1. During my time in LinkedIn, my manager tasked me with a project to find the % of people having trouble with chat experience. We decided to tackle this by seeing what the issues they were having, and which one we should focus on. This finding helped the product operations act with engineering to improve the way our chat feature works.
2. I used these queries
   1. SELECT \* FROM feedback  
      (Didn’t have all the data I need)
   2. SELECT \* FROM feedback   
      LEFT JOIN info on feedback.customer\_id = info.customer\_id;  
      (Merged two tables together to get the data I need)
   3. SELECT   
      customer\_id,  
      date,  
      issue\_type,  
      product,  
      customer\_exp,  
      issue\_resolved,  
      comments  
       FROM feedback   
      LEFT JOIN info on feedback.customer\_id = info.customer\_id;  
      (Removed the data I don’t need)
   4. SELECT COUNT (DISTINCT customer\_id) FROM feedback  
      WHERE product = ‘chat’   
      AND date BETWEEN 01-01-2023 AND 02-01-2023  
      (Total customers that gave feedback for chat experience)
   5. SELECT COUNT (DISTINCT customer\_id) FROM feedback  
      AND date BETWEEN 01-01-2023 AND 02-01-2023  
      (Total customers that gave feedback)
   6. SELECT COUNT(DISTINCT customer\_id) FROM feedback  
      WHERE issue\_resolved = ‘not\_resolved’ AND product = ‘chat’  
      AND date BETWEEN 01-01-2023 AND 02-01-2023  
      (Total of unresolved cases in chat)
   7. SELECT   
      customer\_id,  
      date,  
      issue\_type,  
      product,  
      customer\_exp,  
      issue\_resolved,  
      comments  
       FROM feedback   
      LEFT JOIN info on feedback.customer\_id = info.customer\_id  
      WHERE issue\_resolved = ‘not\_resolved’  
      AND product = ‘chat’  
      AND date BETWEEN 01-01-2023 AND 02-01-2023  
      (To see what issues customers are having I would analyze the comments)
   8. Once I find a reoccurring issue, I will filter out the issue.   
      SELECT   
      COUNT (DISTINCT customer\_id)  
      FROM feedback   
      LEFT JOIN info on feedback.customer\_id = info.customer\_id  
      WHERE   
      comments IS NOT NULL   
      AND (  
      comments LIKE ‘%issue%’,  
      comments LIKE ‘%problem%’,  
      comments LIKE ‘%not working%’)  
      AND date BETWEEN 01-01-2023 AND 02-01-2023  
      (Total of customer with this issue)
   9. I would do the same to see the difference within a year  
      SELECT COUNT (DISTINCT customer\_id) FROM feedback  
      WHERE product = ‘chat’   
      AND date BETWEEN 01-01-2023 AND 01-01-2024  
      (Total customers that gave feedback for chat experience)  
        
      SELECT COUNT (DISTINCT customer\_id) FROM feedback  
      AND date BETWEEN 01-01-2023 AND 01-01-2024  
      (Total customers that gave feedback)  
        
      SELECT COUNT(DISTINCT customer\_id) FROM feedback  
      WHERE issue\_resolved = ‘not\_resolved’ AND product = ‘chat’  
      AND date BETWEEN 01-01-2023 AND 01-01-2024   
      (Total of unresolved cases in chat)  
        
      Once I find a reoccurring issue, I will filter out the issue.   
      SELECT   
      COUNT (DISTINCT customer\_id)  
      FROM feedback   
      LEFT JOIN info on feedback.customer\_id = info.customer\_id  
      WHERE   
      comments IS NOT NULL   
      AND (  
      comments LIKE ‘%issue%’,  
      comments LIKE ‘%problem%’,  
      comments LIKE ‘%not working%’)  
      AND date BETWEEN 01-01-2023 AND 01-01-2024   
      (Total of customer with this issue)
   10. I would transfer this to Excel to see the difference between Monthly and Yearly feedback. Is the issue getting bigger? Which issue was causing the worse chat experience?
3. There are about 2.5 million support cases a year and about 150K of customer feedback. I used SQL and investigated the data and saw how we can improve our customer experience by hearing what they have to say. I was able to use these queries to find out the percentage of people having trouble with the chat experience. After finding how many customers were having the same issue, it became a priority to act on this. We were able to help the product operations take actions with engineering to improve the chat features.
4. This is how I would structure my dashboard for the Customer Feedback due to **NDA** I won’t be able to provide data to the dashboard