**Project 1 Hive**

Step 1 - Create database

create database project1;

Step 2- Create table

create table agentperformance

(

SL\_NO int,Agent\_name string,Total\_chats int,Average\_response\_time timestamp,Average\_rating float,Feedback int

)

row format delimited

fields terminated by ','

tblproperties("skip.header.line.count"="1");

Step 3 - Put agentperformance.csv file in hadoop(hdfs)

hadoop fs -put /config/workspace/agentperformance.csv /user/hive

Step 4 - Load data from hadoop into the table

load data inpath ‘/user/hive/agentperformance.csv’ into table agentperformance;

Step 5 - Similarly create table for AgentLoginReport

create table agentloginreport

(

Slno int,Agent\_name string,Dates string,Login\_time timestamp,Logout\_time timestamp,Duration timestamp

)

row format delimited

fields terminated by ','

tblproperties("skip.header.count.line"="1");

Step 6 - Put agentloginreport.csv in hadoop(hdfs)

hadoop fs -put /config/workspace/agentloginreport.csv /user/hive

Step 7- Load data from agentloginreport.csv into the table

load data inpath ‘user/hive/agentloginreport.csv’ into table agentloginreport;

Query 3. List of all agents' names.

Abhishek

Aditya

Aditya Shinde

Aditya\_iot

Amersh

Ameya Jain

Anirudh

Ankit Sharma

Ankitjha

Anurag Tiwari

Aravind

Ashad Nasim

Ashish

Ayushi Mishra

Bharath

Boktiar Ahmed Bappy

Chaitra K Hiremath

Deepranjan Gupta

Dibyanshu

Harikrishnan Shaji

Hitesh Choudhary

Hrisikesh Neogi

Hyder Abbas

Ineuron Intelligence

Ishawant Kumar

Jawala Prakash

Jayant Kumar

Jaydeep Dixit

Khushboo Priya

Madhulika G

Mahak

Mahesh Sarade

Maitry

Maneesh

Manjunatha A

Mithun S

Mukesh

Mukesh Rao

Muskan Garg

Nandani Gupta

Nishtha Jain

Nitin M

Prabir Kumar Satapathy

Prateek \_iot

Prerna Singh

Rishav Dash

Rohan

Saif Khan

Saikumarreddy N

Samprit

Sandipan Saha

Sanjeev Kumar

Sanjeevan

Saurabh Shukla

Shiva Srivastava

Shivan K

Shivan\_S

Shivananda Sonwane

Shubham Sharma

Sowmiya Sivakumar

Spuri

Sudhanshu Kumar

Suraj S Bilgi

Swati

Tarun

Uday Mishra

Vasanth P

Vivek

Wasim

Zeeshan

Query 4. Find out agent average rating.

Select avg(Average\_rating) over() as Average\_Rating from agentperformance limit 1;

Output: 1.4609629649255012

Query 5. Total working days for each agents

Select Agent\_name,count(distinct dates) as Total\_Working\_days from agentloginreport group by agent\_name;;

agentname total\_workingdays

Aditya Shinde 1

Aditya\_iot 8

Amersh 2

Ameya Jain 7

Ankitjha 2

Anurag Tiwari 10

Aravind 7

Ayushi Mishra 9

Bharath 8

Boktiar Ahmed Bappy 9

Chaitra K Hiremath 7

Deepranjan Gupta 10

Dibyanshu 9

Harikrishnan Shaji 9

Hrisikesh Neogi 9

Hyder Abbas 2

Ineuron Intelligence 1

Ishawant Kumar 11

Jawala Prakash 9

Jaydeep Dixit 7

Khushboo Priya 8

Madhulika G 8

Mahesh Sarade 8

Maitry 5

Manjunatha A 7

Mithun S 8

Mukesh 2

Muskan Garg 6

Nandani Gupta 9

Nishtha Jain 8

Nitin M 1

Prabir Kumar Satapathy 7

Prateek \_iot 11

Prerna Singh 9

Rishav Dash 7

Saikumarreddy N 7

Sanjeev Kumar 9

Saurabh Shukla 4

Shiva Srivastava 8

Shivan K 8

Shivananda Sonwane 10

Shubham Sharma 11

Sowmiya Sivakumar 8

Sudhanshu Kumar 6

Suraj S Bilgi 2

Swati 4

Tarun 1

Wasim 9

Zeeshan 9

Query 6. Total query that each agent have taken

Abhishek 0

Aditya 0

Aditya Shinde 277

Aditya\_iot 231

Amersh 0

Ameya Jain 322

Anirudh 81

Ankit Sharma 0

Ankitjha 5

Anurag Tiwari 4

Aravind 366

Ashad Nasim 18

Ashish 0

Ayushi Mishra 514

Bharath 369

Boktiar Ahmed Bappy 452

Chaitra K Hiremath 64

Deepranjan Gupta 493

Dibyanshu 1

Harikrishnan Shaji 381

Hitesh Choudhary 1

Hrisikesh Neogi 578

Hyder Abbas 0

Ineuron Intelligence 0

Ishawant Kumar 338

Jawala Prakash 439

Jayant Kumar 127

Jaydeep Dixit 512

Khushboo Priya 446

Madhulika G 469

Mahak 7

Mahesh Sarade 364

Maitry 542

Maneesh 4

Manjunatha A 413

Mithun S 503

Mukesh 19

Mukesh Rao 5

Muskan Garg 56

Nandani Gupta 560

Nishtha Jain 373

Nitin M 0

Prabir Kumar Satapathy 299

Prateek \_iot 190

Prerna Singh 401

Rishav Dash 409

Rohan 0

Saif Khan 0

Saikumarreddy N 364

Samprit 1

Sandipan Saha 30

Sanjeev Kumar 507

Sanjeevan 0

Saurabh Shukla 16

Shiva Srivastava 53

Shivan K 357

Shivan\_S 7

Shivananda Sonwane 441

Shubham Sharma 510

Sowmiya Sivakumar 206

Spuri 0

Sudhanshu Kumar 2

Suraj S Bilgi 28

Swati 524

Tarun 22

Uday Mishra 0

Vasanth P 0

Vivek 44

Wasim 433

Zeeshan 542

Query 7. Total Feedback that each agent have received

Select agentname,sum(totalfeedback) from agentperformance group by agentname;

Abhishek 0

Aditya 0

Aditya Shinde 153

Aditya\_iot 131

Amersh 0

Ameya Jain 228

Anirudh 39

Ankit Sharma 0

Ankitjha 3

Anurag Tiwari 3

Aravind 233

Ashad Nasim 9

Ashish 0

Ayushi Mishra 329

Bharath 247

Boktiar Ahmed Bappy 311

Chaitra K Hiremath 37

Deepranjan Gupta 312

Dibyanshu 0

Harikrishnan Shaji 231

Hitesh Choudhary 0

Hrisikesh Neogi 367

Hyder Abbas 0

Ineuron Intelligence 0

Ishawant Kumar 202

Jawala Prakash 250

Jayant Kumar 70

Jaydeep Dixit 305

Khushboo Priya 289

Madhulika G 281

Mahak 5

Mahesh Sarade 216

Maitry 347

Maneesh 3

Manjunatha A 254

Mithun S 364

Mukesh 17

Mukesh Rao 5

Muskan Garg 37

Nandani Gupta 308

Nishtha Jain 257

Nitin M 0

Prabir Kumar Satapathy 222

Prateek \_iot 107

Prerna Singh 235

Rishav Dash 264

Rohan 0

Saif Khan 0

Saikumarreddy N 290

Samprit 0

Sandipan Saha 18

Sanjeev Kumar 311

Sanjeevan 0

Saurabh Shukla 8

Shiva Srivastava 46

Shivan K 243

Shivan\_S 4

Shivananda Sonwane 263

Shubham Sharma 300

Sowmiya Sivakumar 141

Spuri 0

Sudhanshu Kumar 2

Suraj S Bilgi 15

Swati 302

Tarun 6

Uday Mishra 0

Vasanth P 0

Vivek 20

Wasim 284

Zeeshan 335

Query

| 8. Agent name who have average rating between 3.5 to 4  Select agentname,average\_rating from agentperformance where average\_rating>=3.5 and average\_rating<=4.0; |
| --- |
| Swati 3.67  Manjunatha A 3.6  Boktiar Ahmed Bappy 4.0  Prateek \_iot 3.75  Nandani Gupta 3.79  Jaydeep Dixit 3.95  Mahesh Sarade 3.94  Zeeshan 3.79  Hrisikesh Neogi 3.77  Muskan Garg 4.0  Khushboo Priya 3.79  Wasim 3.95  Jawala Prakash 3.89  Shiva Srivastava 4.0  Nishtha Jain 3.67  Maitry 4.0  Shiva Srivastava 4.0  Nandani Gupta 3.61  Prerna Singh 3.8  Shivan K 4.0  Boktiar Ahmed Bappy 3.8  Muskan Garg 3.62  Chaitra K Hiremath 4.0  Harikrishnan Shaji 3.73  Wasim 3.92  Deepranjan Gupta 3.69  Mahesh Sarade 3.81  Nishtha Jain 3.92  Shivan K 3.9  Madhulika G 3.62  Rishav Dash 3.8  Prabir Kumar Satapathy 4.0  Boktiar Ahmed Bappy 4.0  Maitry 3.73  Nishtha Jain 3.69  Khushboo Priya 3.95  Boktiar Ahmed Bappy 3.77  Mahesh Sarade 3.5  Rishav Dash 3.67  Mithun S 3.75  Jawala Prakash 3.68  Aditya\_iot 3.86  Swati 3.77  Nandani Gupta 3.73  Madhulika G 3.86  Boktiar Ahmed Bappy 3.9  Madhulika G 4.0  Ishawant Kumar 3.75  Boktiar Ahmed Bappy 3.81  Deepranjan Gupta 3.75  Deepranjan Gupta 3.56  Harikrishnan Shaji 3.93  Ishawant Kumar 4.0  Khushboo Priya 4.0  Nandani Gupta 3.67  Mahesh Sarade 3.81  Swati 3.76  Maitry 3.73  Rishav Dash 3.89  Madhulika G 3.87  Ayushi Mishra 3.88  Shivananda Sonwane 3.53  Ameya Jain 4.0  Mahesh Sarade 3.85  Mithun S 3.85  Ishawant Kumar 3.67  Khushboo Priya 3.5  Boktiar Ahmed Bappy 4.0  Aditya\_iot 3.53  Jawala Prakash 4.0  Sanjeev Kumar 4.0  Sandipan Saha 3.62  Madhulika G 3.82  Ayushi Mishra 3.86  Shivan K 4.0  Hrisikesh Neogi 3.8  Nandani Gupta 3.89  Harikrishnan Shaji 3.7  Nishtha Jain 3.67  Manjunatha A 4.0  Anirudh 3.77  Swati 3.62  Maitry 3.75  Madhulika G 4.0  Jaydeep Dixit 4.0  Zeeshan 3.75  Nishtha Jain 3.73  Wasim 3.64  Manjunatha A 4.0  Ishawant Kumar 3.67  Jayant Kumar 3.76  Maneesh 4.0  Harikrishnan Shaji 4.0  Anurag Tiwari 3.5  Mithun S 3.86  Prabir Kumar Satapathy 4.0  Saurabh Shukla 3.67  Aditya\_iot 3.83  Maitry 3.92  Shivananda Sonwane 3.71  Ameya Jain 4.0  Swati 4.0  Ashad Nasim 4.0  Prabir Kumar Satapathy 4.0  Boktiar Ahmed Bappy 3.78  Nishtha Jain 4.0  Ayushi Mishra 3.8  Shivan K 4.0  Shubham Sharma 4.0  Jawala Prakash 3.8  Sanjeev Kumar 4.0  Aditya Shinde 3.54  Deepranjan Gupta 3.71  Sanjeev Kumar 4.0 |
| Query 9. Agent name who have rating less than 3.5  #Skipped 0 rating bcz rows were geeting too much to accumulate on portal# |
| hive> select agentname,average\_rating from agentperformance where average\_rating<3.5 and average\_rating>0.0;  Nandani Gupta 3.14  Jawala Prakash 3.0  Sowmiya Sivakumar 3.43  Shiva Srivastava 2.17  Aditya\_iot 2.67  Nishtha Jain 3.36  Aditya\_iot 3.33  Ankitjha 3.0  Chaitra K Hiremath 3.43  Mithun S 3.29  Jawala Prakash 3.0  Ishawant Kumar 3.18  Boktiar Ahmed Bappy 2.71  Jawala Prakash 3.27  Ayushi Mishra 3.25  Vivek 1.0  Mahesh Sarade 2.75  Aditya\_iot 3.4  Vivek 3.29  Vivek 2.33  Harikrishnan Shaji 3.25  Anirudh 1.0  Mahesh Sarade 3.11  Vivek 3.4  Mahesh Sarade 3.27  Mukesh Rao 1.0  Jayant Kumar 3.17  Sanjeev Kumar 3.0  Anurag Tiwari 2.0  Harikrishnan Shaji 1.0  Mithun S 2.0  Mukesh Rao 1.67  Ashad Nasim 1.0  Anirudh 1.0  Maneesh 1.0  Jayant Kumar 3.33  Mahak 3.0  Mithun S 1.0  Shivananda Sonwane 3.4  Prerna Singh 3.33  Shivan K 1.0  Jayant Kumar 3.24  Nandani Gupta 3.43  Saurabh Shukla 3.0  Tarun 1.5  Query 10 Agent name who have rating more than 4.5 |
| hive> select agentname,average\_rating from agentperformance where average\_rating>4.5;  Ameya Jain 4.55  Mahesh Sarade 4.71  Mukesh 4.62  Saikumarreddy N 5.0  Sanjeev Kumar 5.0  Harikrishnan Shaji 4.57  Sowmiya Sivakumar 4.75  Boktiar Ahmed Bappy 4.75  Shivananda Sonwane 5.0  Ishawant Kumar 4.67  Deepranjan Gupta 4.8  Shivananda Sonwane 4.67  Muskan Garg 5.0  Aditya\_iot 4.6  Mukesh 4.67  Chaitra K Hiremath 5.0  Suraj S Bilgi 5.0  Mithun S 4.8  Wasim 4.71  Bharath 4.85  Ishawant Kumar 5.0  Jawala Prakash 4.83  Ayushi Mishra 5.0  Ameya Jain 4.64  Bharath 4.79  Ishawant Kumar 4.75  Shivananda Sonwane 5.0  Ishawant Kumar 4.88  Prateek \_iot 4.83  Sanjeev Kumar 4.82  Nandani Gupta 4.62  Saikumarreddy N 4.59  Ameya Jain 5.0  Khushboo Priya 4.71  Wasim 4.53  Manjunatha A 4.54  Bharath 4.88  Maitry 5.0  Ayushi Mishra 5.0  Deepranjan Gupta 5.0  Muskan Garg 4.6  Prateek \_iot 5.0  Saikumarreddy N 4.71  Jaydeep Dixit 4.78  Khushboo Priya 4.6  Madhulika G 4.56  Deepranjan Gupta 4.88  Shivananda Sonwane 5.0  Shivananda Sonwane 4.62  Prateek \_iot 4.56  Aditya\_iot 4.56  Ameya Jain 4.8  Sanjeev Kumar 4.57  Prerna Singh 4.62  Shivan K 4.78  Bharath 4.79  Jawala Prakash 4.64  Maitry 5.0  Deepranjan Gupta 4.69  Shiva Srivastava 5.0  Jawala Prakash 4.56  Jaydeep Dixit 4.67  Swati 4.53  Shubham Sharma 4.67  Ameya Jain 4.56  Aravind 4.53  Zeeshan 4.85  Saikumarreddy N 4.57  Hrisikesh Neogi 4.8  Bharath 4.8  Maitry 4.84  Prerna Singh 4.57  Mahesh Sarade 4.53  Sanjeev Kumar 4.54  Saikumarreddy N 4.85  Harikrishnan Shaji 4.89  Shivan K 4.72  Hrisikesh Neogi 4.53  Mithun S 4.53  Ishawant Kumar 5.0  Shivananda Sonwane 4.85  Jawala Prakash 4.75  Aditya\_iot 5.0  Nandani Gupta 4.53  Sanjeev Kumar 4.84  Chaitra K Hiremath 5.0  Wasim 4.56  Madhulika G 4.92  Khushboo Priya 5.0  Prabir Kumar Satapathy 4.86  Bharath 4.69  Ayushi Mishra 4.83  Ameya Jain 4.65  Jaydeep Dixit 4.55  Shubham Sharma 4.55  Wasim 4.89  Hrisikesh Neogi 4.64  Manjunatha A 4.64  Bharath 4.67  Ishawant Kumar 4.62  Prerna Singh 4.62  Ameya Jain 4.64  Shubham Sharma 4.84  Mahesh Sarade 4.67  Zeeshan 4.73  Khushboo Priya 4.58  Wasim 4.94  Manjunatha A 4.87  Bharath 4.89  Aravind 4.84  Harikrishnan Shaji 4.81  Shivananda Sonwane 4.55  Maitry 4.94  Saikumarreddy N 4.69  Sanjeev Kumar 4.53  Jaydeep Dixit 4.82  Aravind 4.63  Shivan K 4.76  Khushboo Priya 4.75  Wasim 4.88  Hrisikesh Neogi 4.67  Prabir Kumar Satapathy 4.78  Shivananda Sonwane 4.56  Ayushi Mishra 4.59  Prateek \_iot 5.0  Jaydeep Dixit 4.91  Shubham Sharma 4.73  Rishav Dash 4.71  Wasim 4.81  Shivan K 4.79  Mithun S 4.8  Bharath 4.73  Manjunatha A 4.57  Ishawant Kumar 4.67  Khushboo Priya 5.0  Boktiar Ahmed Bappy 4.6  Manjunatha A 4.57  Hrisikesh Neogi 4.91  Saikumarreddy N 4.82  Aravind 4.67  Wasim 4.6  Sudhanshu Kumar 5.0  Madhulika G 5.0  Sanjeev Kumar 4.56  Nandani Gupta 4.64  Saikumarreddy N 4.67  Aravind 4.54  Shubham Sharma 4.9  Aditya Shinde 4.53  Prerna Singh 5.0  Sandipan Saha 5.0  Manjunatha A 5.0  Boktiar Ahmed Bappy 5.0  Nishtha Jain 5.0  Khushboo Priya 4.75  Nishtha Jain 5.0  Ishawant Kumar 5.0  Jaydeep Dixit 4.9  Shivananda Sonwane 4.88  Shubham Sharma 4.92  Prerna Singh 4.64  Harikrishnan Shaji 4.78  Sanjeev Kumar 4.61  Prateek \_iot 5.0  Aditya\_iot 4.8  Shivan K 5.0  Deepranjan Gupta 5.0  Bharath 4.58  Aravind 4.77  Wasim 4.78  Ameya Jain 4.53  Harikrishnan Shaji 4.7  Manjunatha A 4.67  Khushboo Priya 4.8  Maitry 4.73  Swati 4.64  Swati 4.67  Maitry 4.85  Madhulika G 4.71  Prateek \_iot 5.0  Wasim 4.6  Bharath 4.71  Aravind 4.65  Shubham Sharma 4.92  Shivananda Sonwane 4.73  Prerna Singh 4.67  Aditya Shinde 5.0  Prabir Kumar Satapathy 4.75  Ishawant Kumar 4.67  Khushboo Priya 4.67  Harikrishnan Shaji 4.64  Aditya Shinde 4.89  Shubham Sharma 5.0  Mithun S 4.67  Saurabh Shukla 5.0  Aditya\_iot 4.6  Prateek \_iot 4.67  Shivan K 4.57  Hrisikesh Neogi 4.82  Bharath 4.7  Deepranjan Gupta 4.72  Nandani Gupta 4.69  Harikrishnan Shaji 4.83  Prabir Kumar Satapathy 4.9  Mahesh Sarade 4.57  Mithun S 4.69  Prerna Singh 4.75  Jaydeep Dixit 4.69  Aditya Shinde 4.93  Shivananda Sonwane 4.83  Ishawant Kumar 4.67  Nishtha Jain 5.0  Manjunatha A 4.86  Hrisikesh Neogi 4.88  Nandani Gupta 4.67  Aravind 4.67  Swati 4.78  Shivananda Sonwane 5.0  Sanjeev Kumar 4.95  Ayushi Mishra 4.61  Madhulika G 4.67  Shivananda Sonwane 4.75  Ayushi Mishra 4.83  Sanjeev Kumar 4.67  Hrisikesh Neogi 4.85  Shivan K 4.52  Bharath 4.86  Aravind 4.87  Saurabh Shukla 5.0  Jaydeep Dixit 4.59  Prabir Kumar Satapathy 5.0  Nishtha Jain 5.0  Ishawant Kumar 5.0  Khushboo Priya 4.67  Boktiar Ahmed Bappy 5.0  Manjunatha A 5.0  Nishtha Jain 5.0  Ishawant Kumar 5.0  Boktiar Ahmed Bappy 4.88  Anirudh 5.0  Prabir Kumar Satapathy 5.0  Aditya\_iot 4.8  Prateek \_iot 5.0  Aravind 5.0  Aditya Shinde 4.57  Shubham Sharma 4.8  Prerna Singh 5.0  Shivananda Sonwane 5.0  Jaydeep Dixit 4.75  Zeeshan 4.69  Swati 4.56  Bharath 4.54  Ayushi Mishra 4.7  Hrisikesh Neogi 4.62  Shivan K 4.73  Aravind 4.93  Prateek \_iot 4.85  Manjunatha A 4.57  Rishav Dash 4.8  Madhulika G 4.67  Jayant Kumar 5.0  Jayant Kumar 5.0  Mukesh Rao 5.0  Ayushi Mishra 4.62  Swati 4.75  Hrisikesh Neogi 4.64  Nandani Gupta 4.75  Sudhanshu Kumar 5.0  Jaydeep Dixit 4.67  Shubham Sharma 4.83  Boktiar Ahmed Bappy 5.0  Vivek 5.0  Sanjeev Kumar 4.82  Ankitjha 5.0  Aditya Shinde 4.67  Khushboo Priya 4.54  Manjunatha A 5.0  Nishtha Jain 5.0  Khushboo Priya 4.58  Bharath 4.71  Shivananda Sonwane 4.7  Jaydeep Dixit 4.71  Prerna Singh 4.67  Aditya Shinde 4.78  Boktiar Ahmed Bappy 4.88  Bharath 4.67  Deepranjan Gupta 4.75  Nandani Gupta 4.8  Rishav Dash 4.6  Shivananda Sonwane 5.0  Madhulika G 5.0  Madhulika G 5.0  Bharath 5.0  Shubham Sharma 4.56  Jaydeep Dixit 4.88  Boktiar Ahmed Bappy 4.83  Jawala Prakash 5.0  Manjunatha A 4.75  Manjunatha A 4.83  Maitry 4.79  Swati 4.78  Shivan K 5.0  Shubham Sharma 5.0  Jaydeep Dixit 4.77  Shivananda Sonwane 4.86  Khushboo Priya 4.61  Hrisikesh Neogi 4.56 |

Query 12. average weekly response time for each agent