# hive\_project

hive project by ineuron

This is a real time dataset of the ineuron technical consultant team. You have to perform hive analysis on this given dataset.

Download Dataset 1 - https://drive.google.com/file/d/1WrG-9qv6atP-W3P\_-gYln1hHyFKRKMHP/view

Download Dataset 2 - https://drive.google.com/file/d/1-JIPCZ34dyN6k9CqJa-Y8yxIGq6vTVXU/view

Note: both files are csv files.

show databases;

1. Create a schema based on the given dataset
2. Dump the data inside the hdfs in the given schema location.

create database hive\_proj;

use hive\_proj;

create table LoginReport

(

SL\_No int,

Agent String,

date\_dd date,

Login\_time string,

Logout\_time string,

duration string

)

row format delimited

fields terminated by ',';

load data local inpath 'file:///config/workspace/AgentLogingReport (1).csv'into table LoginReport;

select \* from LoginReport limit 10;

create table AgentPerfromance

(

Sl\_no int,

Date\_d string,

Agent\_name string,

Total\_chats int,

Avg\_responce\_time string,

Avg\_resolution string,

Avg\_rating float,

total\_feedback int

)

row format delimited

fields terminated by ',';

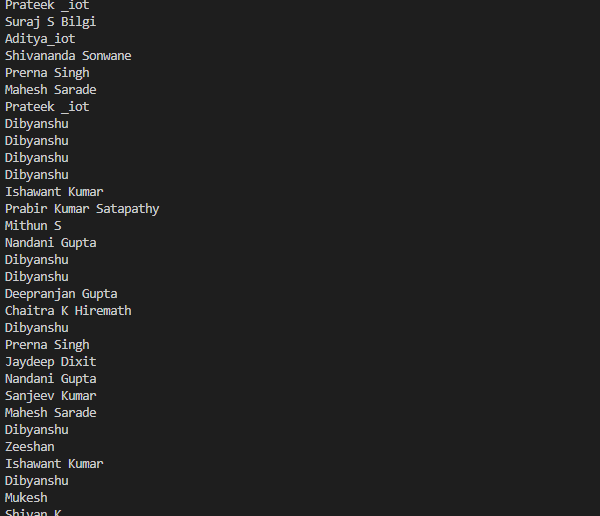
load data local inpath 'file:///config/workspace/AgentPerformance (3).csv'into table AgentPerfromance;

select \* from AgentPerfromance limit 10;

3. List of all agents' names.

select Agent from loginreport;





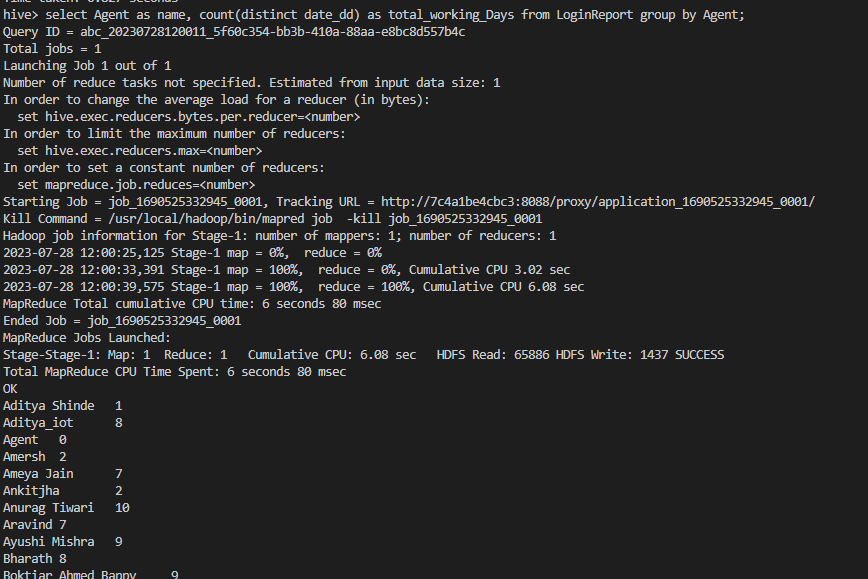
4. Find out agent average rating

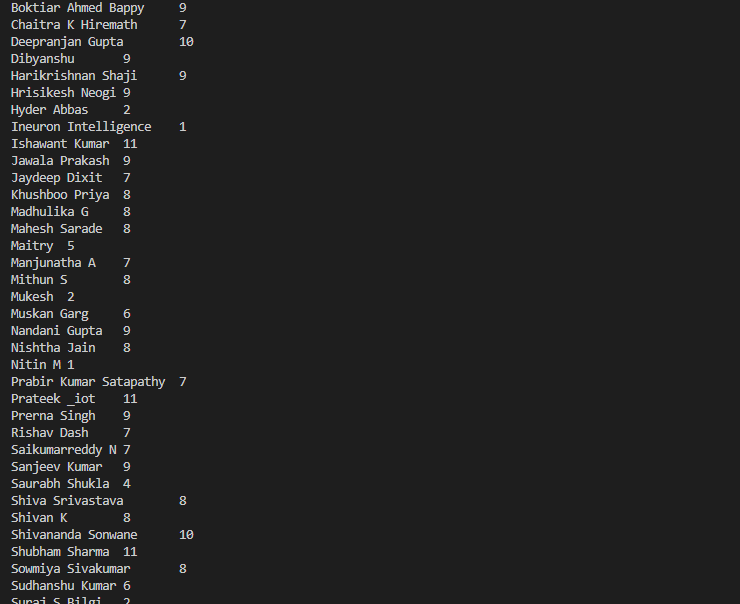
select Avg\_rating from AgentPerfromance;



5. Total working days for each agents

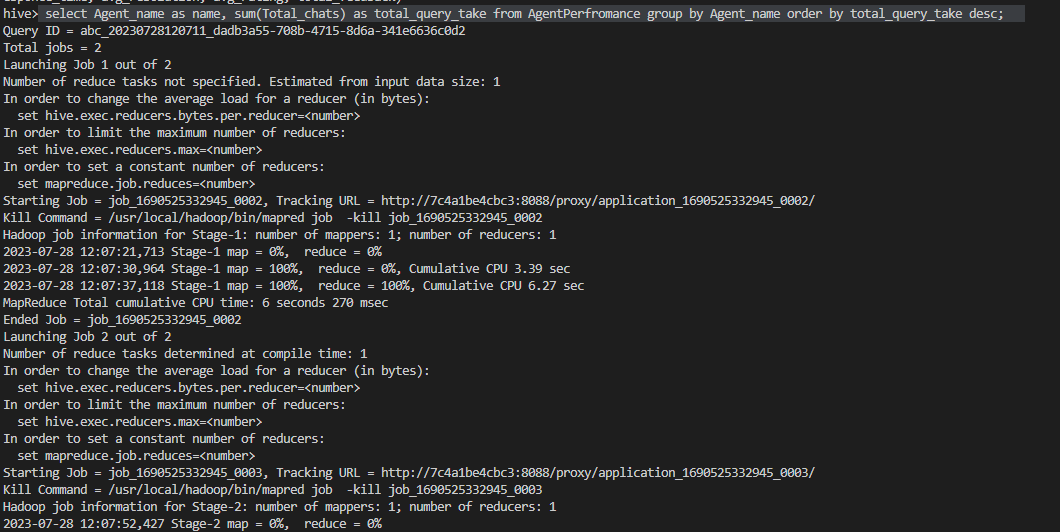
select Agent as name, count(distinct date\_dd) as total\_working\_Days from LoginReport group by Agent;

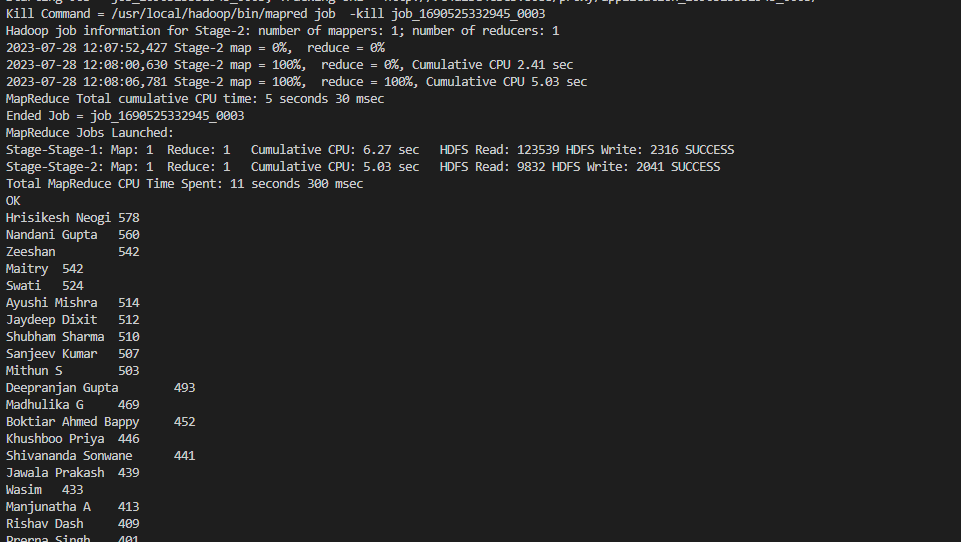


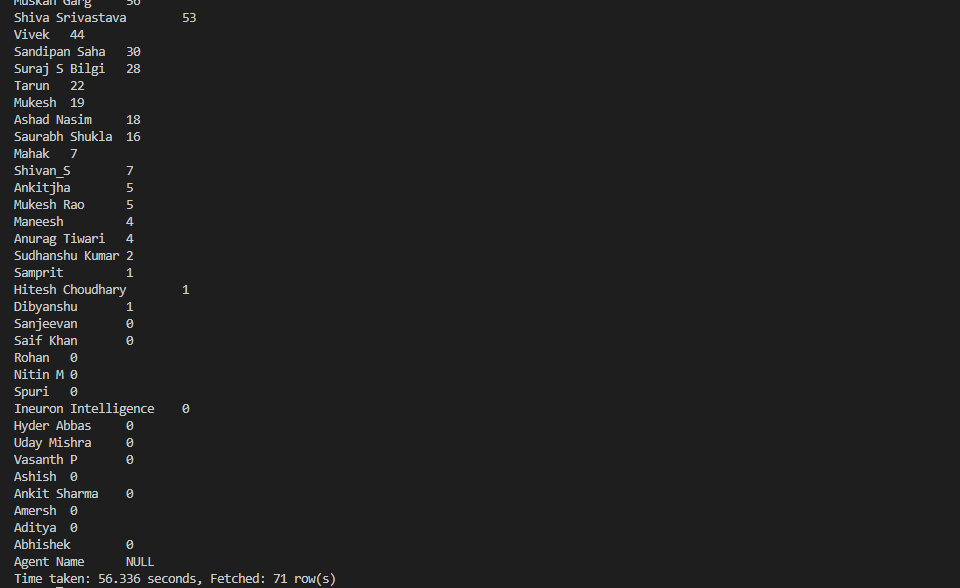


6. Total query that each agent have taken

select Agent\_name as name, sum(Total\_chats) as total\_query\_take from AgentPerfromance group by Agent\_name order by total\_query\_take desc;

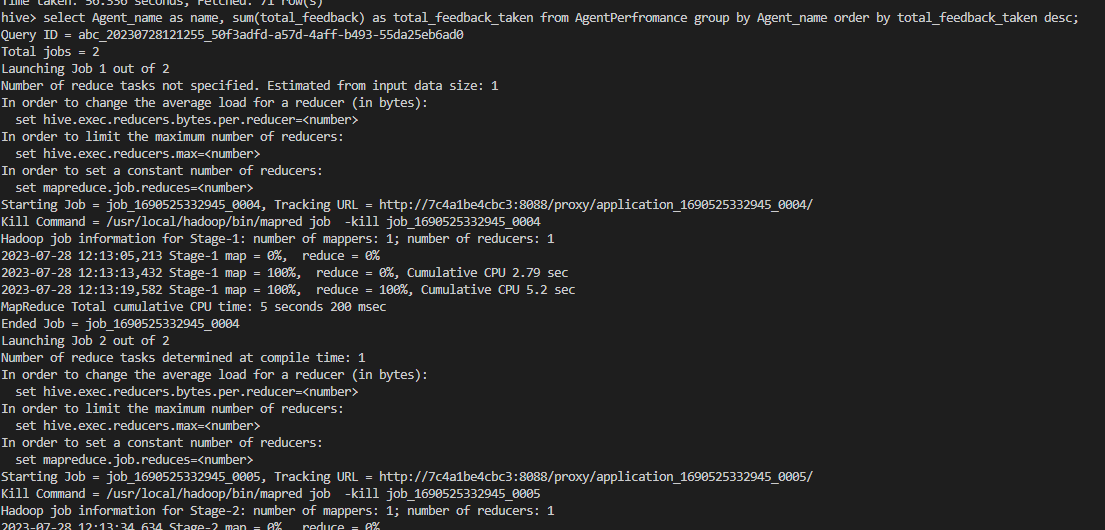


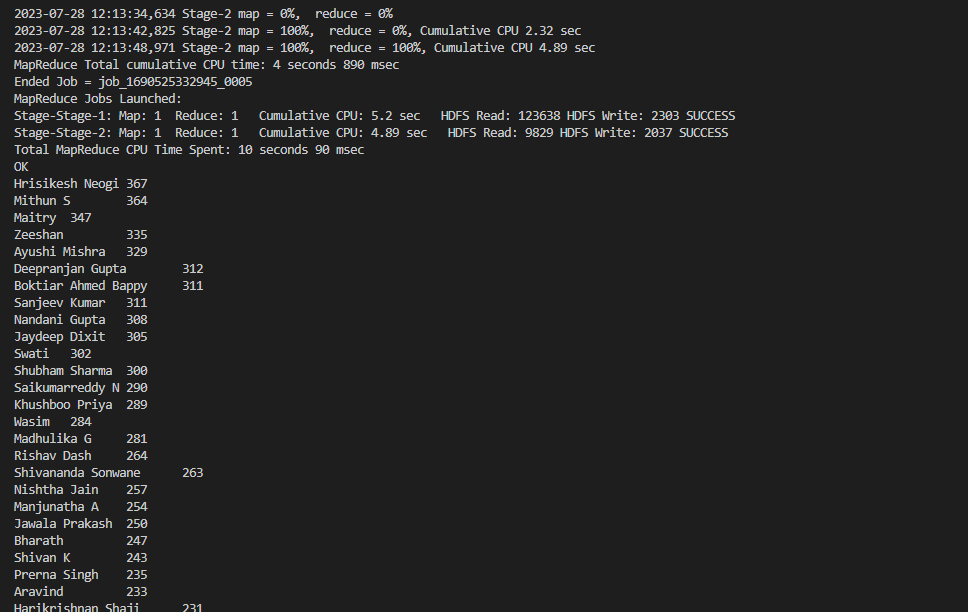




7. Total Feedback that each agent have received

select Agent\_name as name, sum(total\_feedback) as total\_feedback\_taken from AgentPerfromance group by Agent\_name order by total\_feedback\_taken desc;







8. Agent name who have average rating between 3.5 to 4

select Agent\_name from AgentPerfromance where Avg\_rating BETWEEn 3.5 and 4;