Query

- **Check Campaign calls** SELECT
    id,
    campaign_id,
    agent_id,
    customer_id,
    call_id,
    status,
    CASE
        WHEN status = 1 THEN 'Call Finished'
        WHEN status = 2 THEN 'BUSY'
        WHEN status = 3 THEN 'CallFailed'
        WHEN status = 4 THEN 'FAILED'
        WHEN status = 5 THEN 'NO ANSWER'
        WHEN status = 6 THEN 'NO RESPONSE'
        WHEN status = 7 THEN 'PENDING'
        WHEN status = 8 THEN 'CALL_ANSWER_AGENT'
        WHEN status = 9 THEN 'ANSWER_CUSTOMER_AND_CUT'
        ELSE 'PENDING'
    END AS status_description,
    start_time,
    call_duration,
    talk_duration
  FROM
    campaign_calls
  WHERE
    campaign_id = [ID]

- **Check No Answer -- status = 5   OR Answer - status = 1**

    SELECT
      id,
      campaign_id,
      agent_id,
    customer_id,
    call_id,
    status,
  CASE
    WHEN status = 1 THEN 'Call Finished'

```
        WHEN status = 2 THEN 'BUSY'
        WHEN status = 3 THEN 'CallFailed'
        WHEN status = 4 THEN 'FAILED'
        WHEN status = 5 THEN 'NO ANSWER'
        WHEN status = 6 THEN 'NO RESPONSE'
        WHEN status = 7 THEN 'PENDING'
        WHEN status = 8 THEN 'CALL_ANSWER_AGENT'
        WHEN status = 9 THEN 'ANSWER_CUSTOMER_AND_CUT'
       ELSE 'PENDING'
         END AS status_description,
      start_time,
     call_duration,
     talk_duration
   FROM
      campaign_calls
  WHERE
      campaign_id = [id] and status=5;
```

Campaign customers

select * from campaign_customers where campaign_id = [id]

Campaign Agents

select * from campaign_agents where campaign_id = [id];

Check Available Queue

select * from queue;

Check last campaign details

select * from campaigns order by id desc limit 1;

Campaign call details with customer phone number

select cc.campaign_id, cc.agent_id, cc.customer_id, cc.call_id ,cc.status, c.phone from campaign_calls cc left join customers c on c.id = cc.customer_id where cc.campaign_id=[id];

Campaign, customer and agent details

```
SELECT
   cc.id,
   cc.campaign_id,
   a.staff_id,
   a.extension,
   cc.customer_id,
```

```sql
    c.phone,
    cc.status,
    CASE
        WHEN cc.status = 1 THEN 'Call Finished'
        WHEN cc.status = 2 THEN 'BUSY'
        WHEN cc.status = 3 THEN 'CallFailed'
        WHEN cc.status = 4 THEN 'FAILED'
        WHEN cc.status = 5 THEN 'NO ANSWER'
        WHEN cc.status = 6 THEN 'NO RESPONSE'
        WHEN cc.status = 7 THEN 'PENDING'
        WHEN cc.status = 8 THEN 'CALL_ANSWER_AGENT'
        WHEN cc.status = 9 THEN 'ANSWER_CUSTOMER_AND_CUT'
        ELSE 'PENDING'
    END AS status_description,
    cc.start_time,
    cc.call_duration,
    cc.talk_duration
FROM
    campaign_calls cc
        LEFT JOIN
    agents a ON a.id = cc.agent_id
        LEFT JOIN
    customers c ON c.id = cc.customer_id
WHERE
    cc.campaign_id = [id];
```