<DEBERSHI MITRA>

SQL BUSINESS CASE → TARGET

Analyzing Customer table:

1. Total number of customers data we have → 99441

2 Total number of unique customers → 96096

```
SQL query → SELECT COUNT(distinct(c.customer_unique_id))
FROM `target-sql-project-391015.target market.customers` c
```

3 Number of unique zip code prefix → 14994

```
SQL query → SELECT COUNT(distinct(c.customer_zip_code_prefix))
FROM `target-sql-project-391015.target_market.customers` c
```

INSIGHT: This means that Target has Customers from 14994 different locations of Brazil.

4 Number of cities → 4119

```
SQL query → SELECT COUNT(distinct(c.customer_city))
FROM `target-sql-project-391015.target_market.customers` c
```

5 Number of states \rightarrow 27

```
SQL query → SELECT COUNT(distinct(c.customer_state))
```

INSIGHT Customers are from 4119 different cities and 27 different states from **B**razil.

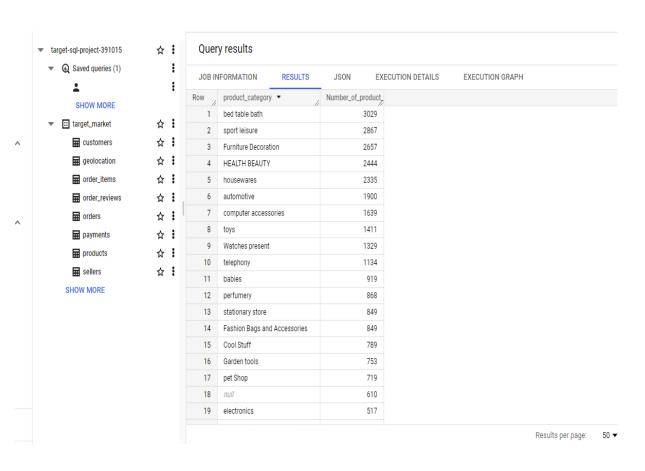
Analyzing Products:

1.Number of Unique Products available in Target → 32951

```
{\sf SQL} Query: SELECT COUNT(product_id)
              FROM `target-sql-project-391015.target market.products`;
```

2. Number of products per category with the product category name:

```
SQL Query: SELECT product_category
             COUNT(DISTINCT(product_id)) AS Number_of_product_per_category
             FROM `target-sql-project-391015.target_market.products'
             GROUP BY product_category
             ORDER BY COUNT(DISTINCT(product_id)) desc;
```



Analyzing Sellers Data:

1. Number of Distinct seller Id's \rightarrow 3095.

```
SQL Query → SELECT
                  COUNT(DISTINCT(seller_id))
                  FROM `target-sql-project-391015.target_market.sellers`;
2. Number of Seller's ZIP Code prefix → 2246.
  SQL Query → SELECT
                 COUNT(DISTINCT(seller_zip_code_prefix))
                 FROM `target-sql-project-391015.target market.sellers`;
3. Number of distinct seller city \rightarrow 611
   SQL Query →
                    SELECT
                    COUNT(DISTINCT(seller_city))
                    FROM `target-sql-project-391015.target_market.sellers`;
4. Number of Seller State's → 23
   SQL Query → SELECT
                    COUNT(DISTINCT(seller_state))
                    FROM `target-sql-project-391015.target_market.sellers`;
```

INSIGHTS: There are 3095 seller's data present here. These sellers are from 2246 locations, 611 cities and 23 different states in Brazil 1.

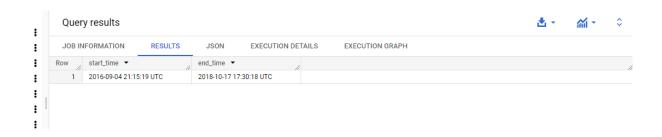
B)

Time range between which the orders were placed →

SQL QUERY: SELECT MIN(order_purchase_timestamp) AS start_time,

MAX(order_purchase_timestamp) AS end_time

FROM `target-sql-project-391015.target market.orders`



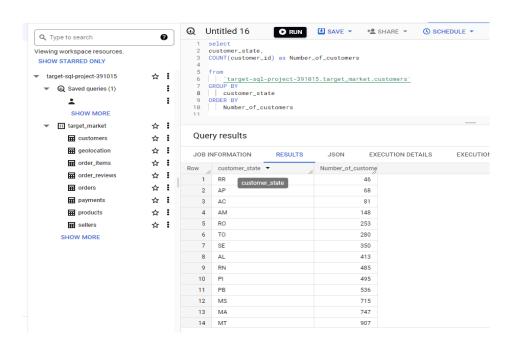
INSIGHTS: The Time Range Between Which The orders were placed is from 2016-09-04 to 2018-10-17.

To determine if there is a growing trend in the number of orders placed over the past years, Assuming that the **order_purchase_timestamp** column represents the timestamp of the purchase,

```
SELECT
EXTRACT(YEAR FROM order_purchase_timestamp) AS year,
COUNT(*) AS order_count
FROM `target-sql-project-391015.target_market.orders'
GROUP BY year
ORDER BY year;
```

Query results								
JOB IN	IFORMATION		RESULTS	JSON	EXECUTION DETAILS			
Row	year ▼	11	order_count	· //				
1		2016		329				
2		2017	4	45101				
3		2018		54011				

C.Number of Customers from Each State:



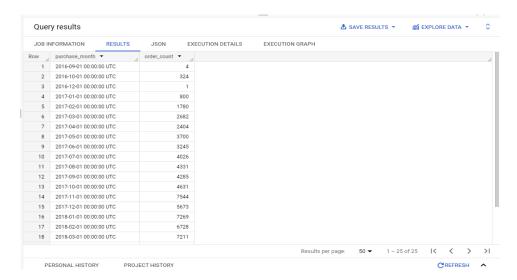
INSIGHT: The Top 3 States with highest Number of Customers are: SP(41746),RJ(12852),MG(16351)

B. Monthly Seasonality in terms of the Number of orders being placed?

SQL Query:

SELECT

DATE_TRUNC(order_purchase_timestamp, MONTH) AS purchase_month, COUNT(*) AS order_count FROM `target-sql-project-391015.target_market.orders` GROUP BY purchase_month ORDER BY purchase month;



C. During what time of the day, do the Brazilian customers mostly place their orders? (Dawn, Morning, Afternoon or Night)

> 0-6 hrs : Dawn

> 7-12 hrs : Mornings > 13-18 hrs : Afternoon

> 19-23 hrs : Night

SQL Query →

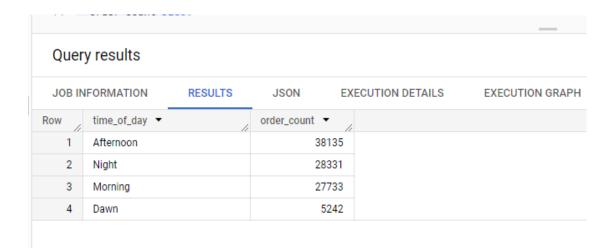
SELECT

```
CASE
```

WHEN EXTRACT(HOUR FROM CAST(order_purchase_timestamp AS TIMESTAMP)) BETWEEN 0 AND 6
THEN 'Dawn'
WHEN EXTRACT(HOUR FROM CAST(order_purchase_timestamp AS TIMESTAMP)) BETWEEN 7 AND 12
THEN 'Morning'

WHEN EXTRACT(HOUR FROM CAST(order_purchase_timestamp AS TIMESTAMP)) BETWEEN 13 AND 18 THEN 'Afternoon'

```
WHEN EXTRACT(HOUR FROM CAST(order_purchase_timestamp AS TIMESTAMP)) BETWEEN 19 AND 23
THEN 'Night'
   END AS time_of_day,
   COUNT(*) AS order_count
FROM
   `target-sql-project-391015.target_market.orders`
GROUP BY
   time_of_day
ORDER BY
   order_count DESC;
```



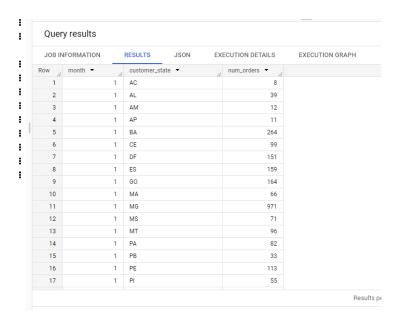
INSIGHTS → According to the Data Brazilian
Customers mostly prefer <u>Afternoon</u> to place their orders

3.Evolution of E-commerce orders in the Brazil region:

1.Get the month on month no. of orders placed in each state.

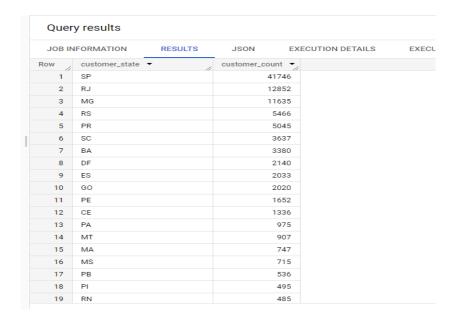
```
SELECT
month,
customer_state,
COUNT(DISTINCTorder_id)ASnum_orders
FROM (
```

```
SELECT
EXTRACT(MONTH FROM TIMESTAMP_TRUNC(order_purchase_timestamp, MONTH)) AS month,
customer_state,
order_id
FROM
`target-sql-project-391015.target_market.orders` o
JOIN
`target-sql-project-391015.target_market.customers` c ON o.customer_id = c.customer_id
)
GROUP BY
month,
customer_state
ORDER BY month, customer_state;
```



2 To determine how customers are distributed across all the states, you can use the following SQL query:

```
SELECT customer_state, COUNT(*) AS customer_count
FROM `target-sql-project-391015.target_market.customers`
GROUP BY customer_state
ORDER BY customer_count DESC;
```



INSIGHT - Number of Unique customers in each state is

SP - 41740 RJ- 12852 MG- 16351

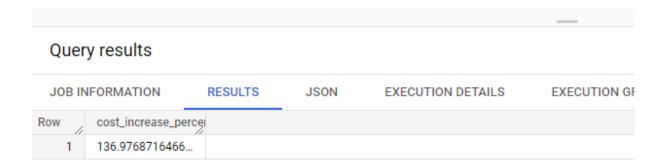
Impact on Economy:

1. Get the % increase in the cost of orders from year 2017 to 2018 (include months between Jan to Aug only).

```
SELECT
  (SUM(CASE WHEN EXTRACT(YEAR FROM o.order_purchase_timestamp) = 2018 THEN p.payment_value
ELSE 0 END) -
   SUM(CASE WHEN EXTRACT(YEAR FROM o.order_purchase_timestamp) = 2017 THEN p.payment_value
ELSE 0 END)) /
  SUM(CASE WHEN EXTRACT(YEAR FROM o.order_purchase_timestamp) = 2017 THEN p.payment_value
ELSE 0 END) * 100 AS cost_increase_percentage
FROM
  `target-sql-project-391015.target_market.orders` o

JOIN
  `target-sql-project-391015.target_market.payments` p

ON
  o.order_id = p.order_id
WHERE
  EXTRACT(YEAR FROM o.order_purchase_timestamp) IN (2017, 2018)
  AND EXTRACT(MONTH FROM o.order_purchase_timestamp) BETWEEN 1 AND 8
```

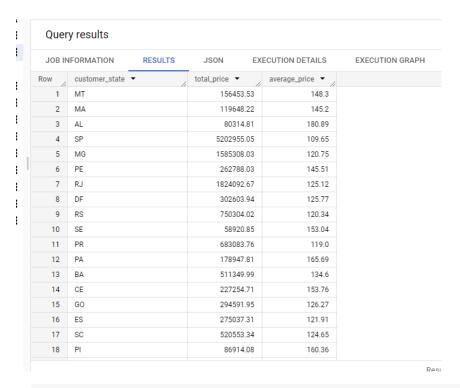


///S/GHTS: The % increase in the cost of orders from year 2017 to 2018 is 136.97 %

2. Calculate the total & Average value of order price for each state.

SQL QUERY ->

```
SELECT
c.customer_state,
round(SUM(oi.price),2) AS total_price,
round(AVG(oi.price),2) AS average_price
FROM
`target-sql-project-391015.target_market.orders` AS o
JOIN
`target-sql-project-391015.target_market.order_items` AS oi ON o.order_id = oi.order_id
JOIN
`target-sql-project-391015.target_market.customers` c on o.customer_id = c.customer_id
GROUP BY
c.customer_state
```



3. To calculate the total and average value of order freight for each state:

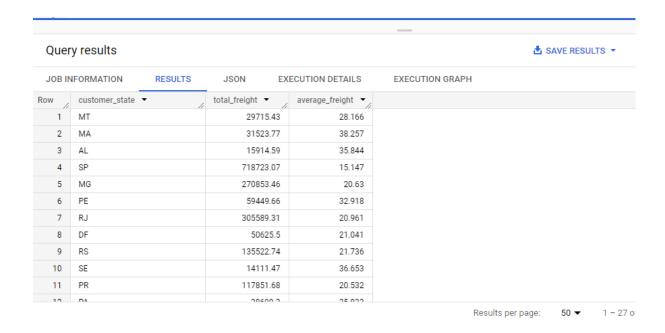
```
SELECT
```

```
customer_state,
  round(SUM(freight_value),3) AS total_freight,
  round(AVG(freight_value),3) AS average_freight
FROM
  `target-sql-project-391015.target_market.orders` AS o

JOIN
  `target-sql-project-391015.target_market.order_items` AS oi ON o.order_id = oi.order_id

JOIN
  `target-sql-project-391015.target_market.customers` AS c ON o.customer_id = c.customer_id

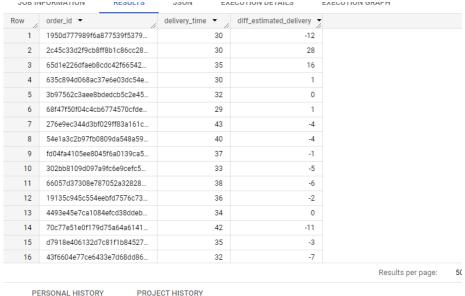
GROUP BY
  customer_state
```



Analysis Based On sales, freight and delivery time.

A. The Number of days taken to deliver each order from the order's purchase date as delivery time between the estimated and actual delivery date of an order.

```
SELECT
  order_id,
  DATE_DIFF(order_delivered_customer_date, order_purchase_timestamp, DAY) AS delivery_time,
  DATE_DIFF(order_estimated_delivery_date, order_delivered_customer_date, DAY) AS
diff_estimated_delivery
FROM
  `target-sql-project-391015.target_market.orders`
```



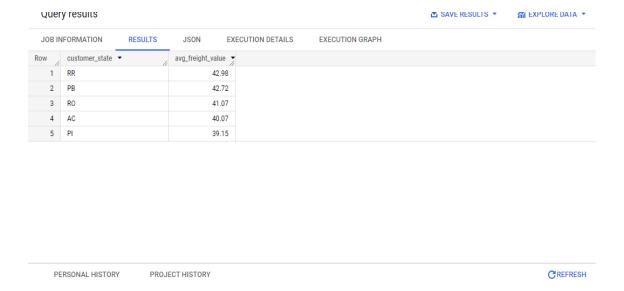
PROJECT HISTORY

В.

1. Top 5 States with Highest Average Freight Value:

```
SQL Query: SELECT
```

```
customer_state,
               round(AVG(freight_value), 2) AS avg_freight_value
               FROM `target-sql-project-391015.target_market.order_items` AS oi
               JOIN `target-sql-project-391015.target_market.orders` AS o ON oi.order_id =
o.order_id
               JOIN `target-sql-project-391015.target_market.customers` AS c ON
o.customer_id = c.customer_id
               GROUP BY customer_state
               ORDER BY avg_freight_value DESC
               LIMIT 5
```



2) Top 5 states with lowest average freight value:

```
SELECT
 customer_state,
  AVG(freight_value) AS avg_freight_value
  `target-sql-project-391015.target_market.order_items` AS oi
JOIN
  `target-sql-project-391015.target_market.orders` AS o ON oi.order_id = o.order_id
  `target-sql-project-391015.target_market.customers` AS c ON o.customer_id = c.customer_id
GROUP BY
  customer_state
ORDER BY
  avg_freight_value ASC
LIMIT
                                                                                          Press Alt+F1 for accessibility options.
                                                                                           Query results

▲ SAVE RESULTS ▼

    JOB INFORMATION
                    RESULTS
                                      EXECUTION DETAILS
                                                      EXECUTION GRAPH
   Row __ customer_state ▼
                            avg_freight_value 🍷
     2 PR
                            20.53165156794
                            20.63016680630..
     4 RJ
                            20.96092393168...
     5 DF
                            21.04135494596...
```

C.

1.

A) Top 5 States with The highest Delivery time:

```
WITH order_delivery_duration AS (
  SELECT
    o.order_id,
    o.order_status,
    o.order_delivered_customer_date,
    o.order_purchase_timestamp,
    c.customer_state,
    TIMESTAMP_DIFF(o.order_delivered_customer_date, o.order_purchase_timestamp, HOUR) AS
    `target-sql-project-391015.target_market.orders` AS o
    `target-sql-project-391015.target_market.customers` AS c ON o.customer_id =
c.customer_id
  WHERE
    o.order status = 'delivered'
SELECT
  customer state,
  AVG(delivery_duration) AS avg_delivery_time
  order_delivery_duration
GROUP BY
  customer_state
ORDER BY
avg_delivery_time DESC
LIMIT 5
```

Query results								
JOB IN	IFORMATION	RESULTS	JSON	EXECUTION DETAILS				
Row	customer_state	-	avg_delivery_ti	me 🔻				
1	RR		704.73170731	70				
2	AP		651.97014925	37				
3	AM		633.69655172	41				
4	AL		588.541561712	28				
5	PA		570.05073995	77				

2.

Top 5 States with Lowest Average delivery time:

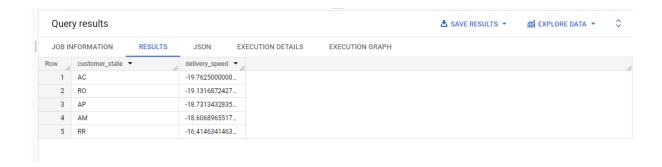
```
WITH order_delivery_duration AS (
  SELECT
    o.order_id,
    o.order_status,
    o.order_delivered_customer_date,
    o.order_purchase_timestamp,
    c.customer_state,
    TIMESTAMP_DIFF(o.order_delivered_customer_date, o.order_purchase_timestamp, HOUR) AS
delivery_duration
  FROM
    `target-sql-project-391015.target_market.orders` AS o
    `target-sql-project-391015.target_market.customers` AS c ON o.customer_id =
c.customer_id
  WHERE
    o.order_status = 'delivered'
)
SELECT
  customer_state,
  AVG(delivery_duration) AS avg_delivery_time
  order_delivery_duration
GROUP BY
  {\tt customer\_state}
ORDER BY
  avg_delivery_time
LIMIT 5
```



D. Top 5 states where the order delivery is really fast as compared to the estimated date of delivery.

```
SELECT
customer_state,
AVG(DATE_DIFF(order_delivered_customer_date, order_estimated_delivery_date, DAY)) AS
delivery_speed

FROM
   `target-sql-project-391015.target_market.orders` o
JOIN `target-sql-project-391015.target_market.customers` c on o.customer_id = c.customer_id
WHERE
   order_status = 'delivered'
GROUP BY
   customer_state
ORDER BY
   delivery_speed ASC
LIMIT
  5;
```



Analysis Based on the payments:

1. Month on Month Number of orders places using different payment types:

```
SQL Query >
WITH monthly_orders AS
(
  SELECT
    FORMAT_TIMESTAMP('%Y-%m', order_purchase_timestamp) AS month,
   COUNT(DISTINCT o.order_id) AS num_orders,
    payment_type
    `target-sql-project-391015.target_market.orders` o
    `target-sql-project-391015.target_market.payments` p ON o.order_id = p.order_id
    order_status = 'delivered'
  GROUP BY
    month,
    payment_type
)
SELECT
 month,
  payment_type,
  num_orders
  monthly_orders
ORDER BY
```

month

Quer	y results				M EXPLOR	E DATA 🔻	0
JOB IN	IFORMATION	RESULTS JSON EXECUTION	DETAILS EXECUTION GR	APH			
ow /	month ▼	payment_type ▼	num_orders ▼				
1	2016-10	credit_card	208				
2	2016-10	voucher	9				
3	2016-10	debit_card	2				
4	2016-10	UPI	51				
5	2016-12	credit_card	1				
6	2017-01	voucher	32				
7	2017-01	UPI	188				
8	2017-01	credit_card	541				
9	2017-01	debit_card	9				
10	2017-02	credit_card	1249				
11	2017-02	voucher	63				
12	2017-02	UPI	371				
13	2017-02	debit_card	13				
14	2017-03	voucher	120				
15	2017-03	UPI	565				
16	2017-03	credit_card	1901				
17	2017-03	debit_card	30				

INSIGHTS: The query provides insights into the month-on-month number of orders placed using different payment types, helping identify trends and preferences in consumer behaviour and payment methods over time.

2.) Number of orders places on the basis of the payment installments that have been paid:

SQL Query ->

```
SELECT p.payment_installments, COUNT(DISTINCT p.order_id) AS num_orders
FROM `target-sql-project-391015.target_market.orders` AS o
JOIN `target-sql-project-391015.target_market.payments` AS p
ON o.order_id = p.order_id
WHERE order_status = 'delivered'
GROUP BY payment_installments
ORDER BY payment_installments;
```

Query results

JOB IN	IFORMATION	RESULTS JS0	N EXECUTION DETAILS	EXECUTION GRA
Row	payment_installment	num_orders ▼		
1	0	2		
2	1	47586		
3	2	12052		
4	3	10147		
5	4	6882		
6	5	5090		
7	6	3800		
8	7	1560		
9	8	4122		
10	9	618		
11	10	5137		
12	11	22		
13	12	128		
14	13	15		
15	14	14		
16	15	72		
17	16	5		

INSIGHTS: Overall, analyzing the relationship between payment installments and the number of orders can offer valuable insights for optimizing pricing, marketing, and customer engagement strategies to drive sales and enhance customer satisfaction.

Actionable insights and recommendations based on payments : Insights:

- 1. Identify the payment types preferred by customers month-on-month.
- 2. Track changes in the number of orders placed over time for each payment type.
- 3. Determine if certain payment types are gaining or losing popularity over the months.

Action Items:

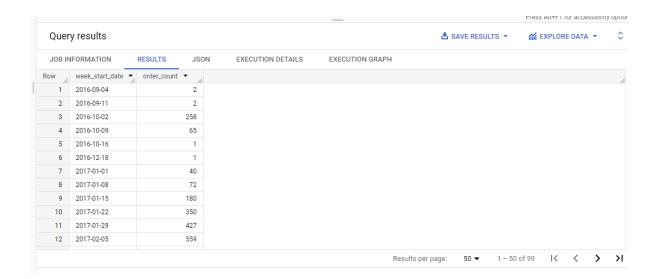
- 1. Promote and incentivize the use of preferred payment types to increase customer satisfaction and streamline payment processes.
- 2. Analyze the reasons behind fluctuations in the number of orders for different payment types and take appropriate measures to address any issues or improve customer experience.
- 3. Offer additional payment options based on customer preferences and market trends to expand the range of available choices.

INSIGHTS:

Number of orders per week:

SQL Querry → SELECT

```
DATE_TRUNC(DATE(order_purchase_timestamp), WEEK) AS week_start_date,
COUNT(DISTINCT order_id) AS order_count
FROM `target-sql-project-391015.target_market.orders`
GROUP BY
week_start_date
ORDER BY
week_start_date
```



INSIGHTS:

Number of orders per Day:

SQL QUERRY ->

```
SELECT
FORMAT_TIMESTAMP("%a", order_purchase_timestamp) as day, count(order_id) as number_or_orders
from `target-sql-project-391015.target_market.orders`
group by day
```

Quer	y results				_
JOB IN	IFORMATION	RESULTS	JSON	EXECUTION DETAILS	EXECUTION GRAPH
Row	day ▼	//	number_or_orders		
1	Sat		10887		
2	Tue		15963	3	
3	Fri		14122	2	
4	Mon		16196	j i	
5	Thu		14761		
6	Wed		15552	2	
7	Sun		11960)	

INSIGHTS:

TOP 20 CITIES where highest Number of Orders coming From:

To determine the overall revenue generated by Number of Customers From Each City.

SQL QUERRY →

```
SELECT customer_city, COUNT(order_id) AS order_count
FROM `target-sql-project-391015.target_market.orders` o
JOIN `target-sql-project-391015.target_market.customers` c ON o.customer_id = c.customer_id
GROUP BY customer_city
ORDER BY order_count DESC
LIMIT 20;
```

Quer	y results				₫ \$	SAVE RESULTS ▼	€XP	LORE DATA	•	0
JOB IN	NFORMATION RESULTS	JSON	EXECUTION DETAILS	EXECUTION GRAPH						
low	customer_city ▼	order_count ▼	/							
1	sao paulo	155	40							
2	rio de janeiro	68	82							
3	belo horizonte	27	73							
4	brasilia	21	31							
5	curitiba	15	21							
6	campinas	14	44							
7	porto alegre	13	79							
8	salvador	12	45							
9	guarulhos	11	89							
10	sao bernardo do campo	9	38							
11	niteroi	8	49							
12	santo andre	7	97							
13	osasco	7	46							
14	santos	7	13							
15	goiania	6	92							
16	sao jose dos campos	6	91							
17	fortaleza	6	54							
				Results r	per page:	50 ▼ 1 - 20	of 20	< <	>	>

INSIGHTS:

Health and Beauty, Watches present, bed table bath, sport leisure, computer accessories, Furniture Decoration, housewares, Automotive are some of the top selling product categories. health and beauty products are top selling having highest orders. PCs and Musical Instruments category have relatively less number of products, but contributes in a high revenue.

Top selling product categories and the number of orders placed per category:

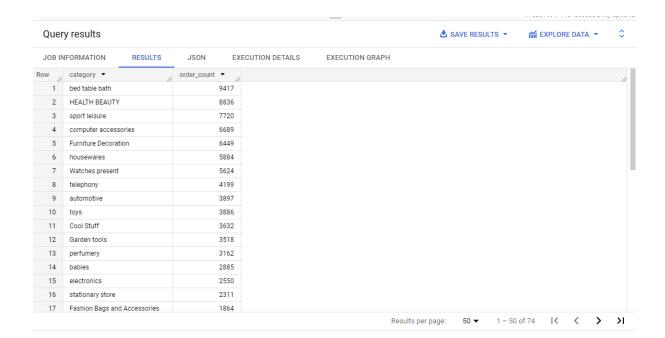
```
SELECT
    p.product_category AS category,
    COUNT(DISTINCT o.order_id) AS order_count
FROM
    `target-sql-project-391015.target_market.orders` AS o

JOIN
    `target-sql-project-391015.target_market.order_items` AS oi ON o.order_id = oi.order_id

JOIN
    `target-sql-project-391015.target_market.products` AS p ON oi.product_id = p.product_id

GROUP BY
    category

ORDER BY
    order_count DESC;
```



Insights and Recommendations:

- We have 99,441 customers of data available.
- We have 96096 number of Unique Customers ids.
- 14994 different locations of customers
- Customers are from different 4119 cities and 27 states from Brazil.
- total 99441 customers are there in given data.
- from total 99441 orders, 1107 are shipped, 625 were canceled, 96478 are delivered.
- Total 3095 sellers who are from 611 different cities and 23 states in Brazil and from 2246 different areas as per zip-code data.
- São Paulo state has the highest numbers of sellers in country.

Analysis of sales and revenue as per time:

- Time period for which the data is given is 25 months.
- Tuesday, Monday and Wednesdays have a relatively higher number of orders.

Customer_purchasing Behavior:

- customers are purchasing during moring 8am to late evening 11pm.
- afternoon and evening orders are very high, compare to morning, and night time.

Recommendations:

- Top selling items are between 10-100 dollars, introducing new different more products from top selling categories can increase revenue more.
- It was observed an increasing trend in revenue and orders over time, yet during october and january sales are decreasing probably after Festival Sales. Introducing possible discount on not so running product can help sell more products during those low going months.