

Retrieve All Data for a Specific Agent

To view all metrics for a specific agent:

```
SELECT *
FROM metrics_data.metrics
WHERE agent = 'mppragat';
```

2. Calculate Average AHT and ARR

To find the average AHT and Absolute Resolve Rate (ARR) for all agents:

```
SELECT AVG(aht) AS average_aht, AVG(absolute_resolve_rate) AS average_arr
FROM metrics_data.metrics;
```

3. Count Agents with High PRR

To count how many agents have a Positive Response Rate (PRR) greater than 0.5:

```
SELECT COUNT(*) AS agents_above_threshold
FROM metrics_data.metrics
WHERE positive_response_rate > 0.5;
```

4. Compare AHT and PRR by Agent

To compare AHT and Positive Response Rate for all agents:

```
SELECT agent, AVG(aht) AS average_aht, AVG(positive_response_rate) AS
average_prr
FROM metrics_data.metrics
GROUP BY agent
ORDER BY average_prr DESC;
```

5. Identify Agents Needing Improvement

To find agents with AHT greater than 0.5 and missed contacts greater than 0:

```
SELECT agent
FROM metrics_data.metrics
WHERE aht > 0.5 AND missed_contacts > 0;
```

6. Aggregate Metrics by Agent

To aggregate multiple metrics for each agent:

```
SELECT agent,
       AVG(aht) AS average_aht,
       AVG(absolute_resolve_rate) AS average_arr,
       SUM(missed_contacts) AS total_missed_contacts
```

```
FROM metrics_data.metrics  
GROUP BY agent;
```

7. Adoption Rate Analysis

To calculate the average recommendations adoption rate across all agents:

```
SELECT AVG(recommendations_adoption_rate) AS average_adoption_rate  
FROM metrics_data.metrics;
```

8. Joining Data

```
SELECT m.agent,  
       AVG(m.aht) AS average_aht,  
       AVG(m.absolute_resolve_rate) AS average_arr,  
       a.region  
FROM metrics_data.metrics AS m  
JOIN metrics_data.agents_info AS a ON m.agent = a.agent  
GROUP BY m.agent, a.region  
ORDER BY average_aht DESC;
```