

MySQL Workbench

Local instance MySQL80 ×

File Edit View Query Database Server Tools Scripting Help

Navigator

SCHEMAS

customer_db

Tables

customer_support customer_support_data

Columns

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Foreign Keys

Triggers

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Functions

sys

Administration Schemas

Information

Table: customer_support

support_data1

Output

Action Output

Time Action Message Duration / Fetch

8 15:57:09 CREATE TABLE `customer_db`.`customer_support_data` ('Unique id' text, 'channel_name' t... OK 0.000 sec

9 15:57:09 PREPARE stmt FROM 'INSERT INTO `customer_db`.`customer_support_data` ('Unique id', '... OK 0.000 sec

10 15:57:21 DEALLOCATE PREPARE stmt OK 0.000 sec

11 16:03:15 select * from customer_support_data LIMIT 0, 1000 789 row(s) returned 0.000 sec / 0.000 sec

Query 1 ×

1 • select * from customer_support_data

2

3

4

5

6

Result Grid | Filter Rows: Export: Wrap Cell Content: IA

Unique id channel_name category Sub-category Customer Remarks Order_id

6e51734e-9627-4a12-8062-877c3638627d Inbound Order Related Installation/demo All good 8a1ae638-4d8c-a5e-bf1b-eb74f881fc3d 16

2376e4ae-aafb-4320-9f45-e402f943d264 Inbound Returns Reverse Pickup Enquiry 96bd06f2-beb2-4462-834f-b6b7aae8c4e

00df431a-b184-417a-ae49-c4feb6bd00bb Inbound Returns Return request Good 91ba71bf-f229-4544-9dc6-be3b6c2e51d2

► 415f125e-d71e-41a6-8d79-ab9169b2c60b Outcall Returns Return request a076e47c-cb0b-458d-b4bb-935e04203b1f

3cc96e2f-74b4-4f5b-a4d5-9bf16ae14975 Inbound Payments related Payment related Queries Godd job 91fd56f7-fef1-4d16-9839-0051bda0f370

081f62d7-332f-4aac-91cf-e79758976725 Inbound Returns Reverse Pickup Enquiry 2509fa08-318d-4526-8122-51603af956a8 15

c0edb0a-cfa8-4f35-86ad-88c9f6b47290 Inbound Order Related Order status enquiry Issue not resolved pathetic service e4eed4bb-1b1e-4894-bbd0-e2ba491b562b 29

0187565a-b6ff-4180-9869-a29128267d51 Inbound Order Related Delayed 24c3e082-0548-485b-a649-7e4dac116731 28

867c2b1d-3b4f-4434-87e0-125af687dc4a Inbound Returns Fraudulent User Excellent 159aec02-1396-4dd7-95f4-acba7a790ff7 25

Result Grid Form Editor Field Types

Read Only

MySQL Workbench

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Navigator

SCHEMAS

customer_db

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Administration Schemas

Information

order_id
order_date_time
Issue_reported_at
issue_responded
Survey_response_Date
Customer_City
Product_category
Item_price
connected_handling_time
Agent_name
Supervisor
Manager
Tenure_Bucket
Agent_Shift

Object Info Session

Query 1 ×

1 • SELECT category, COUNT(*) AS total_issues
2 FROM Customer_support_data
3 GROUP BY category
4 ORDER BY total_issues DESC;

Result Grid | Filter Rows: Export: Wrap Cell Content: □

category	total_issues
Returns	379
Order Related	237
Refund Related	46
Product Queries	41
Shopzilla Related	25
Cancellation	22
Feedback	20
Payments related	15
Offers & Cashback	3
Onboarding related	1

Result 5 ×

Output

Action Output

#	Time	Action	Message	Duration / Fetch
17	16:20:08	SELECT unique_id, category, agent_name, tenure_bucket FROM customer_support_data ...	Error Code: 1054. Unknown column 'unique_id' in 'field list'	0.000 sec
18	16:21:41	SELECT unique id, category, agent_name, Tenure Bucket FROM customer_support_data ...	Error Code: 1064. You have an error in your SQL syntax; check the manual that corresponds ...	0.000 sec
19	16:22:33	SELECT Unique id, category, agent_name, Tenure Bucket FROM customer_support_data ...	Error Code: 1064. You have an error in your SQL syntax; check the manual that corresponds ...	0.000 sec
20	16:28:12	SELECT category, COUNT(*) AS total_issues FROM Customer_support_data GROUP BY ca...	10 row(s) returned	0.000 sec / 0.000 sec

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Navigator

SCHEMAS

Filter objects

- customer_db
 - Tables
 - customer_support
 - customer_support_data
 - Views
 - Stored Procedures
 - Functions
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Administration Schemas

Information

No object selected

Query 1 x

```
1 •   SELECT t1.order_id,  
2       t1.category AS category_1,  
3       t2.category AS category_2  
4   FROM customer_support_data AS t1  
5   JOIN customer_support_data AS t2  
6     ON t1.order_id = t2.order_id
```

Limit to 1000 rows



Result Grid

order_id	category_1	category_2
00b4c429-51c0-41b3-a71e-53b9a9709796	Returns	Returns
00ec202a-f44d-4d16-b622-04e610b52752	Refund Related	Refund Related
025e7e71-df45-4056-ae02-9dec72b50f7e	Returns	Returns
03413787-ae64-4ea8-9f12-f17fd27422ea	Order Related	Order Related
03790c4a-9203-4476-8656-7f5a6c6707e3	Order Related	Order Related
039a16c0-bfc4-435b-bbb4-aa7e06bf33b5	Order Related	Order Related
03a619ff-52e1-4337-a097-83d267759be3	Order Related	Order Related
04189703-ec47-4038-87ce-31bd4a1ce004	Returns	Returns
043806a3-bfed-4ff3-b307-5b558b95d5fe	Returns	Returns
04b6cb93-fd0b-4ad6-9497-68dc6cce7609	Returns	Returns
0514d1c1-5141-445f-948c-7a08a2b7920a	Returns	Returns

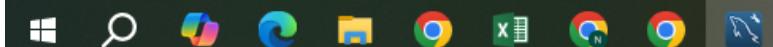
Result 2 x

Output

Action Output

#	Time	Action	Message	Duration / Fetch
2	16:40:35	SELECT t1.order_id, t1.category AS category_1, t2.category AS category_2 FROM ...	0 row(s) returned	0.016 sec / 0.000 sec
3	16:41:19	use customer_db	0 row(s) affected	0.000 sec
4	16:41:19	use customer_support_data	Error Code: 1049. Unknown database 'customer_support_data'	0.000 sec
5	16:42:08	SELECT t1.order_id, t1.category AS category_1, t2.category AS category_2 FROM ...	789 row(s) returned	0.000 sec / 0.000 sec

Object Info Session



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Navigator

SCHEMAS

Filter objects

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sys

Query 1 ×

```
1 •  SELECT order_id, COUNT(DISTINCT category) AS category_count
2   FROM customer_support_data
3   GROUP BY order_id
4   HAVING COUNT(DISTINCT category) > 1;
5
6
```

Result Grid | Filter Rows: | Export: | Wrap Cell Content: |
order_id category_count



Administration Schemas

Information

No object selected

Result 3 ×

Read Only

Output

Action Output

#	Time	Action	Message	Duration / Fetch
3	16:41:19	use customer_db	0 row(s) affected	0.000 sec
4	16:41:19	use customer_support_data	Error Code: 1049. Unknown database 'customer_support_data'	0.000 sec
5	16:42:08	SELECT t1.order_id, t1.category AS category_1, t2.category AS category_2 FROM ...	789 row(s) returned	0.000 sec / 0.000 sec
6	16:43:03	SELECT order_id, COUNT(DISTINCT category) AS category_count FROM customer_suppo...	0 row(s) returned	0.016 sec / 0.000 sec

Object Info Session

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Navigator

SCHEMAS

Filter objects

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Administration Schemas

Information

No object selected

Object Info Session

Query 1 ×

```
4   FROM customer_support_data AS t1
5   INNER JOIN customer_support_data AS t2
6     ON t1.category = t2.category
7     AND t1.order_id <> t2.order_id
8   ORDER BY t1.category;
9
```

Limit to 1000 rows



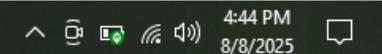
category	order_1	order_2
Cancellation	9c233d07-c6a4-4976-a92d-1ab72dad508b	2a1b8e1e-da1a-4daf-a640-fa2c6ab5da7b
Cancellation	9e2c3e3e-64a0-4bf4-8dac-326e0aac1d61	2a1b8e1e-da1a-4daf-a640-fa2c6ab5da7b
Cancellation	d0bb8c2a-b0ae-4ae5-83c7-0b251042d0a5	2a1b8e1e-da1a-4daf-a640-fa2c6ab5da7b
Cancellation	8d65aee6-863d-401a-826d-905daad5b6e7	2a1b8e1e-da1a-4daf-a640-fa2c6ab5da7b
Cancellation	c272ba25-6cee-4001-9e98-27c1c3f3f99a	2a1b8e1e-da1a-4daf-a640-fa2c6ab5da7b
Cancellation	57fa0ee6-7b49-4721-ad09-7a71fd7afeb	2a1b8e1e-da1a-4daf-a640-fa2c6ab5da7b
Cancellation	3f16b782-27cf-4831-b542-cd8bd60c0385	2a1b8e1e-da1a-4daf-a640-fa2c6ab5da7b
Cancellation	e8bed5a9-6933-4aff-9dc6-ccfd7dcde59	2a1b8e1e-da1a-4daf-a640-fa2c6ab5da7b
Cancellation	b8c24d52-9ce3-4ff8-bb59-1f7b9cf34375	2a1b8e1e-da1a-4daf-a640-fa2c6ab5da7b
Cancellation	bb22bae2-44db-4990-8de6-cea422b52f5	2a1b8e1e-da1a-4daf-a640-fa2c6ab5da7b
Cancellation	a121fn17JhJff.4Af5.0186.4H43-4-5hR	2a1b8e1e-da1a-4daf-a640-fa2c6ab5da7b

Result 6 ×

Output

Action Output

#	Time	Action	Message	Duration / Fetch
6	16:43:03	SELECT order_id, COUNT(DISTINCT category) AS category_count FROM customer_suppo...	0 row(s) returned	0.016 sec / 0.000 sec
7	16:44:00	SELECT t1.order_id, t1.category AS category_1, t2.category AS category_2 FROM ...	0 row(s) returned	0.000 sec / 0.000 sec
8	16:44:00	SELECT t1.order_id, t1.category AS category_1, t2.category AS category_2 FROM ...	0 row(s) returned	0.000 sec / 0.000 sec
9	16:44:34	SELECT t1.category, t1.order_id AS order_1, t2.order_id AS order_2 FROM custom...	1000 row(s) returned	0.672 sec / 0.000 sec



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SCHEMAS

Filter objects

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Query 1

```
4   FROM customer_support_data AS t1
5   LEFT JOIN customer_support_data AS t2
6     ON t1.order_id = t2.order_id
7     AND t1.category <> t2.category
8   ORDER BY t1.order_id;
9
```

Limit to 1000 rows

	order_id	category_1	category_2
▶	00b4c429-51c0-41b3-a71e-53b9a9709796	Returns	NULL
	00ec202a-f44d-4d16-b622-04e610b52752	Refund Related	NULL
	025e7e71-df45-4056-ae02-9dec72b50f7e	Returns	NULL
	03413787-ae64-4ea8-9f12-f17fd27422ea	Order Related	NULL
	03790c4a-9203-4476-8656-7f5a6c6707e3	Order Related	NULL
	039a16c0-bfc4-435b-bbb4-aa7e06bf33b5	Order Related	NULL
	03a619ff-52e1-4337-a097-83d267759be3	Order Related	NULL
	04189703-ec47-4038-87ce-31bd4a1ce004	Returns	NULL
	043806a3-bfed-4ff3-b307-5b558b95d5fe	Returns	NULL
	04b6cb93-fd0b-4ad6-9497-68dc6cce7609	Returns	NULL
	05141c1e-1a14-445f-948c-70880a0e	Returns	NULL

Result 7

Output

Action Output

#	Time	Action	Message	Duration / Fetch
✓	7 16:44:00	SELECT t1.order_id, t1.category AS category_1, t2.category AS category_2 FROM ...	0 row(s) returned	0.000 sec / 0.000 sec
✓	8 16:44:00	SELECT t1.order_id, t1.category AS category_1, t2.category AS category_2 FROM ...	0 row(s) returned	0.000 sec / 0.000 sec
✓	9 16:44:34	SELECT t1.category, t1.order_id AS order_1, t2.order_id AS order_2 FROM custom...	1000 row(s) returned	0.672 sec / 0.000 sec
✓	10 16:45:25	SELECT t1.order_id, t1.category AS category_1, t2.category AS category_2 FROM ...	789 row(s) returned	0.000 sec / 0.000 sec

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Navigator

SCHEMAS

customer_db

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- customer_support
- customer_support_data

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sys

Administration Schemas

Information

No object selected

Result Grid ×

Query 1

1 • SELECT t1.category AS category_1,
2 t1.order_id AS order_1,
3 t2.order_id AS order_2
4 FROM customer_support_data AS t1
5 RIGHT JOIN customer_support_data AS t2
6 ON t1.category = t2.category

Result Grid | Filter Rows: Export: Wrap Cell Content: Fetch rows:

category_1	order_1	order_2
NULL	NULL	910775cd-78b7-411b-843a-c73e93a7248c
Cancellation	8d65aee6-863d-401a-826d-905daad5b6e7	d3da9305-e6c4-416d-af7-013089e4a57d
Cancellation	d0bb8c2a-b0ae-4ae5-83c7-0b251042d0a5	d3da9305-e6c4-416d-af7-013089e4a57d
Cancellation	9e2c3e3e-64a0-4bf4-8dac-326e0aac1d61	d3da9305-e6c4-416d-af7-013089e4a57d
Cancellation	9c233d07-c6a4-4976-a92d-1ab72dad508b	d3da9305-e6c4-416d-af7-013089e4a57d
Cancellation	726eb278-2d61-464b-b002-844d96d2531f	d3da9305-e6c4-416d-af7-013089e4a57d
Cancellation	e020f11b-62e5-4d76-ad57-e981ad7278b9	d3da9305-e6c4-416d-af7-013089e4a57d
Cancellation	f31aea1b18c-4c67-85f1-0f91ed2ded83	d3da9305-e6c4-416d-af7-013089e4a57d
Cancellation	cc85c1d8-1863-4fcf-9490-f7c878dd7798	d3da9305-e6c4-416d-af7-013089e4a57d
Cancellation	a5943b6c-14e4-42cd-8f93-e7a279365797	d3da9305-e6c4-416d-af7-013089e4a57d
Cancellation	604h7hd-7r5-416f-31d4uh77hd5d401	d3da9305-e6c4-416d-af7-013089e4a57d

Result 9 ×

Action Output

#	Time	Action	Message	Duration / Fetch
9	16:44:34	SELECT t1.category, t1.order_id AS order_1, t2.order_id AS order_2 FROM customer...	1000 row(s) returned	0.672 sec / 0.000 sec
10	16:45:25	SELECT t1.order_id, t1.category AS category_1, t2.category AS category_2 FROM ...	789 row(s) returned	0.000 sec / 0.000 sec
11	16:46:23	SELECT t1.order_id, t1.category AS category_1, t2.category AS category_2 FROM ...	789 row(s) returned	0.000 sec / 0.000 sec
12	16:46:52	SELECT t1.category AS category_1, t1.order_id AS order_1, t2.order_id AS order_2...	1000 row(s) returned	0.609 sec / 0.000 sec

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Navigator

SCHEMAS

Filter objects

customer_db

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sys

Query 1

```
2           SUM(item_price) AS total_price,
3           AVG(item_price) AS avg_price
4     FROM customer_support_data
5   GROUP BY category
6 ORDER BY total_price DESC;
7
```

Result Grid | Filter Rows: | Export: | Wrap Cell Content: |

category	total_price	avg_price
Order Related	825327	3482.3924050632913
Returns	376687	993.8970976253298
Cancellation	102420	4655.454545454545
Refund Related	86553	1881.5869565217392
Payments related	23999	1599.9333333333334
Feedback	14434	721.7
Product Queries	0	0
Shopzilla Related	0	0
Offers & Cashback	0	0
Onboarding related	0	0

Result 10

Output

Action Output

#	Time	Action	Message	Duration / Fetch
10	16:45:25	SELECT t1.order_id, t1.category AS category_1, t2.category AS category_2 FROM ...	789 row(s) returned	0.000 sec / 0.000 sec
11	16:46:23	SELECT t1.order_id, t1.category AS category_1, t2.category AS category_2 FROM ...	789 row(s) returned	0.000 sec / 0.000 sec
12	16:46:52	SELECT t1.category AS category_1, t1.order_id AS order_1, t2.order_id AS order_2...	1000 row(s) returned	0.609 sec / 0.000 sec
13	16:49:00	SELECT category, SUM(item_price) AS total_price, AVG(item_price) AS avg_price ...	10 row(s) returned	0.000 sec / 0.000 sec

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Navigator

SCHEMAS

Filter objects

customer_db

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Administration Schemas

Information

No object selected

Query 1 ×

CREATE VIEW category_price_summary AS
SELECT category,
 COUNT(*) AS total_orders,
 SUM(item_price) AS total_price,
 AVG(item_price) AS avg_price
 FROM customer_support_data
 GROUP BY category
 ORDER BY total_orders DESC;

Output

Action Output

#	Time	Action	Message	Duration / Fetch
11	16:46:23	SELECT t1.order_id, t1.category AS category_1, t2.category AS category_2 FROM ...	789 row(s) returned	0.000 sec / 0.000 sec
12	16:46:52	SELECT t1.category AS category_1, t1.order_id AS order_1, t2.order_id AS order_2...	1000 row(s) returned	0.609 sec / 0.000 sec
13	16:49:00	SELECT category, SUM(item_price) AS total_price, AVG(item_price) AS avg_price ...	10 row(s) returned	0.000 sec / 0.000 sec
14	16:50:17	CREATE VIEW category_price_summary AS SELECT category, COUNT(*) AS total_ord...	0 row(s) affected	0.016 sec

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Information

Schema: customer_db

category_price_summary 11 ×

Output

Action Output

#	Time	Action	Message	Duration / Fetch
13	16:49:00	SELECT category, SUM(item_price) AS total_price, AVG(item_price) AS avg_price ...	10 row(s) returned	0.000 sec / 0.000 sec
14	16:50:17	CREATE VIEW category_price_summary AS SELECT category, COUNT(*) AS total_ord...	0 row(s) affected	0.016 sec
15	16:51:38	CREATE VIEW category_price_summary AS SELECT category, COUNT(*) AS total_ord...	Error Code: 1050. Table 'category_price_summary' already exists	0.000 sec
16	16:53:05	SELECT * FROM category_price_summary LIMIT 0, 1000	10 row(s) returned	0.000 sec / 0.000 sec

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Result Grid

Filter Rows: Export: Wrap Cell Content:

category	total_orders	total_price	avg_price
Returns	379	376687	993.8970976253298
Order Related	237	825327	3482.3924050632913
Refund Related	46	86553	1881.5869565217392
Product Queries	41	0	0
Shopzilla Related	25	0	0
Cancellation	22	102420	4655.454545454545
Feedback	20	14434	721.7
Payments related	15	23999	1599.9333333333334
Offers & Cashback	3	0	0
Onboarding related	1	0	0