

Helpdesk Easy Questions

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Easy

1.

There are three issues that include the words "index" and "Oracle". Find the call_date for each of them

```
SELECT call_date, call_Ref
FROM Issue
WHERE Detail LIKE '%index%' AND Detail LIKE '%Oracle%'
```

Submit SQLRestore default

```
+-----+-----+
| call_date          | call_ref |
+-----+-----+
| 2017-08-12 16:00:00 |    1308 |
| 2017-08-16 14:54:00 |    1697 |
| 2017-08-16 19:12:00 |    1731 |
+-----+-----+
```

Result:

call_date	call_Ref
Sat, 12 Aug 2017 16:00:00 GMT	1308
Wed, 16 Aug 2017 14:54:00 GMT	1697
Wed, 16 Aug 2017 19:12:00 GMT	1731

2.

Samantha Hall made three calls on 2017-08-14. Show the date and time for each

```
SELECT Call_Date,First_name,Last_name
FROM Caller,Issue
WHERE First_name='Samantha'AND Last_name='Hall' AND DATE(Call_date)='2017-08-14'
```

Submit SQL

Restore default

```
+-----+-----+-----+
| call_date | first_name | last_name |
+-----+-----+-----+
| 2017-08-14 10:10:00 | Samantha | Hall |
| 2017-08-14 10:49:00 | Samantha | Hall |
| 2017-08-14 18:18:00 | Samantha | Hall |
+-----+-----+-----+
```

Result:

Call_Date	First_name	Last_name
Mon, 14 Aug 2017 08:19:00 GMT	Samantha	Hall
Mon, 14 Aug 2017 08:25:00 GMT	Samantha	Hall
Mon, 14 Aug 2017 08:27:00 GMT	Samantha	Hall
Mon, 14 Aug 2017 08:29:00 GMT	Samantha	Hall
Mon, 14 Aug 2017 08:31:00 GMT	Samantha	Hall
Mon, 14 Aug 2017 08:34:00 GMT	Samantha	Hall
Mon, 14 Aug 2017 08:34:00 GMT	Samantha	Hall
Mon, 14 Aug 2017 08:55:00 GMT	Samantha	Hall
Mon, 14 Aug 2017 09:06:00 GMT	Samantha	Hall

3.

There are 500 calls in the system (roughly). Write a query that shows the number that have each status.

```
SELECT Status, COUNT(Call_date) AS Volume  
FROM Issue  
GROUP BY Status
```

Submit SQLRestore default

```
+-----+-----+  
| status | Volume |  
+-----+-----+  
| Closed |    486 |  
| Open   |     10 |  
+-----+-----+
```

Result:

Status	Volume
Closed	486
Open	10

4.

Calls are not normally assigned to a manager but it does happen. How many calls have been assigned to staff who are at Manager Level?

```
where Manager='Y' AND Level.Level_code=Staff.Level_code AND Assigned_to=Staff_code
```

Submit SQLRestore default

```
+-----+  
| mlcc |  
+-----+  
| 51 |  
+-----+
```

Result:

mlcc
51

5.

Show the manager for each shift. Your output should include the shift date and type; also the first and last name of the manager.

```
SELECT Shift_date,Shift_type,first_name,last_name
FROM Shift,Staff
WHERE Manager=Staff_code
ORDER BY Shift_date
```

Submit SQL

Restore default

```
+-----+-----+-----+-----+
| Shift_date | Shift_type | first_name | last_name |
+-----+-----+-----+-----+
| 2017-08-12 | Early      | Logan      | Butler    |
| 2017-08-12 | Late       | Ava        | Ellis     |
| 2017-08-13 | Early      | Ava        | Ellis     |
| 2017-08-13 | Late       | Ava        | Ellis     |
| 2017-08-14 | Early      | Logan      | Butler    |
| 2017-08-14 | Late       | Logan      | Butler    |
| 2017-08-15 | Early      | Logan      | Butler    |
| 2017-08-15 | Late       | Logan      | Butler    |
| 2017-08-16 | Early      | Logan      | Butler    |
| 2017-08-16 | Late       | Logan      | Butler    |
+-----+-----+-----+-----+
```

Result:

Shift_date	Shift_type	first_name	last_name
Sat, 12 Aug 2017 00:00:00 GMT	Early	Logan	Butler
Sat, 12 Aug 2017 00:00:00 GMT	Late	Ava	Ellis
Sun, 13 Aug 2017 00:00:00 GMT	Early	Ava	Ellis
Sun, 13 Aug 2017 00:00:00 GMT	Late	Ava	Ellis
Mon, 14 Aug 2017 00:00:00 GMT	Early	Logan	Butler
Mon, 14 Aug 2017 00:00:00 GMT	Late	Logan	Butler
Tue, 15 Aug 2017 00:00:00 GMT	Early	Logan	Butler
Tue, 15 Aug 2017 00:00:00 GMT	Late	Logan	Butler
Wed, 16 Aug 2017 00:00:00 GMT	Early	Logan	Butler
Wed, 16 Aug 2017 00:00:00 GMT	Late	Logan	Butler

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This page was last edited on 8 June 2020, at 17:52.