

I have a database that tracks sales calls. Each time a sales person leaves a voicemail, receives a call back, speaks to a customer or sets up an appointment a record is created. This is a sample of the data in the table:

Tbl_Sales_CRM_Communication					
Customer ID	Date of Communication	Communication	Note	Follow Up	Follow Up Date
Property 2	2/9/2010	Voicemail		No	
Property 2	3/9/2010	Call Back		No	
Property 2	4/15/2010	30 Sec		No	
Property 2	4/15/2010	Appt Set		No	
Property 2	4/9/2010	Voicemail		No	
Property 2	4/12/2010	Voicemail		No	
Property 2	4/14/2010	Call Back		No	

My dilemma lies in that I need to report by week and I need to be able to divide one row value by another. Here's where I've gotten to so far:

I created a summary query that totals the count of each communication type within each week and gives a count. (this query also calculates the week number and puts types of communication into groups):

SYS_QRY_AllCommunicationbyProperty_Summary				
Property Name	Sales Representative	Week Number	Group	CountOfCommunication
Property 2	Fernando Trujillo	7	Voicemail	1
Property 2	Fernando Trujillo	11	Call Back	1
Property 2	Fernando Trujillo	15	Voicemail	1
Property 2	Fernando Trujillo	16	Appt Set	1
Property 2	Fernando Trujillo	16	Call Back	1
Property 2	Fernando Trujillo	16	Conversation	1
Property 2	Fernando Trujillo	16	Voicemail	1

I created a crosstab query (see below) that shows each value based on the week number (show all week numbers within a range .

I need to now divide total voicemail/call backs and total conversations/appt set for each week.

Any ideas on how I can do this?

SYS_QRY_AllCommunicationbyProperty_Summary_Crosstab2					
Sales Representative	Group	7	11	15	16
Fernando Trujillo	Voicemail	1		1	1
Fernando Trujillo	Call Back		1		1
Fernando Trujillo	Conversation				1
Fernando Trujillo	Appt Set				1