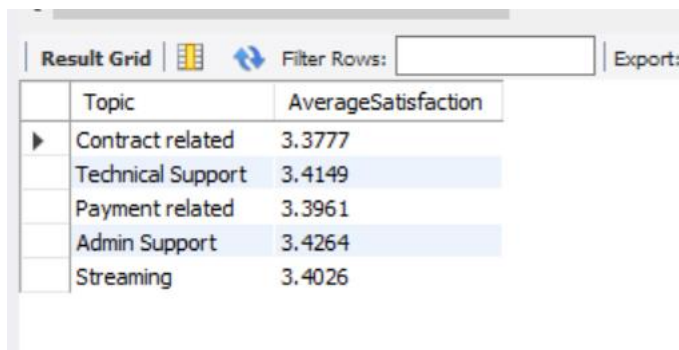


What is average satisfaction rating for each topic in the call center dataset?

```
SELECT Topic, AVG(`Satisfaction rating`) AS AverageSatisfaction
FROM sales.call
GROUP BY Topic;
```

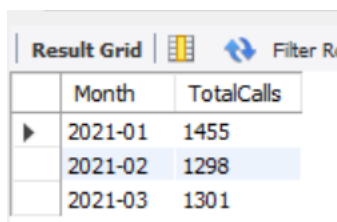


The screenshot shows a database interface with a 'Result Grid' tab. It contains a table with two columns: 'Topic' and 'AverageSatisfaction'. The data is as follows:

Topic	AverageSatisfaction
Contract related	3.3777
Technical Support	3.4149
Payment related	3.3961
Admin Support	3.4264
Streaming	3.4026

What is the trend of calls over time?

```
SELECT DATE_FORMAT(Date, '%Y-%m') AS Month, COUNT(*) AS TotalCalls
FROM sales.call
GROUP BY Month
ORDER BY Month;
```



The screenshot shows a database interface with a 'Result Grid' tab. It contains a table with two columns: 'Month' and 'TotalCalls'. The data is as follows:

Month	TotalCalls
2021-01	1455
2021-02	1298
2021-03	1301

What is the churn rate from the customer dataset

```
SELECT
    (SUM(CASE WHEN Churn = 'Yes' THEN 1 ELSE 0 END) / COUNT(*)) * 100 AS ChurnRate
FROM sales.chu;
```

Result Grid	
	ChurnRate
▶	26.5785

What is the count the total number of calls answered by each agent in the call center?

```
SELECT Agent, COUNT(*) AS TotalCallsAnswered
```

```
FROM sales.call
```

```
WHERE `Answered (Y/N)` = 'Y'
```

```
GROUP BY Agent;
```

Result Grid		Filter Rows:
	Agent	TotalCallsAnswered
▶	Diane	501
	Becky	517
	Stewart	477
	Greg	502
	Jim	536
	Joe	484
	Martha	514
	Dan	523

Average Monthly Charges for Customers by Gender

```
SELECT gender, AVG(MonthlyCharges) AS AverageMonthlyCharges
```

```
FROM sales.chu
```

```
GROUP BY gender;
```

Result Grid		Filter Rows:
	gender	AverageMonthlyCharges
▶	Female	65.21665231122593
	Male	64.38754578754553

LEFT JOIN sales.cell AS e ON TRIM(c.Agent) = TRIM(e.`Department @01.07.2020`);

Call Id	Agent	Date	Topic	Employee ID	Gender	Job Level After FY20 Promotions
ID0854	Diane	2021-01-15	Streaming	NULL	NULL	NULL
ID0855	Dan	2021-01-15	Streaming	NULL	NULL	NULL
ID0856	ID0855	2021-01-15	Admin Support	NULL	NULL	NULL
ID0857	Joe	2021-01-15	Contract related	NULL	NULL	NULL
ID0859	Becky	2021-01-15	Streaming	NULL	NULL	NULL
ID0860	Becky	2021-01-15	Streaming	NULL	NULL	NULL