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112 -- Issue-wise NPS Score
113 • with issue_by_rating_count as (
114     select
115         issue_2_NPS,
116         nps_rating,
117         count(nps_rating) as count_diff_rating
118     FROM nps_sheet
119     group by issue_2_NPS, nps_rating
120 ),
121 overall_count_of_nps_per_issue as(
122     select
123         issue_2_NPS,
124         sum(count_diff_rating) as overall_count
125     from issue_by_rating_count
126     GROUP BY issue_2_NPS
127 ),
128 all_values_found as (
129     select
130         a.issue_2_NPS,
131         a.nps_rating,
132         a.count_diff_rating,
133         b.overall_count
134     from issue_by_rating_count a
135     JOIN overall_count_of_nps_per_issue b ON a.issue_2_NPS = b.issue_2_NPS
136 ),
137 per_issue_promotor_per as (
138     select
139         issue_2_NPS,
140         ((sum(count_diff_rating) / overall_count) * 100) as promotor_per
141     from all_values_found
142     where nps_rating in (9,10)
143     GROUP BY issue_2_NPS
144 ),
145 per_issue_passive_per as (
146     select
147         issue_2_NPS,
148         ((sum(count_diff_rating) / overall_count) * 100) as passive_per
149     from all_values_found
150     where nps_rating in (7,8)
151     GROUP BY issue_2_NPS
152 ),
153 per_issue_detractor_per as (
154     select
155         issue_2_NPS,
156         ((sum(count_diff_rating) / overall_count) * 100) as detractor_per
157     from all_values_found
158     where nps_rating in (1,2,3,4,5,6)
159     GROUP BY issue_2_NPS
160 )
161 SELECT
162     A.issue_2_NPS,
163     A.promotor_per,
164     B.passive_per,
165     C.detractor_per
166 FROM per_issue_promotor_per A
167     JOIN per_issue_passive_per B on A.issue_2_NPS = B.issue_2_NPS
168     JOIN per_issue_detractor_per C on A.issue_2_NPS = C.issue_2_NPS;
169 -----

```

	issue_2_NPS	promotor_per	passive_per	detractor_per
►	Projects & Assignment Related Concern (NPS)	55.5556	27.7778	16.6667
	Time Management Related Concerns (NPS)	38.8889	55.5556	5.5556
	False Promise By Sales Team (NPS)	44.4444	27.7778	27.7778
	Looking For Career Guidance (NPS)	23.8095	42.8571	33.3333
	TA Support Related Concerns (NPS)	25.0000	56.2500	18.7500
	Not eligible for placements (NPS)	28.5714	42.8571	28.5714
	Instructor Related Feedback (NPS)	42.8571	35.7143	21.4286
	Unhappy With The Class Timings (NPS)	43.7500	37.5000	18.7500
	Applied for jobs but no satisfactory outcome (N...	21.0526	47.3684	31.5789
	Mentor Support Related Concerns (NPS)	17.6471	58.8235	23.5294
	Frequent Resume Rejection (NPS)	31.2500	50.0000	18.7500
	Lecture Notes Related (NPS)	57.1429	21.4286	21.4286
	Unhappy With Course Curriculum (NPS)	40.0000	30.0000	30.0000
	Poor Class video quality (NPS)	21.4286	42.8571	35.7143

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188  -----
189  -- Team Performance
190  • WITH calculation_team_tab as (
191      SELECT
192          Disposition_Folder_Level_2 as teams,
193          COUNT(Ticket_No) AS team_resolved_vol,
194          (SELECT count(*) from nps_sheet where status = "Complete") AS total_resolved,
195          ROUND(AVG(duration),2) as avg_duration
196      FROM nps_sheet
197      WHERE status = "Complete"
198      GROUP BY 1
199  )
200      SELECT
201          teams,
202          team_resolved_vol,
203          ROUND(((team_resolved_vol / total_resolved ) * 100),2) as resolution_rate,
204          avg_duration
205      FROM calculation_team_tab
206  -----

```

	teams	team_resolved_vol	resolution_rate	avg_duration
►	Others (NPS)	57	27.54	6.19
	Placement (NPS)	48	23.19	7.02
	Tech (NPS)	53	25.60	6.70
	Program & Classroom (NPS)	49	23.67	6.53

```

76  -- CALCULATE PROMOTOR (9-10), Passives (7-8), Detractors (0-6) Percentage for (PIE CHART)
77
78  • with pro_per as (
79      SELECT
80          ROUND(((COUNT(*) / (SELECT COUNT(*) FROM NPS_SHEET)) * 100)) AS PROMOTOR
81      FROM nps_sheet
82      WHERE nps_rating in (9,10)
83  ),
84  • pass_per as (
85      SELECT
86          ROUND(((COUNT(*) / (SELECT COUNT(*) FROM NPS_SHEET)) * 100)) AS Passives
87      FROM nps_sheet
88      WHERE nps_rating in (7,8)
89  ),
90  • detra_per as (
91      SELECT
92          ROUND(((COUNT(*) / (SELECT COUNT(*) FROM NPS_SHEET)) * 100)) AS detractors
93      FROM nps_sheet
94      WHERE nps_rating in (0,1,2,3,4,5,6)
95  )
96  select
97      a.PROMOTOR as Promotor_per,
98      b.Passives as Passives_per,
99      c.detractors as detractors_per
100  from pro_per a, pass_per b, detra_per c;
101
102  -----

```

	Promotor_per	Passives_per	detractors_per
▶	35	42	24

```

22  -- CALCULATE PROMOTOR (9-10), Passives (7-8), Detractors (0-6). THEN calculate total nps score
23  -----
24  -- Promotors (9-10)  ANS = 35%
25  • SELECT
26      ROUND(((count(*) / (SELECT count(*) from nps_sheet)) * 100)) as Per_promotors
27  FROM NPS_sheet
28  where NPS_Rating IN (9,10);
29  -----
30  -- Detractors (0-6)  ANS = 24%
31
32  • SELECT
33      ROUND(((count(*) / (SELECT count(*) from nps_sheet)) * 100)) as Per_detractors
34  FROM NPS_sheet
35  where NPS_Rating IN (0,1,2,3,4,5,6);
36  -----
37  -- NPS score (range -100 to 100)  ANS= 35-24 = 11
38  • WITH promotor_count as (
39      SELECT
40          ROUND(((count(*) / (SELECT count(*) from nps_sheet)) * 100)) as Per_promotors
41      FROM NPS_sheet
42      where NPS_Rating IN (9,10)
43  ),
44  • detractors_count as (
45      SELECT
46          ROUND(((count(*) / (SELECT count(*) from nps_sheet)) * 100)) as Per_detractors
47      FROM NPS_sheet
48      where NPS_Rating IN (0,1,2,3,4,5,6)
49  )
50  SELECT
51      p.Per_promotors - d.Per_detractors AS NPS_Score
52  FROM promotor_count p, detractors_count d;
53  -----

```

	Per_promotors		Per_detractors		NPS_Score
▶	35	▶	24	▶	11

```

53  -----
54  -- % NPS SCORE          ANS = 5% OR (4.9%)
55  • WITH promotor_count as (
56      SELECT
57          ROUND(((count(*) / (SELECT count(*) from nps_sheet)) * 100)) as Per_promotors
58      FROM NPS_sheet
59      where NPS_Rating IN (9,10)
60  ),
61  • detractors_count as (
62      SELECT
63          ROUND(((count(*) / (SELECT count(*) from nps_sheet)) * 100)) as Per_detractors
64      FROM NPS_sheet
65      where NPS_Rating IN (0,1,2,3,4,5,6)
66  ),
67  • TOTAL_VAL AS (
68      SELECT
69          count(*) AS total_count
70      FROM nps_sheet
71  )
72  SELECT
73      ROUND((((p.Per_promotors - d.Per_detractors)/t.total_count) * 100)) AS NPS_Score_PERCENTAGE
74  FROM promotor_count p, detractors_count d, TOTAL_VAL t;
75
76  -----

```

	NPS_Score_PERCENTAGE
▶	5

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168  -----
169  -- Average Resolution Time (ART)
170  -- SUM of (Durations) / count of resolved tickets
171
172  • select
173      ROUND((sum(duration)/(select count(ticket_no) from nps_sheet where Status = "Complete")) AS ART
174  from nps_sheet;
175
176  |
177  -----

```

	count(*)
▶	18

```

177  -----
178  -- unresolved Tickets
179  • select
180      count(*)
181  from nps_sheet
182  where status = "Pending";
183  • select
184      (count(*)/(select count(*) from nps_sheet)) * 100
185  from nps_sheet
186  where status = "Pending";
187
188  -----

```

	ART
▶	7