1)

a) create table AgentLoggingReport

=> create table agent_logging

> (

> id int, agent_name string, agent_date string, login_time string, logout_time string, duration string

>)

> row format delimited

> fields terminated by ","

> stored as textfile tblproperties ("skip.header.line.count"="1");

b) create table for AgentPerformance

=> create table agent_performance

> (

> id int, date_field string, name string, total_chats int, avg_resp_time string, avg_res_time string, avg_rating float, total_feedback int

>)

> row format delimited

> fields terminated by ","

> stored as textfile tblproperties("skip.header.line.count"="1");

2)

a)load data for agent_logging

=> load data local inpath "/home/cloudera/Desktop/AgentLogingReport.csv" into table agent_logging;

b) load data for agent_logging

=> load data local inpath "/home/cloudera/Desktop/AgentPerformance.csv" into table agent_performance;

3) List all agent names

=> select name from agent_logging;

4) find average rating for agent

=> select name, avg(avg_rating) as average_rating from agent_performance where total_chats > 0 group by name;

=> output:

name average_rating

Aditya Shinde 4.500833352406819

Aditya_iot 4.138823537265553

Ameya Jain 4.43933334350586

5) Calculate total working days for agent

=> select agent_name, count(distinct agent_date) as total_work_days from agent_logging group by agent_name order by agent_name desc;

=> output:

agent_name total_work_days

Zeeshan 9

Wasim 9

Tarun 1

Swati 4

Suraj S Bilgi 2

6) total query that each agent has taken

=> select name, sum(total_chats) as total_queries from agent_performance group by name order by total_queries desc;

=> output:

name total_queries

Hrisikesh Neogi 578

Nandani Gupta 560

7) Total feedback that each agent have received.

=> select name, sum(total_feedback) as grand_total_feedback from agent_performance group by name order by grand_total_feedback desc

=> output:

name grand_total_feedback

Hrisikesh Neogi 367

Mithun S 364

Maitry 347

8) Agent name who have average rating between 3.5 to 4

=> select name, avg(avg_rating) as average_rating from agent_performance where total_chats > 0 group by name having (average_rating >=3.5 and average_rating <=4) limit 10;

=> output:

name average_rating

Mithun S 3.931666705343458

Shivan K 3.874545465816151

9) Agent name who have average rating less than 3.5

=> hive> select name, avg(avg_rating) as average_rating from agent_performance where total_chats > 0 group by name having (average_rating <=3.5) limit 10;

=> output:

name average_rating

Anirudh 2.7642857006617954

Ankitjha 2.6666666666666665

Anurag Tiwari 2.75

Ashad Nasim 2.5

Dibyanshu 0.0

10) Agent name who have average rating more than 4.5

=>hive> select name, avg(avg_rating) as average_rating from agent_performance where total_chats > 0 group by name having (average_rating >= 4.5);

=>output:

name average_rating

Aditya Shinde 4.500833352406819

Aravind 4.674285752432687

Bharath 4.711052618528667

11) How many feedback agents have received more than 4.5 average

=> select name, count(total_feedback) as feedback_stats from agent_performance where avg_rating >= 4.5 group by name order by feedback_stats desc limit 10;

=> output:

name feedback_stats

Bharath 17

Shivananda Sonwane 17

Khushboo Priya 14

Ishawant Kumar 13

Jaydeep Dixit 13