

/\*

*Sample SQL QA Query:*

*Original 2000+lines*

*All identifying naming and features have  
been changed or removed*

\*/

*--Table 1. VoiceText HANDLED COUNT*

```
--DROP TABLE ND_TEMP.Voice_HandledCountTST3;  
CREATE MULTISET TABLE ND_TEMP.Voice_HandledCountTST3 AS (  
    SELECT DISTINCT  
        PMV.NUMBER,  
        EM.LOGIN,  
        Sum(Cast(INTERACTION_HANDLED_COUNT AS DECIMAL(10,4))) AS  
handledCount,  
        Sum(Cast(INTERACTION_HANDLE_TIME AS DECIMAL(10,4))) AS  
Interaction_Time,  
        UD.FULL_NAME,  
        PMV.CALENDAR_DATE,  
        PMV.FISCAL_PERIOD,  
        INTERACTION_MEDIUM,  
        PMV.JOB_TYPE,  
        PMV.X2_SUB_QUEUE_DETAIL,  
        PMV.COMPANY_NAME,  
        PMV.X2_QUEUE_NAME,  
        PMV.X2_SUB_QUEUE_NAME,  
        PMV.AGENT_HIRE_DATE,  
        EM.REPORT_TO_VP_NAME,  
        EM.JOB_LEVEL,  
        EM.NAT_TEAM,  
        EM.L3_MGR_NTLOGIN_ID,  
        EM.L4_MGR_NTLOGIN_ID,  
        PMV.X2_PILLAR,  
        EM.CA_LEVEL_CD,  
        EM.EMPLOYMENT_TYPE,  
        EM.VENDOR_SUPERVISOR_NAME,  
        EM.VENDOR_MANAGER_NAME,  
        EM.VENDOR_DIRECTOR_NAME,  
        EM.REPORT_TO_DIRECTOR_NAME,  
        EM.REPORT_TO_SUPERVISOR_NAME,
```

EM.REPORT\_TO\_MANAGER\_NAME,  
EM.AGENT\_TENURE\_ID,  
EM.AGENT\_TENURE\_DESC,  
EM.AGENT\_SHORT\_TENURE\_DESC,

**CASE**

**WHEN** Extract(DAY From CALENDAR\_DATE) < 22 **THEN** CALENDAR\_DATE + Cast(21 -  
Extract(DAY From CALENDAR\_DATE) **AS** INTERVAL DAY)  
**WHEN** Extract(DAY From CALENDAR\_DATE) >= 22 **THEN** CALENDAR\_DATE -  
Cast(Extract(DAY From CALENDAR\_DATE) - 21 **AS** INTERVAL DAY) + INTERVAL '1' MONTH  
**END AS** FME

**FROM** Table 1 **APMV**

**LEFT JOIN** Table 2 **AS** UWD

ON PMV.NUMBER = UD.PERNR  
AND FME BETWEEN UD.RECORD\_START\_TS AND  
UD.RECORD\_END\_TS

**LEFT JOIN** TABLE 3 **AS** EOM

ON PMV.NUMBER = EM.NUMBER  
AND PMV.FISCAL\_PERIOD = EM.FISCAL\_PERIOD

**WHERE**

PMV.FISCAL\_PERIOD >= '2023-10'  
**AND** INTERACTION\_HANDLED\_COUNT > 0  
AND PMV.EMPLOYMENT\_TYPE = 'EMPLOYEE'  
AND PMV.X2\_PILLAR NOT IN ('Account Management','Central Division  
(Collections)','TeleCO Business',  
'Credit, Collections, Fraud','Enterprise Business','Misc.  
Group','Repair','Sales',  
'Technical Support Center','Mid Division (Payment Services)','XOC')  
**AND** INTERACTION\_MEDIUM **NOT IN** ('ADJUST', 'ORDER')

**GROUP BY**

PMV.NUMBER,  
CALENDAR\_DATE,  
UD.FULL\_NAME,  
PMV.FISCAL\_PERIOD,  
FME,  
PMV.JOB\_TYPE,  
INTERACTION\_MEDIUM,

PMV.X2\_SUB\_QUEUE\_DETAIL,  
PMV.COMPANY\_NAME,  
PMV.X2\_QUEUE\_NAME,  
PMV.X2\_SUB\_QUEUE\_NAME,  
EM.REPORT\_TO\_VP\_NAME,  
EM.NAT\_TEAM,  
EM.JOB\_LEVEL,  
EM.L3\_MGR\_NTLOGIN\_ID,  
EM.L4\_MGR\_NTLOGIN\_ID,  
EM.LOGIN,  
PMV.X2\_PILLAR,  
PMV.AGENT\_HIRE\_DATE,  
EM.CA\_LEVEL\_CD,  
EM.EMPLOYMENT\_TYPE,  
EM.CA\_LEVEL\_CD,  
EM.EMPLOYMENT\_TYPE,  
EM.VENDOR\_SUPERVISOR\_NAME,  
EM.VENDOR\_MANAGER\_NAME,  
EM.VENDOR\_DIRECTOR\_NAME,  
EM.REPORT\_TO\_DIRECTOR\_NAME,  
EM.REPORT\_TO\_SUPERVISOR\_NAME,  
EM.REPORT\_TO\_MANAGER\_NAME,  
EM.AGENT\_TENURE\_ID,  
EM.AGENT\_TENURE\_DESC,  
EM.AGENT\_SHORT\_TENURE\_DESC

) **WITH DATA**

PRIMARY INDEX (EMPLY\_NUM, CALENDAR\_DATE);

--- Table 2. AIR VCS

--DROP TABLE ND\_TEMP.Voice\_AIRVCS\_VCSsub;

**CREATE MULTISET TABLE ND\_TEMP.Voice\_AIRVCS\_VCSsub**

**AS**

**(**

**SELECT**

A.EMPLY\_NUM,

A.FISCAL\_PERIOD,

A.AIRVCS\_REPEAT\_COUNT,  
A.AIR\_VCS,  
B.AIR\_MAX,  
B.CALENDAR\_DATE

**FROM**

(

**SELECT DISTINCT**

EMPLY\_NUM,  
FISCAL\_PERIOD,  
SUM(AIR\_VCS\_CUST\_7\_DAY\_REPEAT\_CONTACT\_CNT) AS  
AIRVCS\_REPEAT\_COUNT,  
(SUM(AIR\_VCS\_QUEUE\_CONTACT\_RECEIVED\_CNT) -  
SUM(AIR\_VCS\_CUST\_7\_DAY\_REPEAT\_CONTACT\_CNT)) /  
NULLIF(SUM(CAST(AIR\_VCS\_QUEUE\_CONTACT\_RECEIVED\_CNT  
AS DECIMAL(10,4))), 0) AS AIR\_VCS

**FROM**

Table 1

**WHERE**

FISCAL\_PERIOD >= '2023-10'  
AND AIR\_VCS\_QUEUE\_CONTACT\_RECEIVED\_CNT <>

0

**AND** EMPLOYMENT\_TYPE = 'EMPLOYEE'

AND X2\_PILLAR NOT IN ('Account Management','Central Division  
(Collections)','TeleCO Business',  
'Credit, Collections, Fraud','Enterprise Business','Misc.  
Group','Repair',  
'Sales','Technical Support Center','Mid Division  
(Payment Services)','XOC')

**GROUP BY**

EMPLY\_NUM,  
FISCAL\_PERIOD

) A

**LEFT JOIN**

(

**SELECT DISTINCT**

EMPLY\_NUM,  
FISCAL\_PERIOD,  
CALENDAR\_DATE,  
(SUM(AIR\_VCS\_QUEUE\_CONTACT\_RECEIVED\_CNT) -  
SUM(AIR\_VCS\_CUST\_7\_DAY\_REPEAT\_CONTACT\_CNT)) /  
SUM(CAST(AIR\_VCS\_QUEUE\_CONTACT\_RECEIVED\_CNT AS  
DECIMAL(10,4))) AS AIR\_MAX

**FROM**

Table 1

```

WHERE
    FISCAL_PERIOD >= '2023-10'
    AND AIR_VCS_IQUEUE_CONTACT_RECEIVED_CNT <>
0
    AND EMPLOYMENT_TYPE = 'EMPLOYEE'
    AND X2_PILLAR NOT IN ('Account Management','Central Division
(Collections)','TeleCO Business',
        'Credit, Collections, Fraud','Enterprise Business','Misc.
Group','Repair',
        'Sales','Technical Support Center','Mid Division
(Payment Services)','XOC')
GROUP BY
    EMPLY_NUM,
    FISCAL_PERIOD,
    CALENDAR_DATE
) B
ON A.EMPLY_NUM = B.EMPLY_NUM
AND A.FISCAL_PERIOD = B.FISCAL_PERIOD
)
WITH DATA PRIMARY INDEX (EMPLY_NUM,
FISCAL_PERIOD);

```

--- Table 3. AIR VC

--DROP TABLE ND\_TEMP.Voice\_AIR\_VCsub;

**CREATE MULTISET TABLE ND\_TEMP.Voice\_AIR\_VCsub AS**

```

(
SELECT
    A.EMPLY_NUM,
    A.FISCAL_PERIOD,
    A.AIR_handledCount,
    A.AIR_VC,
    B.VCMMM,
    B.CALENDAR_DATE
FROM
(
SELECT DISTINCT
    EMPLY_NUM,
    FISCAL_PERIOD,

```

```
SUM(AIR_ITYP_7_DAY_REPEAT_CONTACT_CNT) AS  
AIR_handledCount,  
(SUM(AIR_QUEUE_CONTACT_RECEIVED_CNT) -  
SUM(AIR_QUEUE_7_DAY_REPEAT_CONTACT_CNT)) /  
NULLIF(SUM(CAST(AIR_QUEUE_CONTACT_RECEIVED_CNT  
AS DECIMAL(10,4))), 0) AS AIR_VC
```

**FROM**

Table 1

**WHERE**

FISCAL\_PERIOD >= '2023-10'

AND AIR\_QUEUE\_CONTACT\_RECEIVED\_CNT <> 0

**AND** EMPLOYMENT\_TYPE = 'EMPLOYEE'

AND X2\_PILLAR NOT IN ('Account Management','Central Division  
(Collections)','TeleCO Business',

'Credit, Collections, Fraud','Enterprise Business','Misc.  
Group','Repair',

'Sales','Technical Support Center','Mid Division  
(Payment Services)','XOC')

**GROUP BY**

EMPLY\_NUM,

FISCAL\_PERIOD

) A

**LEFT JOIN**

(

**SELECT DISTINCT**

EMPLY\_NUM,

FISCAL\_PERIOD,

CALENDAR\_DATE,

(SUM(AIR\_QUEUE\_CONTACT\_RECEIVED\_CNT) -  
SUM(AIR\_QUEUE\_7\_DAY\_REPEAT\_CONTACT\_CNT)) /

NULLIF(SUM(CAST(AIR\_QUEUE\_CONTACT\_RECEIVED\_CNT  
AS DECIMAL(10,4))), 0) AS VCMMM

**FROM**

Table 1

**WHERE**

FISCAL\_PERIOD >= '2023-10'

AND AIR\_QUEUE\_CONTACT\_RECEIVED\_CNT <> 0

**AND** EMPLOYMENT\_TYPE = 'EMPLOYEE'

AND X2\_PILLAR NOT IN ('Account Management','Central Division  
(Collections)','TeleCO Business',

'Credit, Collections, Fraud','Enterprise Business','Misc.  
Group','Repair',

'Sales','Technical Support Center','Mid Division  
(Payment Services)','XOC')

**GROUP BY**

EMPLY\_NUM,

```

        FISCAL_PERIOD,
        CALENDAR_DATE
    ) B
    ON A.EMPLY_NUM = B.EMPLY_NUM
    AND A.FISCAL_PERIOD = B.FISCAL_PERIOD
)
WITH DATA PRIMARY INDEX (EMPLY_NUM,
FISCAL_PERIOD);

```

*--I. VCS*

```

SELECT
    DISTINCT IH.EMP_NUM
    ,IH.LOGIN_ID
    ,IH.FULL_NAME
    ,IH.AGENT_HIRE_DATE AS HIRE_DATE
    ,CASE
        WHEN (IH.EMPLOYMENT_TYPE = 'VENDOR'
        AND IH.JOB_LEVEL IS NULL) THEN 'VENDOR_AGENT'
        ELSE IH.JOB_LEVEL
        END AS JOB_LEVEL_2

    ,IH.COMPANY_NAME
    ,IH.FISCAL_PERIOD

    ,CAST('AIR VCS SCORE' AS VARCHAR(50)) AS METRIC_CODE

    ,IH.INTERACTION_MEDIUM AS MEDIA_TYPE
    ,'PERCENT' AS Value_Type
    ,Trim(Cast(VCS.AIR_VCS *100 AS DECIMAL(10, 2))) AS RESULTS

    ,Lag (RESULTS) Over(PARTITION BY IH.FULL_NAME ORDER BY
    IH.FISCAL_PERIOD ASC) AS PREVIOUS_MONTHS_RESULTS

    ,CASE
        WHEN CAST(RESULTS AS DECIMAL(10,2)) >
        CAST(PREVIOUS_MONTHS_RESULTS AS DECIMAL(10,2)) THEN
        'INCREASE'
        WHEN CAST(RESULTS AS DECIMAL(10,2)) <
        CAST(PREVIOUS_MONTHS_RESULTS AS DECIMAL(10,2)) THEN
        'DECLINE'

```

```
    WHEN CAST(RESULTS AS DECIMAL(10,2)) =  
    CAST(PREVIOUS_MONTHS_RESULTS AS DECIMAL(10,2)) THEN 'SAME'  
    ELSE 'NA'  
    END AS CURRENT_MONTHLY_TRENDING
```

```
    ,Trim(Cast(Avg(VCS.AIR_MAX) *100 AS DECIMAL(10, 2))) AS  
    DAILY_AVERAGE_SCORE  
    ,Trim(Cast(Min (VCS.AIR_MAX) *100 AS DECIMAL(10, 2))) AS  
    DAILY_MINIMUM_SCORE  
    ,Trim(Cast((Min(VCS.AIR_MAX) + Max(VCS.AIR_MAX))*100 / 2 AS  
    DECIMAL(10,2))) AS DAILY_MEDIAN_SCORE  
    ,Trim(Cast(Max (VCS.AIR_MAX) *100 AS DECIMAL(10, 2))) AS  
    DAILY_MAXIMUM_SCORE
```

```
    ,IH.EMP_LEVEL  
    ,DENSE_RANK() OVER (  
    PARTITION BY IH.EMP_LEVEL, IH.TEAM2,IH.FISCAL_PERIOD  
    ORDER BY VCS.AIR_VCS *100 DESC  
    ) AS SCORE_RANKING
```

```
    ,CASE  
    WHEN DENSE_RANK() OVER (  
    PARTITION BY  
    IH.TEAM2,IH.FISCAL_PERIOD,IH.CA_LEVEL_CD  
    ORDER BY VCS.AIR_VCS *100 DESC  
    ) <= (COUNT(*) OVER (PARTITION BY  
    IH.CA_LEVEL_CD,IH.TEAM2,IH.FISCAL_PERIOD ) * 0.15)  
    THEN 'Top 15%'
```

```
    WHEN DENSE_RANK() OVER (  
    PARTITION BY IH.TEAM2,IH.FISCAL_PERIOD,  
    IH.CA_LEVEL_CD  
    ORDER BY VCS.AIR_VCS *100 DESC  
    ) > (COUNT(*) OVER (PARTITION BY  
    IH.CA_LEVEL_CD,IH.TEAM2,IH.FISCAL_PERIOD ) * 0.85)  
    THEN 'Bottom 15%'
```

```
    ELSE 'Mid'  
    END AS rank_category
```

```
    ,CASE  
    WHEN DENSE_RANK() OVER (  
    PARTITION BY  
    IH.TEAM2,IH.FISCAL_PERIOD,IH.EMP_LEVEL
```

```

ORDER BY VCS.AIR_VCS *100 DESC
) <= (COUNT(*) OVER (PARTITION BY
IH.CA_LEVEL_CD,IH.TEAM2,IH.FISCAL_PERIOD ) * 0.15)
THEN 3
WHEN DENSE_RANK() OVER (
PARTITION BY IH.TEAM2,IH.FISCAL_PERIOD,
IH.CA_LEVEL_CD
ORDER BY VCS.AIR_VCS *100 DESC
) > (COUNT(*) OVER (PARTITION BY
IH.CA_LEVEL_CD,IH.TEAM2,IH.FISCAL_PERIOD ) * 0.85)
THEN 1
ELSE 2
END AS point_value

```

```

,Trim(Cast(Sum(IH.handledCount) AS INTEGER)) AS WOCount

```

```

,CASE
WHEN DENSE_RANK() OVER ( PARTITION BY
IH.TEAM2,IH.FISCAL_PERIOD, IH.CA_LEVEL_CD
ORDER BY CAST(WOCount AS INTEGER) DESC ) <=
(COUNT(*) OVER (PARTITION BY IH.EMP_LEVEL,
IH.TEAM2,IH.FISCAL_PERIOD ) * 0.15)
THEN 'Top 15%'
WHEN DENSE_RANK() OVER ( PARTITION BY
IH.TEAM2,IH.FISCAL_PERIOD, IH.CA_LEVEL_CD
ORDER BY CAST(WOCount AS INTEGER) DESC ) >
(COUNT(*) OVER (PARTITION BY IH.EMP_LEVEL,
IH.TEAM2,IH.FISCAL_PERIOD ) * 0.85)
THEN 'Bottom 15%'
ELSE 'Mid'
END AS WO_COUNT_RANK

```

```

,Trim(Cast(Sum(IH.Interaction_Time) AS INTEGER)) AS Total_Time

```

```

,DENSE_RANK() OVER (
PARTITION BY IH.EMP_LEVEL,
IH.TEAM2,IH.FISCAL_PERIOD
ORDER BY
(VCS.AIR_VCS * 100 * 0.7) + (CAST(SUM(IH.handledCount) AS
DECIMAL(18,2)) * 0.3) DESC
) AS Score_WOCount_Rank

```

```

,CASE
  WHEN DENSE_RANK() OVER (
    PARTITION BY IH.EMP_LEVEL,
    IH.TEAM2,IH.FISCAL_PERIOD
    ORDER BY
      (VCS.AIR_VCS * 100 * 0.7) + (CAST(SUM(IH.handledCount) AS
    DECIMAL(18,2)) * 0.3) DESC
    ) <= (COUNT(*) OVER (PARTITION BY IH.EMP_LEVEL,
    IH.TEAM2,IH.FISCAL_PERIOD ) * 0.15)
    THEN 'Top 15%'
  WHEN DENSE_RANK() OVER (
    PARTITION BY IH.EMP_LEVEL,
    IH.TEAM2,IH.FISCAL_PERIOD
    ORDER BY
      (VCS.AIR_VCS * 100 * 0.7) + (CAST(SUM(IH.handledCount) AS
    DECIMAL(18,2)) * 0.3) DESC
    ) > (COUNT(*) OVER (PARTITION BY IH.EMP_LEVEL,
    IH.TEAM2,IH.FISCAL_PERIOD ) * 0.85)
    THEN 'Bottom 15%'
  ELSE 'Mid'
  END AS Score_WOCount_Ranking

```

```

,CASE
  WHEN IH.EMPLOYMENT_TYPE = 'VENDOR'
  THEN IH.VENDOR_SUPERVISOR_NAME
  ELSE REPORT_TO_SUPERVISOR_NAME
  END AS SUPERVISOR

```

```

,CASE
  WHEN IH.EMPLOYMENT_TYPE = 'VENDOR'
  THEN IH.VENDOR_MANAGER_NAME
  ELSE REPORT_TO_MANAGER_NAME
  END AS MANAGER
,IH.L3_MGR_LOGIN_ID
,IH.L4_MGR_LOGIN

```

```

,CASE
WHEN IH.EMPLOYMENT_TYPE = 'VENDOR'
THEN IH.VENDOR_DIRECTOR_NAME
ELSE REPORT_TO_DIRECTOR_NAME
END AS DIRECTOR
,IH.REPORT_TO_VP_NAME
,IH.NAT_TEAM
,IH.X2_SUB_QUEUE_DETAIL
,IH.TEAM_NAME
,IH.X2_SUB_QUEUE_NAME
,IH.TENURE_ID
,IH.AGENT_TENURE_DESC
,IH.AGENT_SHORT_TENURE_DESC

FROM ND_TEMP.Voice_HandledCountTST3 AS IH

LEFT JOIN Voice_AIRVCS_VCSsub AS VCS
ON IH.NUMBER = VCS.EMPLY_NUM
AND IH.FISCAL_PERIOD = VCS.FISCAL_PERIOD

WHERE IH.FISCAL_PERIOD >= '2023-10'
AND IH.X2_SUB_QUEUE_DETAIL <> '?'
AND IH.X2_PILLAR NOT IN ('Account Management','Central Division
(Collections)','TeleCO Business',
'Credit, Collections, Fraud','Enterprise Business','Misc.
Group','Repair','Sales',
'Technical Support Center','Mid Division (Payment Services)','XOC')
AND IH.FULL_NAME <> '?'

HAVING RESULTS IS NOT NULL

GROUP BY
IH.EMP_NUM
,IH.FULL_NAME
,IH.LOGIN_ID
,METRIC_CODE
,MEDIA_TYPE
,RESULTS
,IH.FISCAL_PERIOD

```

,IH.NAT\_TEAM  
,IH.X2\_SUB\_QUEUE\_DETAIL  
,IH.L3\_MGR\_LOGIN\_ID  
,IH.L4\_MGR\_LOGIN  
,IH.REPORT\_TO\_VP\_NAME  
,JOB\_LEVEL\_2  
,SUPERVISOR  
,MANAGER  
,DIRECTOR  
,IH.EMPLOYMENT\_TYPE  
,IH.REPORT\_TO\_DIRECTOR\_NAME  
,IH.VENDOR\_DIRECTOR\_NAME  
,IH.VENDOR\_MANAGER\_NAME  
,IH.REPORT\_TO\_MANAGER\_NAME  
,IH.VENDOR\_SUPERVISOR\_NAME  
,IH.REPORT\_TO\_SUPERVISOR\_NAME  
,IH.EMP\_LEVEL  
,IH.COMPANY\_NAME  
,IH.TEAM\_NAME  
,IH.TEAM2\_NAME  
,IH.AGENT\_HIRE\_DATE  
,VCS.AIR\_VCS  
,IH.TENURE\_ID  
,IH.AGENT\_TENURE\_DESC  
,IH.AGENT\_SHORT\_TENURE\_DESC

**UNION ALL**

--SELECT 2 AIR VOICE CHAT (VC)

**SELECT**

DISTINCT IH.EMP\_NUM  
,IH.LOGIN\_ID  
,IH.FULL\_NAME  
,IH.AGENT\_HIRE\_DATE AS HIRE\_DATE

**,CASE**

WHEN (IH.EMPLOYMENT\_TYPE = 'VENDOR'  
AND JOB\_LEVEL IS NULL)

**THEN 'VENDOR\_AGENT'**

```

ELSE JOB_LEVEL
END AS JOB_LEVEL_2
,IH.COMPANY_NAME
,IH.FISCAL_PERIOD

,CAST('AIR VC SCORE' AS VARCHAR(50)) AS METRIC_CODE

,IH.INTERACTION_MEDIUM AS MEDIA_TYPE
,'PERCENT' AS Value_Type

,Trim(Cast(AIR.AIR_VC *100 AS DECIMAL(10, 2))) AS RESULTS

,Lag (RESULTS) Over(
PARTITION BY IH.FULL_NAME
ORDER BY IH.FISCAL_PERIOD ASC) AS
PREVIOUS_MONTHS_RESULTS

,CASE
WHEN CAST(RESULTS AS DECIMAL(10,2)) >
CAST(PREVIOUS_MONTHS_RESULTS AS DECIMAL(10,2)) THEN
'INCREASE'
WHEN CAST(RESULTS AS DECIMAL(10,2)) <
CAST(PREVIOUS_MONTHS_RESULTS AS DECIMAL(10,2)) THEN
'DECLINE'
WHEN CAST(RESULTS AS DECIMAL(10,2)) =
CAST(PREVIOUS_MONTHS_RESULTS AS DECIMAL(10,2)) THEN 'SAME'
ELSE 'NA'
END AS CURRENT_MONTHLY_TRENDING

,Trim(Cast(Avg(AIR.VCMMM) *100 AS DECIMAL(10, 2))) AS
DAILY_AVERAGE_SCORE
,Trim(Cast(Min (AIR.VCMMM) *100 AS DECIMAL(10, 2))) AS
DAILY_MINIMUM_SCORE
,Trim(Cast((Min(AIR.VCMMM) + Max(AIR.VCMMM)) *100 / 2 AS
DECIMAL(10,2))) AS DAILY_MEDIAN_SCORE
,Trim(Cast(Max (AIR.VCMMM) *100 AS DECIMAL(10, 2))) AS
DAILY_MAXIMUM_SCORE

,IH.EMP_LEVEL
,DENSE_RANK() OVER (
PARTITION BY IH.EMP_LEVEL,
IH.TEAM2,IH.FISCAL_PERIOD
ORDER BY AIR.AIR_VC *100 DESC
) AS SCORE_RANKING

,CASE

```

```
WHEN DENSE_RANK() OVER (
    PARTITION BY
    IH.TEAM2,IH.FISCAL_PERIOD,IH.CA_LEVEL_CD
    ORDER BY AIR.AIR_VC *100 DESC
) <= (COUNT(*) OVER (PARTITION BY
    IH.CA_LEVEL_CD,IH.TEAM2,IH.FISCAL_PERIOD ) * 0.15)
THEN 'Top 15%'
```

```
WHEN DENSE_RANK() OVER (
    PARTITION BY IH.TEAM2,IH.FISCAL_PERIOD,
    IH.CA_LEVEL_CD
    ORDER BY AIR.AIR_VC *100 DESC
) > (COUNT(*) OVER (PARTITION BY
    IH.CA_LEVEL_CD,IH.TEAM2,IH.FISCAL_PERIOD ) * 0.85)
THEN 'Bottom 15%'
```

```
ELSE 'Mid'
```

```
END AS rank_category
```

```
,CASE
```

```
WHEN DENSE_RANK() OVER (
    PARTITION BY
    IH.TEAM2,IH.FISCAL_PERIOD,IH.EMP_LEVEL
    ORDER BY AIR.AIR_VC *100 DESC
) <= (COUNT(*) OVER (PARTITION BY
    IH.CA_LEVEL_CD,IH.TEAM2,IH.FISCAL_PERIOD ) * 0.15)
THEN 3
```

```
WHEN DENSE_RANK() OVER (
    PARTITION BY IH.TEAM2,IH.FISCAL_PERIOD,
    IH.CA_LEVEL_CD
    ORDER BY AIR.AIR_VC *100 DESC
) > (COUNT(*) OVER (PARTITION BY
    IH.CA_LEVEL_CD,IH.TEAM2,IH.FISCAL_PERIOD ) * 0.85)
THEN 1
```

```
ELSE 2
```

```
END AS point_value
```

```
,Trim(Cast(Sum(IH.handledCount) AS INTEGER)) AS WOCCount
```

```
,CASE
```

```
WHEN DENSE_RANK() OVER ( PARTITION BY
    IH.TEAM2,IH.FISCAL_PERIOD, IH.CA_LEVEL_CD
```

```

ORDER BY CAST(WOCount AS INTEGER) DESC ) <=
(COUNT(*) OVER (PARTITION BY IH.EMP_LEVEL,
IH.TEAM2,IH.FISCAL_PERIOD ) * 0.15)
THEN 'Top 15%'
WHEN DENSE_RANK() OVER ( PARTITION BY
IH.TEAM2,IH.FISCAL_PERIOD, IH.CA_LEVEL_CD
ORDER BY CAST(WOCount AS INTEGER) DESC ) >
(COUNT(*) OVER (PARTITION BY IH.EMP_LEVEL,
IH.TEAM2,IH.FISCAL_PERIOD ) * 0.85)
THEN 'Bottom 15%'
ELSE 'Mid'
END AS WO_COUNT_RANK

```

```

,Trim(Cast(Sum(IH.Interaction_Time) AS INTEGER)) AS Total_Time

```

```

,DENSE_RANK() OVER (
PARTITION BY IH.EMP_LEVEL,
IH.TEAM2,IH.FISCAL_PERIOD
ORDER BY
(AIR.AIR_VC *100 * 0.7) + (CAST(SUM(IH.handledCount) AS
DECIMAL(18,2)) * 0.3) DESC
) AS Score_WOCount_Rank

```

```

,CASE
WHEN DENSE_RANK() OVER (
PARTITION BY IH.EMP_LEVEL,
IH.TEAM2,IH.FISCAL_PERIOD
ORDER BY
(AIR.AIR_VC *100 * 0.7) + (CAST(SUM(IH.handledCount) AS
DECIMAL(18,2)) * 0.3) DESC
) <= (COUNT(*) OVER (PARTITION BY IH.EMP_LEVEL,
IH.TEAM2,IH.FISCAL_PERIOD ) * 0.15)
THEN 'Top 15%'
WHEN DENSE_RANK() OVER (
PARTITION BY IH.EMP_LEVEL,
IH.TEAM2,IH.FISCAL_PERIOD
ORDER BY
(AIR.AIR_VC *100 * 0.7) + (CAST(SUM(IH.handledCount) AS
DECIMAL(18,2)) * 0.3) DESC
) > (COUNT(*) OVER (PARTITION BY IH.EMP_LEVEL,
IH.TEAM2,IH.FISCAL_PERIOD ) * 0.85)
THEN 'Bottom 15%'
ELSE 'Mid'
END AS Score_WOCount_Ranking

```

```

,CASE
  WHEN IH.EMPLOYMENT_TYPE = 'VENDOR'
  THEN IH.VENDOR_SUPERVISOR_NAME
  ELSE REPORT_TO_SUPERVISOR_NAME
  END AS SUPERVISOR
,
CASE
  WHEN IH.EMPLOYMENT_TYPE = 'VENDOR'
  THEN IH.VENDOR_MANAGER_NAME
  ELSE REPORT_TO_MANAGER_NAME
  END AS MANAGER
  ,IH.L3_MGR_LOGIN_ID
  ,IH.L4_MGR_LOGIN

,CASE
  WHEN IH.EMPLOYMENT_TYPE = 'VENDOR'
  THEN IH.VENDOR_DIRECTOR_NAME
  ELSE REPORT_TO_DIRECTOR_NAME
  END AS DIRECTOR

  ,IH.REPORT_TO_VP_NAME
  ,IH.NAT_TEAM
  ,IH.X2_SUB_QUEUE_DETAIL
  ,IH.TEAM_NAME
  ,IH.TEAM2_NAME
  ,IH.TENURE_ID
  ,IH.AGENT_TENURE_DESC
  ,IH.AGENT_SHORT_TENURE_DESC

FROM ND_TEMP.Voice_HandledCountTST3 AS IH

LEFT JOIN ND_TEMP.Voice_AIR_VCsub AS AIR
  ON IH.NUMBER = AIR.EMPLY_NUM
  AND IH.FISCAL_PERIOD = AIR.FISCAL_PERIOD

WHERE IH.FISCAL_PERIOD >= '2023-10'
AND RESULTS IS NOT NULL

```

AND IH.X2\_SUB\_QUEUE\_DETAIL <> '?'  
AND IH.X2\_PILLAR NOT IN ('Account Management','Central Division  
(Collections)','TeleCO Business',  
'Credit, Collections, Fraud','Enterprise Business','Misc.  
Group','Repair','Sales',  
'Technical Support Center','Mid Division (Payment Services)','XOC')  
AND IH.FULL\_NAME <> '?'

**GROUP BY**

IH.EMP\_NUM  
,IH.FULL\_NAME  
,IH.LOGIN\_ID  
,METRIC\_CODE  
,MEDIA\_TYPE  
,RESULTS  
,IH.FISCAL\_PERIOD  
,IH.NAT\_TEAM  
,IH.X2\_SUB\_QUEUE\_DETAIL  
,IH.L3\_MGR\_LOGIN\_ID  
,IH.L4\_MGR\_LOGIN  
,IH.REPORT\_TO\_VP\_NAME  
,JOB\_LEVEL\_2  
,SUPERVISOR  
,MANAGER  
,DIRECTOR  
,IH.EMPLOYMENT\_TYPE  
,IH.REPORT\_TO\_DIRECTOR\_NAME  
,IH.VENDOR\_DIRECTOR\_NAME  
,IH.VENDOR\_MANAGER\_NAME  
,IH.REPORT\_TO\_MANAGER\_NAME  
,IH.VENDOR\_SUPERVISOR\_NAME  
,IH.REPORT\_TO\_SUPERVISOR\_NAME  
,IH.EMP\_LEVEL  
,IH.COMPANY\_NAME  
,IH.TEAM\_NAME  
,IH.TEAM2\_NAME  
,IH.AGENT\_HIRE\_DATE  
,AIR.AIR\_VC  
,IH.TENURE\_ID  
,IH.AGENT\_TENURE\_DESC  
,IH.AGENT\_SHORT\_TENURE\_DESC