# Test der TEP /customers Webservices, Uebersicht

|  |  |  |
| --- | --- | --- |
| REST-Address | Method | Result |
| /customers | GET | OK |
|  | **POST** | Status 500 Internal Server Error |
| /customers/{customerId} | GET | OK |
|  | **POST** | OK |
| /customers/{customerId}/listing\_products | GET | OK |
| /customers/{customerId}/places | GET | OK |
| /customers/{customerId}/physical\_addresses | GET | OK |
|  | **POST** | Status 500 Internal Server Error |
| /customers/{customerId}/physical\_addresses/{addressNo} | GET | OK |
|  | **POST** | Status 500 Internal Server Error |
| /customers/{customerId}/electronic\_addresses | GET | OK |
|  | **POST** | OK |
| /customers/{customerId}/electronic\_addresses/{addressNo} | GET | OK |
|  | **POST** | OK |
| /customers/{customerId}/electronic\_addresses/{addressNo}/validation | **POST** | OK |
| /customers/{customerId}/external\_ids | GET | Status 404 Not Found |
| /customers/{customerId}/contact\_persons | GET | OK |
|  | **POST** | OK |
|  | DELETE | Status 405 Method not Allowed |
| /customers/{customerId}/communications | GET | OK |
|  | **POST** | OK |
| /customers/{customerId}/communications/{communication\_no} | GET | OK |
| /customers/{customerId}/complaints | GET | OK |
| /customers/{customerId}/complaints/{complaint\_no} | GET | OK |
| /customers/{customerId}/cases | GET | OK |
| /customers/{customerId}/cases/{case\_no} | GET | OK |
| /customers/{customerId}/leads | GET | OK |
| /customers/{customerId}/leads/{lead\_no} | GET | OK |
| /customers/{customerId}/contract\_statistics | GET | OK |
| /customers/{customerId}/feedback | GET | OK |
| /customers/{customerId}/parent\_company | GET | OK |
| /customers/{customerId}/child\_companies | GET | OK |
| /customers/{customerId}/advisors | GET | OK |
|  | **POST** | Status 400 Bad Request |
| /customers/{customerId}/advisors/{advisorTypeNo} | GET | OK |
|  | **POST** | OK |
|  | DELETE | Status 405 Method Not Allowed |
| /customers/{customerId}/invoices | GET | OK |
| /customers/{customerId}/invoices/{invoiceId} | GET | OK |
| /customers/sd/{extNo} | GET | keine Testdaten |
| /customers/ltv/{extNo} | GET | keine Testdaten |

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[/customers/{customerId}/cases 10](#_Toc21610337)

[/customers/{customerId}/cases/{case\_no} 10](#_Toc21610338)

[/customers/{customerId}/leads 10](#_Toc21610339)

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# Test der TEP /customers Webservices

Die hier getesteten Webservices haben die gemeinsame Resource

bsicrmserver/rest/v1/customers

Die Ueberschrift zeigt die Erweiterung der REST-Adresse an.

Hier werden nur Testergebnisse widergegeben; die komplette Beschreibung der Services kann in <http://cl01s560.ltvintra.ltv.ch:7004/bsicrmserver/rest/v1/doc/> eingesehen werden.

Grün markierte Textstellen im json-Request Body wurden gegenüber der Beschreibung korrigiert. So wurde in der Beschreibung z.B. für "language" oder "channel" die UC\_UID angegeben; akzeptiert werden aber nur String-Werte einer Enumeration.

## Allgemeine Fehler in der Webservice Beschreibung

Alle Customer-Services haben den REST Address-Teil

/customers/{customerId}

customerId ist irreführend. Gemeint ist COMPLEX\_NO bzw. X\_COMPLEX\_NO.

/cutomers

### Method: GET

Response: Status 200 OK

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/>

### Method: POST

Request-Body: application/json

Bemerkung: Die gelb markierten Werte wurden gegenüber der Beschreibung

{

"type": "company",

"name":"Frank.Ingo.Test",

"language": "de",

"physical\_addresses":[{

"street":{

"id":"270271",

"language":"DE",

"name":"Eichwaldstrasse",

"house\_no":"3"

},

"city":{

"onrp\_no":"4390"

},

"default": true

}],

"electronic\_addresses":[{

"channel":"email",

"channel\_value":"Frank.Ingo.Test.email@host.domain",

"default": true

}]

}

Response: Status 500 Internal Server Error

/customers/{customerId}

### Methode: GET

ACHTUNG:

**Mit customerId ist COMPLEX\_NO gemeint!**

**COMPLEX\_NO**: 19061342

[**http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/19061342**](http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/19061342)

**Status 200 OK**

### Methode: POST

**COMPLEX\_NO**: 19061342

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/19061342>

{

"salutation": "mr",

"first\_name":"Frank-Ingo-Franziska",

"last\_name": "Saltiel",

"language":"de",

**"type":"person"**

}

**OK: Status 204**

Test:

**SELECT** \* **FROM** BSI\_PERSON **WHERE** X\_COMPLEX\_NO = 19061342;

**COMPLEX\_NO**: 16774033

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/16774033>

{

"name": "Frank-Ingo-Franziska-Company",

"language":"de",

**"type":"company"**

}

**OK: Status 204**

Test:

**SELECT** \* **FROM** BSI\_COMPANY **WHERE** X\_COMPLEX\_NO = 16774033;

/customers/{customerId}/listing\_products

### Methode: GET

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/16774033/listing_products>

**Status 200 OK**

/customers/{customerId}/places

### Methode: GET

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/16774033/places>

**Status 200 OK**

/customers/{customerId}/history

### Methode: GET

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/16774033/history>

**Status 200 OK**

/customers/{customerId}/physical\_addresses

### Methode: GET

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/16774033/physical_addresses>

**Status 200 OK**

### Methode: POST

Request-Body: application/json

{

"additional\_line2":"Zusaetzliche Addresszeile 2",

"street":{

"id":"2550",

"name":"Name der Strasse-Route de ladida",

"house\_no":"1b",

"language":"fr"

},

"additional\_line1":"Zusaetzliche Addresszeile 1",

"city":{

"onrp\_no":"447"

}

}

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/19061342/physical_addresses>

Test wurde auch mit COMPLEX\_NO = 16774033 ausgeführt.

**Status 500 Internal Server Error**

/customers/{customerId}/physical\_addresses/{addressNo}

### Methode: GET

ADDRESS\_NO: 36652554

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/19061342/physical_addresses/36652554>

**Status 200 OK**

### Methode: POST

Request Body: application/json

{

"additional\_line2":"Zusaetzliche Zeile 2",

"street":{

"id":"2550",

"name":"Franziska-York-Way",

"house\_no":"1b",

"language":"fr"

},

"additional\_line1":"Zusaetzliche Zeile 1",

"city":{

"onrp\_no":"1066"

}

}

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/19061342/physical_addresses/36652554>

**Status 500 Internal Server Error**

/customers/{customerId}/electronic\_addresses

### Methode: GET

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/19061342/electronic_addresses>

**Status 200 OK**

### Methode: POST

Request Body: application/json

{

"channel" : "phone",

"channel\_value" : "+412215053113"

}

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/19061342/electronic_addresses>

**Status: 201 Created**

**Der** "phone" **channel wurde hinzugefügt.**

Test:

**SELECT** \* **FROM** BSI\_ADDRESS **WHERE** CHANNEL\_VALUE **LIKE** '%41221505311%';

Alle channel zu COMPLEX\_NO = 19061342:

**SELECT** \* **FROM** BSI\_ADDRESS **WHERE** ITEM\_KEY0\_NR = 4677208574;

/customers/{customerId}/electronic\_addresses/{addressNo}

### Methode: GET

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/19061342/electronic_addresses/45879972>

**Status: 200 OK**

### Methode: POST

Request Body: application/json

{

"channel\_value" : "+412215056116"

}

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/19061342/electronic_addresses/45879972>

**Status: 200 OK**

Test:

**SELECT** \* **FROM** BSI\_ADDRESS **WHERE** CHANNEL\_VALUE **LIKE** '%41221505611%';

/customers/{customerId}/electronic\_addresses/{addressNo}/validation

### Methode: POST

{

"channel" : "phone",

"channel\_value" : "+412215056116"

}

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/19061342/electronic_addresses/45879972/validation>

**Status 204 No Content**

/customers/{customerId}/external\_ids

### Methode: GET

**Status 404 Not Found** - The server has not found anything matching the request URI

/customers/{customerId}/contact\_persons

### Methode: GET

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/16774033/contact_persons>

**Status 200 OK**

### Methode: POST

{

"first\_name": "Frank.Ingo-2019.10.10",

"last\_name":"LastName-2019.10.10",

"language": "de",

"salutation": "mr"

}

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/16774033/contact_persons>

**Status 201 Created**

Test:

**SELECT** FIRST\_NAME, LAST\_NAME, X\_COMPLEX\_NO **FROM** BSI\_PERSON

**WHERE** **LOWER**(LAST\_NAME) **LIKE** **LOWER**('LastName-2019.10%');

|  |  |  |
| --- | --- | --- |
| **FIRST\_NAME** | **LAST\_NAME** | **X\_COMPLEX\_NO** |
| Frank.Ingo-2019.10.10 | LastName-2019.10.10 | 65940947 |

### Methode: DELETE

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/16774033/contact_persons>

**Status 405 Method Not Allowed**

/customers/{customerId}/communications

### Methode: GET

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/16774033/communications>

**Status 200 OK**

### Methode: POST

{

"type" : "appointment",

"visit\_date" : "2019-10-09T09:30:58+02:00",

"visit\_report\_id" : "besuchsreportid123",

"contract" : true,

"origin" : "nationalreport",

"contact\_person\_complex\_no" : "65940947"

}

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/16774033/communications>

**Status 201 Created**

Test:

**SELECT** UCT.TEXT "type", BCM.CHANNEL\_UID, BCM.EVT\_START visit\_date, BCM.X\_CONTRACT\_SIGNED contract, BCM.X\_VISIT\_REPORT\_NO visit\_report\_id, PRS.X\_COMPLEX\_NO contact\_person\_complex\_no

**FROM** BSI\_COMMUNICATION bcm

**INNER** **JOIN** BSI\_UC\_TEXT uct

**ON** UCT.UC\_UID = BCM.CHANNEL\_UID

**AND** UCT.LANGUAGE\_UID = 246

**INNER** **JOIN** BSI\_PERSON prs

**ON** PRS.PERSON\_NR = BCM.PERSON\_NR

**WHERE** BCM.X\_VISIT\_REPORT\_NO = 'besuchsreportid123';

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **type** | **CHANNEL\_UID** | **VISIT\_DATE** | **CONTRACT** | **VISIT\_REPORT\_ID** | **CONTACT\_PERSON\_COMPLEX\_NO** |
| Besuch | 100035 | 09.10.2019 09:30 | 0 | besuchsreportid123 | 65940947 |

Bemerkung:

"contract" : true wurde nicht gespeichert, Wert dort ist 0 = false.

/customers/{customerId}/communications/{communication\_no}

### Methode: GET

**Achtung:**

Mit communication\_no ist das Feld X\_COMMUNICATION\_EXT\_KEY in BSI\_COMMUNICATION gemeint.

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/16774033/communications/5876bf46-ee32-441d-a10e-0446398acbf0>

**Status 200 OK**

/customers/{customerId}/complaints

### Methode: GET

[http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/16774052/complaints](http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/16774033/complaints)

**Status 200 OK**

/customers/{customerId}/complaints/{complaint\_no}

### Methode: GET

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/16774052/complaints/1000131175>

**Status 200 OK**

/customers/{customerId}/cases

### Methode: GET

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/16774052/cases>

**Status 200 OK**

/customers/{customerId}/cases/{case\_no}

### Methode: GET

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/16774052/cases/1235576>

**Status 200 OK**

/customers/{customerId}/leads

### Methode: GET

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/16775533/leads>

**Status 200 OK**

/customers/{customerId}/leads/{lead\_no}

### Methode: GET

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/16775533/leads/1234>

**Status 200 OK**

/customers/{customerId}/contract\_statistics

### Methode: GET

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/16775533/contract_statistics>

**Status 200 OK**

/customers/{customerId}/feedback

### Methode: GET

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/16570244/feedback>

**Status 200 OK**

**Bemerkung:**

Eine für den Test geeignete Complex\_No wurde der «Abfrage zur Ermittlung einer Complex\_No für /customers/{customerId}/feedback» (s. Anhang), Feld PERSON\_COMPLEX\_NO entnommen.

[/customers/{customerId}/parent\_company](file:///C:\Users\dir14400\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\CR45OTS0\doc.html#panel_customers__customerId__parent_company)

### Methode: GET

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/22378639/parent_company>

**Status 200 OK**

/customers/{customerId}/child\_companies

### Methode: GET

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/30661701/child_companies>

**Status 200 OK**

/customers/{customerId}/advisors

### Methode: GET

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/22378639/advisors>

**Status 200 OK**

### Methode: POST

{

"username":"dir14400",

"spoc": true,

"advisor\_type":"fieldsales"

}

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/22378639/advisors>

**Status 400 Bad Request**

Response:

{

"status": 400,

"message": "There was an error validating the given data. See field errors for details.",

"field\_errors": [

{

"code": "REQUIRED\_PROPERTY\_VALUE",

"path": [

"advisorType"

],

"message": "multiple values for unique type {128840}"

}

]

}

Der String "fieldsales" wird für den Codetype "advisor\_type" (CODE\_TYPE\_UID = 113690) für unterschiedliche UC\_UIDs zweimal vergeben. Im LCM-Code enthalten die Klassen FieldsalesCode und PersonFieldsalesCode jeweils einen Verweis auf das Schlüsselfeld LcmFieldsalesCode, das den Wert "fieldsales" zurückgibt.

Lösung:

Damit die Rückwärtssuche – von Text zu Schlüssel – funktioniert, muss eine weitere Schlüssel-Wert Kombination eingefügt werden.

|  |  |  |  |
| --- | --- | --- | --- |
| **UC\_UID** | **TEXT** | **CODE\_TYPE** | **IS\_ACTIVE** |
| 136’400 | Fieldsales | 113’690 | 1 |
| 128’844 | Kundenberater TS | 113’690 | 0 |
| 128’841 | Kundenberater KAM | 113’690 | 0 |
| 128’840 | Fieldsales | 113’690 | 1 |
| 128’842 | Innendienst | 113’690 | 1 |

Die Suche nach 136400 (PersonFieldsalesCode) im LCM-Code ergibt ausserhalb des migration-Packages 2 Treffer: in der Code-Klasse selbst und in CreateContactPersonRestInterfaceTest.

Die Klasse PersonFieldsalesCode wird in folgenden Klassen insgesamt 10 mal referenziert

* LcmPersonForm
* LcmAdvisorProcessService
* LcmFieldSalesBaseService
* LcmPersonFormDataFacade

/customers/{customerId}/advisors/{advisorTypeNo}

### Methode: GET

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/22378639/advisors/128840>

**Status 200 OK**

### Methode: POST

{

"username":"ltv1946",

"spoc": false

}

{

"username":"ltv1946",

"spoc": true

}

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/22378639/advisors/128840>

**Status 204 No Content**

### Methode: DELETE

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/22378639/advisors?customerId=10001324&advisorTypeNo=128840>

**Status 405 Method Not Allowed**

/customers/{customerId}/invoices

### Methode: GET

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/22378639/invoices>

**Status 200 OK**

/customers/{customerId}/invoices/{invoiceId}

### Methode: GET

<http://lcm-tep.ltvintra.ltv.ch:7002/bsicrmserver/rest/v1/customers/22378639/invoices?invoiceId=200000319052>

**Status 200 OK**

/customers/sd/{extNo}

### Methode: GET

Keinen geeigneten Parameter gefunden. Response jedoch ok, «Status 404: Unknown ID: «

/customers/ltv/{extNo}

### Methode: GET

Keinen geeigneten Parameter gefunden. Response jedoch ok, «Status 404: Unknown ID: «

# Anhang

Abfrage zur Ermittlung einer Complex\_No für /customers/{customerId}/feedback

**SELECT** -- Informationen zum Kundenbesuch

KUNDENBESUCH.BESUCHSREPORT\_ID, -- ID VON NATIONAL REPORT

KUNDENBESUCH.COMMUNICATION\_EXT\_KEY, -- KOMMUNIKATIONS-ID DES KUNDENBESUCHES VON LCM

KUNDENBESUCH.QUELLE, -- WIRD BIS AUF WEITERES NUR NATIONAL REPORT SEIN

KUNDENBESUCH.KANAL, -- WIRD IMMER 'BESUCH' SEIN

(**SELECT** CUSTOMER\_NO **FROM** BSICRM\_EXT.EXT\_LCM\_CUSTOMER\_COMPLEX **WHERE** COMPLEX\_NO = KUNDENBESUCH.COMPANY\_COMPLEX\_NO **AND** IS\_MASTER = 1 **AND** ROWNUM = 1) EXTERNE\_KUNDENNUMMER, -- EXTERNE MASTER-KUNDENNUMMER DES BESUCHTEN KUNDEN (FIRMA, KANN ÄNDERN)

KUNDENBESUCH.COMPANY\_COMPLEX\_NO, -- KOMPLEXNUMMER DES BESUCHTEN KUNDEN (FIRMA, STATISCH)

'' REGION\_ID, -- ES IST NICHT KLAR, WELCHE REGION\_ID GEWÜNSCHT WIRD

KUNDENBESUCH.VERANTWORTLICHER, -- KUBE, WELCHER DEN KUNDENBESUCH DURCHGEFÜHRT HAT

KUNDENBESUCH.BEGINN\_DATUM, -- DATUM DES KUNDENBESUCHES

-- Informationen zur Aktion

(**SELECT** ACTION\_NR **FROM** BSICRM\_EXT.EXT\_COMMUNICATION\_REACTION **WHERE** COMMUNICATION\_EXT\_KEY = KUNDENFEEDBACK.COMMUNICATION\_EXT\_KEY **AND** ROWNUM = 1) ACTION\_NR,

-- Informationen zum Kundenfeedback-Mail

KUNDENFEEDBACK.BEGINN\_DATUM, -- DATUM DES MAILS (GESENDET)

KUNDENFEEDBACK.PERSON\_COMPLEX\_NO, -- KOMPLEXNUMMER DER ANGESCHRIEBENEN PERSON

KUNDENFEEDBACK.PERSON\_NAME, -- NAME DER ANGESCHRIEBENEN PERSON

PERSON.VORNAME, PERSON.NACHNAME, PERSON.ANREDE,

-- Informationen zu den kundenreaktionen

(**SELECT** 1 **FROM** DUAL **WHERE** **EXISTS** (**SELECT** 1 **FROM** BSICRM\_EXT.EXT\_COMMUNICATION\_REACTION **WHERE** COMMUNICATION\_EXT\_KEY = KUNDENFEEDBACK.COMMUNICATION\_EXT\_KEY **and** **UPPER**(REACTION) = **UPPER**('E-MAIL GEÖFFNET'))) EMAIL\_GEÖFFNET, -- EMAIL GEÖFFNET

(**SELECT** VALUE\_SMARTFIELD **FROM** BSICRM\_EXT.EXT\_COMMUNICATION\_REACTION **WHERE** COMMUNICATION\_EXT\_KEY = KUNDENFEEDBACK.COMMUNICATION\_EXT\_KEY **and** **UPPER**(REACTION) = **UPPER**('BOUNCE-GRUND') **AND** ROWNUM = 1) BOUNCE\_GRUND, -- BOUNCE-GRUND

(**SELECT** VALUE\_LONG **FROM** BSICRM\_EXT.EXT\_COMMUNICATION\_REACTION **WHERE** COMMUNICATION\_EXT\_KEY = KUNDENFEEDBACK.COMMUNICATION\_EXT\_KEY **and** **UPPER**(REACTION) = **UPPER**('PERSON\_FRIENDLY') **AND** ROWNUM = 1) PERSON\_FRIENDLY, -- REAKTIONEN...

(**SELECT** VALUE\_LONG **FROM** BSICRM\_EXT.EXT\_COMMUNICATION\_REACTION **WHERE** COMMUNICATION\_EXT\_KEY = KUNDENFEEDBACK.COMMUNICATION\_EXT\_KEY **and** **UPPER**(REACTION) = **UPPER**('PERSON\_PREPARED') **AND** ROWNUM = 1) PERSON\_PREPARED,

(**SELECT** VALUE\_LONG **FROM** BSICRM\_EXT.EXT\_COMMUNICATION\_REACTION **WHERE** COMMUNICATION\_EXT\_KEY = KUNDENFEEDBACK.COMMUNICATION\_EXT\_KEY **and** **UPPER**(REACTION) = **UPPER**('PERSON\_REQUIREMENTCATCHED') **AND** ROWNUM = 1) PERSON\_REQUIREMENTCATCHED,

(**SELECT** VALUE\_LONG **FROM** BSICRM\_EXT.EXT\_COMMUNICATION\_REACTION **WHERE** COMMUNICATION\_EXT\_KEY = KUNDENFEEDBACK.COMMUNICATION\_EXT\_KEY **and** **UPPER**(REACTION) = **UPPER**('PERSON\_COMPREHENSIBLE') **AND** ROWNUM = 1) PERSON\_COMPREHENSIBLE,

(**SELECT** VALUE\_LONG **FROM** BSICRM\_EXT.EXT\_COMMUNICATION\_REACTION **WHERE** COMMUNICATION\_EXT\_KEY = KUNDENFEEDBACK.COMMUNICATION\_EXT\_KEY **and** **UPPER**(REACTION) = **UPPER**('PERSON\_EXPERT') **AND** ROWNUM = 1) PERSON\_EXPERT,

(**SELECT** VALUE\_LONG **FROM** BSICRM\_EXT.EXT\_COMMUNICATION\_REACTION **WHERE** COMMUNICATION\_EXT\_KEY = KUNDENFEEDBACK.COMMUNICATION\_EXT\_KEY **and** **UPPER**(REACTION) = **UPPER**('PERSON\_PLEASANT') **AND** ROWNUM = 1) PERSON\_PLEASANT,

(**SELECT** VALUE\_LONG **FROM** BSICRM\_EXT.EXT\_COMMUNICATION\_REACTION **WHERE** COMMUNICATION\_EXT\_KEY = KUNDENFEEDBACK.COMMUNICATION\_EXT\_KEY **and** **UPPER**(REACTION) = **UPPER**('PERSON\_ONTIME') **AND** ROWNUM = 1) PERSON\_ONTIME,

(**SELECT** VALUE\_LONG **FROM** BSICRM\_EXT.EXT\_COMMUNICATION\_REACTION **WHERE** COMMUNICATION\_EXT\_KEY = KUNDENFEEDBACK.COMMUNICATION\_EXT\_KEY **and** **UPPER**(REACTION) = **UPPER**('OFFERING\_COMPREHENSIBLE') **AND** ROWNUM = 1) OFFERING\_COMPREHENSIBLE,

(**SELECT** VALUE\_LONG **FROM** BSICRM\_EXT.EXT\_COMMUNICATION\_REACTION **WHERE** COMMUNICATION\_EXT\_KEY = KUNDENFEEDBACK.COMMUNICATION\_EXT\_KEY **and** **UPPER**(REACTION) = **UPPER**('OFFERING\_FORWARDLOOKING') **AND** ROWNUM = 1) OFFERING\_FORWARDLOOKING,

(**SELECT** VALUE\_LONG **FROM** BSICRM\_EXT.EXT\_COMMUNICATION\_REACTION **WHERE** COMMUNICATION\_EXT\_KEY = KUNDENFEEDBACK.COMMUNICATION\_EXT\_KEY **and** **UPPER**(REACTION) = **UPPER**('OFFERING\_CONVINCING') **AND** ROWNUM = 1) OFFERING\_CONVINCING,

(**SELECT** VALUE\_LONG **FROM** BSICRM\_EXT.EXT\_COMMUNICATION\_REACTION **WHERE** COMMUNICATION\_EXT\_KEY = KUNDENFEEDBACK.COMMUNICATION\_EXT\_KEY **and** **UPPER**(REACTION) = **UPPER**('OFFERING\_EFFECTIVE') **AND** ROWNUM = 1) OFFERING\_EFFECTIVE,

(**SELECT** VALUE\_LONG **FROM** BSICRM\_EXT.EXT\_COMMUNICATION\_REACTION **WHERE** COMMUNICATION\_EXT\_KEY = KUNDENFEEDBACK.COMMUNICATION\_EXT\_KEY **and** **UPPER**(REACTION) = **UPPER**('OVERALL\_IMPRESSION') **AND** ROWNUM = 1) OVERALL\_IMPRESSION,

(**SELECT** VALUE\_LONG **FROM** BSICRM\_EXT.EXT\_COMMUNICATION\_REACTION **WHERE** COMMUNICATION\_EXT\_KEY = KUNDENFEEDBACK.COMMUNICATION\_EXT\_KEY **and** **UPPER**(REACTION) = **UPPER**('OVERALL\_RESULT') **AND** ROWNUM = 1) OVERALL\_RESULT,

(**SELECT** VALUE\_LONG **FROM** BSICRM\_EXT.EXT\_COMMUNICATION\_REACTION **WHERE** COMMUNICATION\_EXT\_KEY = KUNDENFEEDBACK.COMMUNICATION\_EXT\_KEY **and** **UPPER**(REACTION) = **UPPER**('OVERALL\_MARKETINGPARTNER') **AND** ROWNUM = 1) OVERALL\_MARKETINGPARTNER,

(**SELECT** VALUE\_LOB **FROM** BSICRM\_EXT.EXT\_COMMUNICATION\_REACTION **WHERE** COMMUNICATION\_EXT\_KEY = KUNDENFEEDBACK.COMMUNICATION\_EXT\_KEY **and** **UPPER**(REACTION) = **UPPER**('OVERALL\_LIKE\_REMARK') **AND** ROWNUM = 1) OVERALL\_LIKE\_REMARK,

(**SELECT** VALUE\_LOB **FROM** BSICRM\_EXT.EXT\_COMMUNICATION\_REACTION **WHERE** COMMUNICATION\_EXT\_KEY = KUNDENFEEDBACK.COMMUNICATION\_EXT\_KEY **and** **UPPER**(REACTION) = **UPPER**('OVERALL\_UNLIKE\_REMARK') **AND** ROWNUM = 1) OVERALL\_UNLIKE\_REMARK

**FROM**

BSICRM\_EXT.EXT\_COMMUNICATION KUNDENBESUCH

**LEFT** **OUTER** **JOIN**(

**SELECT**

COM.BEGINN\_DATUM,

COM.PERSON\_COMPLEX\_NO,

COM.PERSON\_NAME,

COM.BESUCHSREPORT\_ID,

COM.COMMUNICATION\_EXT\_KEY

**FROM**

BSICRM\_EXT.EXT\_COMMUNICATION COM

**WHERE**

COM.BESUCHSREPORT\_ID **IS** **NOT** **NULL**

**AND** **UPPER**( COM.KANAL )= **UPPER**( 'E-MAIL' )

**AND** **UPPER**( COM.QUELLE )= **UPPER**( 'MARKETING' )

) KUNDENFEEDBACK **ON**

KUNDENBESUCH.BESUCHSREPORT\_ID = KUNDENFEEDBACK.BESUCHSREPORT\_ID

**LEFT** **OUTER** **JOIN** BSICRM\_EXT.EXT\_PERSON PERSON **ON**

KUNDENFEEDBACK.PERSON\_COMPLEX\_NO = PERSON.COMPLEX\_NO

**WHERE**

**UPPER**( KUNDENBESUCH.KANAL )= **UPPER**( 'BESUCH' ) -- AUSWERTUNG NUR FÜR BESUCHSREPORTE

**AND** **UPPER**( KUNDENBESUCH.QUELLE )= **UPPER**( 'NATIONAL REPORT' ) -- WELCHE VON NATIONAL REPORT STAMMEN

;