

# 45\_Patient Support Analysis (Part 2) Medium - Solution

Source - <https://datalemur.com/questions/uncategorized-calls-percentage>

Running Notes:

- Calls to the Advocate4Me call centre are classified into various categories, but some calls cannot be neatly categorised. These uncategorised calls are labeled as "n/a", or are left empty when the support agent does not enter anything into the call category field.

```
SELECT COUNT(*)  
FROM callers  
WHERE call_category='n/a' OR call_category IS NULL
```

- Write a query to calculate the percentage of calls that cannot be categorised.
- Round your answer to 1 decimal place.

```
SELECT  
ROUND(  
100.0 *  
(SELECT COUNT(*)  
FROM callers  
WHERE call_category='n/a' OR call_category IS NULL)  
/  
(SELECT COUNT(*) FROM callers)  
,1)  
AS uncategorised_call_pct
```

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