24:mi:ss')

and so.logon\_date <=

TO\_DATE('2017-11-30 23:59:59', 'YYYY-MM-DD hh24:mi:ss')) SS,

uos\_job\_staff ujss,

uos\_job hjb,

uos\_org uog,

uos\_area iiil

where ss.staff\_id = ujss.staff\_id

and ujss.state = '1'

and ujss.is\_normal = '1'

and ujss.isbasic = '1'

-- and hjb.job\_id=875

-- and ss.staff\_id=1

and ujss.job\_id = hjb.job\_id

and iiil.area\_id = uog.area\_id

and hjb.org\_id = uog.org\_id) weww

group by substr(WEE,0,2),wde order by substr(WEE,0,2);

**--手机端分组统计登录次数（在gx\_mobile用户下执行）：**

select count(a.staff\_id),substr(ua.area\_id,0,2)

from MOBILE\_OPER\_REC a,uos\_staff us,uos\_job\_staff ujs,uos\_job uj,uos\_org uo,uos\_area ua

where

us.staff\_id=a.staff\_id

and us.staff\_id=ujs.staff\_id

and ujs.job\_id=uj.job\_id

and uj.org\_id=uo.org\_id

and uo.area\_id=ua.area\_id

and ujs.state = '1'

and ujs.is\_normal = '1'

and ujs.isbasic = '1'

and

a.in\_time

between to\_date('2017-11-01 00:00:00', 'yyyy-MM-dd HH24:mi:ss') and

to\_date('2017-11-30 23:59:59', 'yyyy-MM-dd HH24:mi:ss') and a.service\_id=1

group by substr(ua.area\_id,0,2) order by substr(ua.area\_id,0,2);