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 SQL

Restore default

+	call_ref
2017-08-12 16:00:00 2017-08-16 14:54:00 2017-08-16 19:12:00	1697

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 2017-08-14 10:49:00 2017-08-14 18:18:00	Samantha	Hall Hall 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

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?

26/8/2020 Helpdesk Easy Questions - SQLZOO where Manager='Y' AND Level.Level_code=Staff.Level_code AND Assigned_to=Staff_code Submit SQL Restore default | mlcc | 51 **Result:** mlcc 51

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

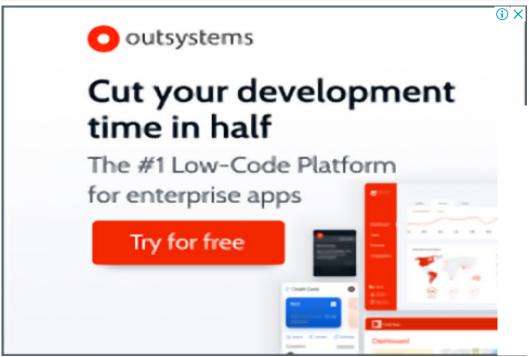
Restore default

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