

# SQL QUERIES TASK 3

```
1.SELECT TOP (1000) [Unique id]
    , [channel_name]
    , [category]
    , [Sub-category]
    , [Customer Remarks]
    , [Order_id]
    , [order_date_time]
    , [Issue_reported at]
    , [issue_responded]
    , [Survey_response_Date]
    , [Customer_City]
    , [Product_category]
    , [Item_price]
    , [connected_handling_time]
    , [Agent_name]
    , [Supervisor]
    , [Manager]
    , [Tenure Bucket]
    , [Agent Shift]
    , [CSAT Score]
FROM [akshitadb].[dbo].[Customer_support_data
(1) ]
```

Results Messages										
	Unique id	channel_name	category	Sub-category	Customer Remarks	Order_id	order_date_time	Issue_reported at	issue_responded	Surve
1	ebe3794c-6a62-4ad8-839c-ee48b8e8dcdb	Inbound	Order Related	Order status enquiry		33b0cc4f-577e-48a8-bd3f-2ffb15f7e542		01/08/2023 05:00	01/08/2023 05:02	01-Ai
2	f1ae9c51-36f3-4155-84cf-c8cc3ae17c41	Inbound	Order Related	Installation/demo		58a633b3-34b2-49a8-a7d4-a748c0ac91e6		01/08/2023 18:27	01/08/2023 18:30	01-Ai
3	3fc689b4-e137-421b-bd9c-103faef86667	Inbound	Cancellation	Not Needed		778bf0c4-c4d0-44a2-aa9d-f1a5be4602d3		02/08/2023 20:11	02/08/2023 20:15	02-Ai
4	aec77922-afab-4c97-8888-012be0537c90	Outcall	Shopzilla Related	General Enquiry	Customer support Good but not solve my issue	400df2ab-6d75-4e26-ba75-a482941b31bc		02/08/2023 11:29	02/08/2023 11:34	02-Ai
5	c924582a-2919-4b5d-9902-0cdab88a933a	Inbound	Returns	Fraudulent User		465d8f63-9502-468c-87c4-183f6e8244b9		02/08/2023 12:17	02/08/2023 12:26	02-Ai
6	06a91d92-9c00-4da6-9a8e-bf3d8353f369	Inbound	Returns	Reverse Pickup Enquiry	Very good service	e211cbc2-c1f4-4f02-97a3-d56961d3b8b		02/08/2023 20:12	02/08/2023 20:16	02-Ai
7	a5d9ed14-e0fd-44d6-b1de-2c18523c58a1	Inbound	Returns	Wrong	Very poor service	68ed7ce-aded-41df-9c32-b843289d3f58	17/07/2023 13:04	02/08/2023 14:52	02/08/2023 14:52	02-Ai
8	75166bf8-d1a6-4471-8e28-6e0cb9aac287	Inbound	Cancellation	Not Needed	Shopzilla wrost deliver service. My 8 product n...	9b7558ea-f8f5-4ed8-b37b-0af64f9c73f2	27/07/2023 10:58	01/08/2023 15:22	01/08/2023 15:25	01-Ai
9	79567ad2-9066-412a-b809-42e1fc8de530	Inbound	Returns	Missing	Very good	1e26e09d-6f88-4e5c-a257-6fcb6b4122da		01/08/2023 07:29	01/08/2023 07:32	01-Ai
10	5327b788-76aa-4e1b-944c-4baf9880be47	Inbound	Returns	Reverse Pickup Enquiry		34cb4c08-3061-4443-bf8a-e15b64f0a738		02/08/2023 19:41	02/08/2023 19:43	02-Ai
11	1506afb7-cd90-4996-a9ec-fa52b41924f3	Outcall	Returns	Reverse Pickup Enquiry	Return my order	6c156265-b872-48fa-9021-fb182a3fb66f	27/07/2023 12:06	31/07/2023 19:55	01/08/2023 11:20	01-Ai
12	7e6c8250-c82a-40cf-ae08-03c381a1893e	Inbound	Returns	Reverse Pickup Enquiry	Veery goods	80287c35-88c0-41fa-9d5e-466be4fc13e		01/08/2023 10:18	01/08/2023 10:25	01-Ai
13	bbe647a2-8bea-4a51-a98e-bbc5cb74e80d	Inbound	Returns	Fraudulent User	Good	6cd93b1-769a-4e9a-b6f4-e3c58f2a71b2		01/08/2023 16:52	01/08/2023 17:02	01-Ai
14	e8f64d17-e3db-4e5a-b7e8-0e90051a9821	Outcall	Order Related	Order status enquiry	Chutiya log	63ec7d6b-4b06-4867-ad24-61832dcdd52d5		02/08/2023 17:57	02/08/2023 18:24	02-Ai
15	dfc26305-d552-422b-8dc2-2d6720777e97	Inbound	Returns	Return request		ab83d3c7-b162-432c-9445-ce86394979fd	26/07/2023 19:58	31/07/2023 20:44	02/08/2023 07:32	02-Ai
16	611776c-073c-416b-b6c-2d9108d4f6	Inbound	Order Related	Order status enquiry	Good	313d023c-0c5e-48f5-807c-0087f4b171b1		02/08/2023 14:40	02/08/2023 14:43	02-Ai

Query executed successfully.

DESKTOP-000RLNA\SQLEXPRESS ... | DESKTOP-000RLNA\HP (56) | akshitadb | 00:00:00 | 1,000 rows

```
2.SELECT Agent_name, COUNT(*) AS Ticket_Count
FROM [akshitadb].[dbo].[Customer_support_data
(1) ]
GROUP BY Agent_name;
```

# SQL QUERIES TASK 3

Results Messages		
	Agent_name	Ticket_Count
1	Margaret Prince	122
2	Alan Cruz	45
3	Morgan Gomez	43
4	Janet Turner	58
5	Micheal Wagner	74
6	Jacqueline Roberts	67
7	Sandra Pierce	35
8	Brandon Young	36
9	Stephanie Schultz	49
10	Michael Cooper	115
11	Kelsey Massey	89
12	Tina Garza	76
13	Samuel Gomez	58
14	Linda Butler	65
15	Michael Scott	87
16	Jessica Williams	60
17	Juan Sandoz	26

✓ Query executed successfully.

```
3.SELECT COUNT(*) AS Unique_id FROM  
[akshitadb].[dbo].[Customer_support_data (1)];
```

Results Mes	
	Unique_id
1	85907

```
4.SELECT Agent_name, COUNT(*) AS issue_responded  
FROM [akshitadb].[dbo].[Customer_support_data  
(1)]  
GROUP BY Agent_name  
ORDER BY issue_responded DESC;
```

## SQL QUERIES TASK 3

Results Messages		
	Agent_name	issue_responded
1	Wendy Taylor	429
2	Timothy Huff	265
3	David Smith	264
4	Jamie Smith	253
5	Kayla Wilson	216
6	Julie Williams	200
7	Mrs. Jennifer Stone	200
8	Sharon Bullock	195
9	Matthew White PhD	192
10	Tina Harrington	177
11	Anthony Booth	177
12	Kristin Campbell	176
13	Brianna Wolf	176
14	Rebecca Walker	176
15	Jennifer Hernandez	174
16	Rebecca Graham	173
17	William Carey DVM	160

✓ Query executed successfully.

```
5.SELECT category , COUNT(*) AS Count
FROM [akshitadb].[dbo].[Customer_support_data
(1)]
GROUP BY category
ORDER BY Count DESC;
```

## SQL QUERIES TASK 3

Results Messages		
	category	Count
1	Returns	44097
2	Order Related	23215
3	Refund Related	4550
4	Product Queries	3692
5	Shopzilla Related	2792
6	Payments related	2327
7	Feedback	2294
8	Cancellation	2212
9	Offers & Cashback	480
10	Others	99
11	App/website	84
12	Onboarding related	65

Query executed successfully.

6. SELECT

```
A.[Agent_name],  
A.[Manager],  
B.[Agent_name] AS Other_Agent,  
B.[Manager] AS Other_Manager  
FROM [akshitadb].[dbo].[Customer_support_data  
(1)] A  
INNER JOIN  
[akshitadb].[dbo].[Customer_support_data (1)] B  
ON A.[Manager] = B.[Manager]  
AND A.[Agent_name] <> B.[Agent_name];
```

# SQL QUERIES TASK 3

Results		Messages		
	Agent_name	Manager	Other_Agent	Other_Manager
1	Stephanie Ryan	Michael Lee	Patrick Lee Jr.	Michael Lee
2	Kimberly Medina	Michael Lee	Patrick Lee Jr.	Michael Lee
3	Carolyn Reese	Michael Lee	Patrick Lee Jr.	Michael Lee
4	Mrs. Jennifer Stone	Michael Lee	Patrick Lee Jr.	Michael Lee
5	Timothy Frederick	Michael Lee	Patrick Lee Jr.	Michael Lee
6	Rachel Smith	Michael Lee	Patrick Lee Jr.	Michael Lee
7	Karen Vasquez	Michael Lee	Patrick Lee Jr.	Michael Lee
8	Elizabeth Macias	Michael Lee	Patrick Lee Jr.	Michael Lee
9	Scott Sutton	Michael Lee	Patrick Lee Jr.	Michael Lee
10	Gordon Jones	Michael Lee	Patrick Lee Jr.	Michael Lee
11	Luke Brown	Michael Lee	Patrick Lee Jr.	Michael Lee
12	Daniel Martinez	Michael Lee	Patrick Lee Jr.	Michael Lee
13	Sarah Gutierrez	Michael Lee	Patrick Lee Jr.	Michael Lee
14	Terry Young	Michael Lee	Patrick Lee Jr.	Michael Lee
15	Kathryn Vasquez	Michael Lee	Patrick Lee Jr.	Michael Lee
16	Rachel Smith	Michael Lee	Patrick Lee Jr.	Michael Lee
17	Jacqueline Edwards	Michael Lee	Patrick Lee Jr.	Michael Lee

Executing query...

7.SELECT

A.[Agent\_name],

A.[Manager],

B.[Agent\_name] AS Colleague

FROM [akshitadb].[dbo].[Customer\_support\_data  
(1)] A

LEFT JOIN

[akshitadb].[dbo].[Customer\_support\_data (1)] B

ON A.[Manager] = B.[Manager]

AND A.[Agent\_name] <> B.[Agent\_name];

# SQL QUERIES TASK 3

	Agent_name	Manager	Colleague
1	Patrick Lee Jr.	Michael Lee	Stephanie Ryan
2	Patrick Lee Jr.	Michael Lee	Kimberly Medina
3	Patrick Lee Jr.	Michael Lee	Carolyn Reese
4	Patrick Lee Jr.	Michael Lee	Mrs. Jennifer Stone
5	Patrick Lee Jr.	Michael Lee	Timothy Frederick
6	Patrick Lee Jr.	Michael Lee	Rachel Smith
7	Patrick Lee Jr.	Michael Lee	Karen Vasquez
8	Patrick Lee Jr.	Michael Lee	Elizabeth Macias
9	Patrick Lee Jr.	Michael Lee	Scott Sutton
10	Patrick Lee Jr.	Michael Lee	Gordon Jones
11	Patrick Lee Jr.	Michael Lee	Luke Brown
12	Patrick Lee Jr.	Michael Lee	Daniel Martinez
13	Patrick Lee Jr.	Michael Lee	Sarah Gutierrez
14	Patrick Lee Jr.	Michael Lee	Terry Young
15	Patrick Lee Jr.	Michael Lee	Kathryn Vasquez
16	Patrick Lee Jr.	Michael Lee	Rachel Smith
17	Patrick Lee Jr.	Michael Lee	Jaqueline Edwards

Executing query...

```
8.SELECT
  B.[Agent_name],
  B.[Manager],
  A.[Agent_name] AS Colleague
FROM [akshitadb].[dbo].[Customer_support_data
(1)] A
RIGHT JOIN
[akshitadb].[dbo].[Customer_support_data (1)] B
  ON A.[Manager] = B.[Manager]
  AND A.[Agent_name] <> B.[Agent_name];
```

# SQL QUERIES TASK 3

	Agent_name	Manager	Colleague
1	Patrick Lee Jr.	Michael Lee	Stephanie Ryan
2	Patrick Lee Jr.	Michael Lee	Kimberly Medina
3	Patrick Lee Jr.	Michael Lee	Carolyn Reese
4	Patrick Lee Jr.	Michael Lee	Mrs. Jennifer Stone
5	Patrick Lee Jr.	Michael Lee	Timothy Frederick
6	Patrick Lee Jr.	Michael Lee	Rachel Smith
7	Patrick Lee Jr.	Michael Lee	Karen Vasquez
8	Patrick Lee Jr.	Michael Lee	Elizabeth Macias
9	Patrick Lee Jr.	Michael Lee	Scott Sutton
10	Patrick Lee Jr.	Michael Lee	Gordon Jones
11	Patrick Lee Jr.	Michael Lee	Luke Brown
12	Patrick Lee Jr.	Michael Lee	Daniel Martinez
13	Patrick Lee Jr.	Michael Lee	Sarah Gutierrez
14	Patrick Lee Jr.	Michael Lee	Terry Young
15	Patrick Lee Jr.	Michael Lee	Kathryn Vasquez
16	Patrick Lee Jr.	Michael Lee	Rachel Smith
17	Patrick Lee Jr.	Michael Lee	Isaqualine Edwards

Executing query...

```

9.SELECT *
FROM [akshitadb].[dbo].[Customer_support_data
(1)]
WHERE [CSAT Score] = (
    SELECT MAX([CSAT Score])
    FROM
[akshitadb].[dbo].[Customer_support_data (1)]
);

```

	Unique id	channel_name	category	Sub-category	Customer Remarks	Order_id	order_date_time	Issue_reported at	issue_responded	St
1	f1ae9c51-36f3-4155-84dc-c8cc3ae17c41	Inbound	Order Related	Installation/demo		58a633b3-34b2-49a8-a7d4-a748c0ac91e6		01/08/2023 18:27	01/08/2023 18:30	0
2	3fc689b4-e137-421b-bd9c-103fae86667	Inbound	Cancellation	Not Needed		778b0c4-c4d0-44a2-aa9d-f1a5be4602d3		02/08/2023 20:11	02/08/2023 20:15	0
3	aec77922-afab-4c97-8888-012be0537c90	Outcall	Shopzilla Related	General Enquiry	Customer support Good but not solve my issue	400df2ab-6d75-4e26-ba75-a482941b31bc		02/08/2023 11:29	02/08/2023 11:34	0
4	c924582a-2919-4b5d-9902-0cdab88a933a	Inbound	Returns	Fraudulent User		465d8f63-9502-468c-87c4-183f6e8244b9		02/08/2023 12:17	02/08/2023 12:26	0
5	06a91d92-9c00-4da6-9a8e-bf3d83539369	Inbound	Returns	Reverse Pickup Enquiry	Very good service	e211cbc2-c1f4-4f02-97a3-d56961d3b8b		02/08/2023 20:12	02/08/2023 20:16	0
6	79567ad2-9066-412a-b809-42e1fc8de530	Inbound	Returns	Missing	Very good	1e26e09d-6f88-4e5c-a257-6fcb6b4122da		01/08/2023 07:29	01/08/2023 07:32	0
7	5327b788-76aa-4e1b-944c-4ba9880be47	Inbound	Returns	Reverse Pickup Enquiry		34cb4c08-3061-4443-bf8a-e15b64f0a738		02/08/2023 19:41	02/08/2023 19:43	0
8	7efc8250-c82a-40cf-ae08-03c381a1893e	Inbound	Returns	Reverse Pickup Enquiry	Veery goods	80287c35-88c0-41fa-9d5e-466be4ffc13e		01/08/2023 10:18	01/08/2023 10:25	0
9	bbe647a2-8baa-4a51-a98e-bbc6cb74e80d	Inbound	Returns	Fraudulent User	Good	6c0d93b1-769a-4e9a-b644-e3c58f2a71b2		01/08/2023 16:52	01/08/2023 17:02	0
10	dfc26305-d552-422b-8dc2-2d6720777e97	Inbound	Returns	Return request		ab83d3c7-b162-432c-9445-ce86394979fd	26/07/2023 19:58	31/07/2023 20:44	02/08/2023 07:32	0
11	b11a726e-97e2-445b-bf6e-2d0198af1fb	Inbound	Refund Related	Refund Enquiry	Good	312d053f-0ca5-4987-9e2a-90f874b17ebc		02/08/2023 14:40	02/08/2023 14:43	0
12	c3a3c005-d096-4cb1-9836-ebc73f567fe1	Outcall	Returns	Return request		9733adbd-4b52-44e6-b747-a49f5da4c621		02/08/2023 12:46	02/08/2023 12:49	0
13	056015c9-94e-471a-9320-fef5751ee1d	Inbound	Order Related	Delayed		39e7b6eb-ad3d-4684-a0f0-b7a0441390ff		02/08/2023 22:45	02/08/2023 22:46	0
14	2b367da5-28ae-42c9-b613-adced6671aef	Inbound	Returns	Fraudulent User		ea84036e-aaaa-4806-be6b-5da15a3c5dd6		01/08/2023 11:14	01/08/2023 11:19	0
15	49fe7439-83c4-4818-a1c8-172cd83c49e	Inbound	Returns	Return request	Very good customer sports good help	acae0456-7a4c-4f66-a16c-d0ba6ad4fadc		02/08/2023 12:17	02/08/2023 12:25	0
16	077b0c4-c4d0-44a2-aa9d-f1a5be4602d3	Inbound	Product Quality	Product Service Information		c000c46f-d477-ea17-b084b674647		02/08/2023 14:23	02/08/2023 14:26	0

Query executed successfully.

DESKTOP-00ORLNA\SQLEXPRESS ... DESKTOP-00ORLNA\HP (56) akshitadb 00:00:01 59,617 rows

```

10.CREATE VIEW Manager_Ticket_Summary AS
SELECT
    [Manager],

```

## SQL QUERIES TASK 3

```
COUNT(*) AS Total_Tickets
FROM [akshitadb].[dbo].[Customer_support_data
(1)]
GROUP BY [Manager];

SELECT * FROM Manager_Ticket_Summary;
```

Results Messages		
	Manager	Total_Tickets
1	John Smith	25261
2	Jennifer Nguyen	15897
3	Michael Lee	17600
4	William Kim	8568
5	Olivia Tan	4519
6	Emily Chen	14062