**HIVE MINI PROJECT -1 SOLUTION**

1. Create a schema based on the given dataset

By considering the data type for date and timestamp as string, data in both tables have been loaded.

Later, by using below syntax and creating new table date format has been changed to standard date format.

a) FROM UNIX\_TIME(UNIX\_TIMESTAMP (date, ‘dd-MMM-yy’), ‘yyyy-MM-dd’) – For agent\_login\_report.

b) FROM UNIX\_TIME(UNIX\_TIMESTAMP (date, ‘MM-dd-yyyy’), ‘yyyy-MM-dd’) – For agent\_performance

2. Dump the data inside the hdfs in the given schema location.

Both tables loaded on HDFS location.

hdfs://quickstart.cloudera:8020/user/hive/warehouse/ineuron.db/agent\_login\_report hdfs://quickstart.cloudera:8020/user/hive/warehouse/ineuron.db/agent\_performance

3. List of all agents' names.

Aditya Shinde

Aditya\_iot

Amersh

Ameya Jain

Ankitjha

Anurag Tiwari

Aravind

Ayushi Mishra

Bharath

Boktiar Ahmed Bappy

Chaitra K Hiremath

Deepranjan Gupta

Dibyanshu

Harikrishnan Shaji

Hrisikesh Neogi

Hyder Abbas

Ineuron Intelligence

Ishawant Kumar

Jawala Prakash

Jaydeep Dixit

Khushboo Priya

Madhulika G

Mahesh Sarade

Maitry

Manjunatha A

Mithun S

Mukesh

Muskan Garg

Nandani Gupta

Nishtha Jain

Nitin M

Prabir Kumar Satapathy

Prateek \_iot

Prerna Singh

Rishav Dash

Saikumarreddy N

Sanjeev Kumar

Saurabh Shukla

Shiva Srivastava

Shivan K

Shivananda Sonwane

Shubham Sharma

Sowmiya Sivakumar

Sudhanshu Kumar

Suraj S Bilgi

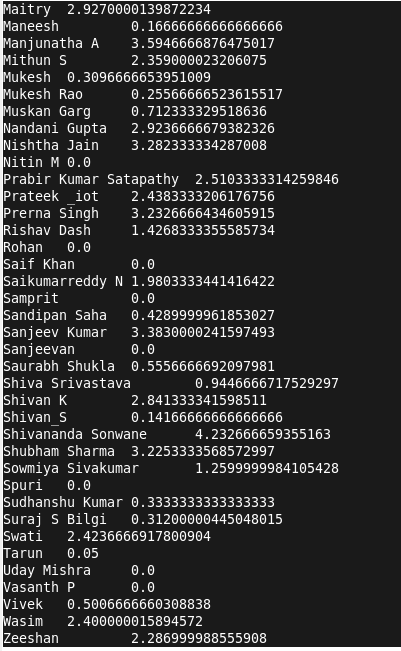
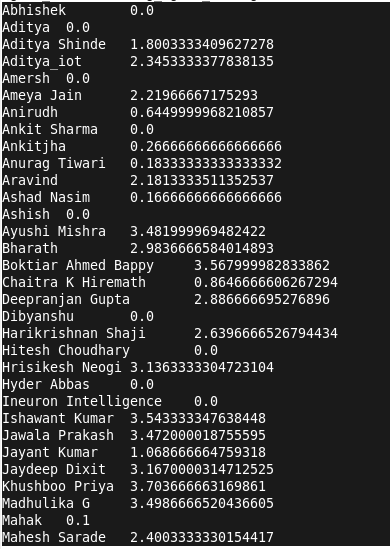
Swati

Tarun

Wasim

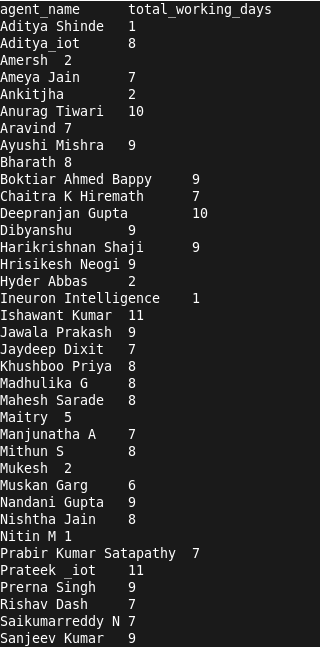
Zeeshan

4. Find out agent average rating.



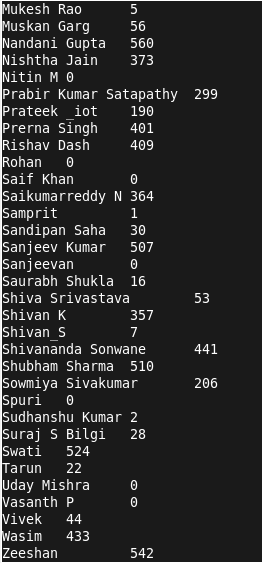
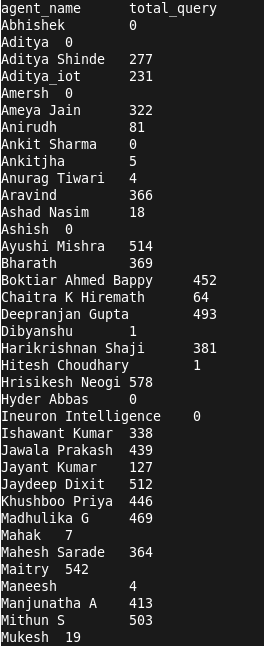
5. Total working days for each agents.

select agent\_name, count(DISTINCT date\_col) AS total\_working\_days from agent\_login\_report group by agent\_name;



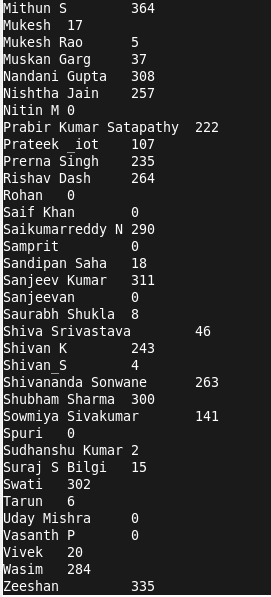
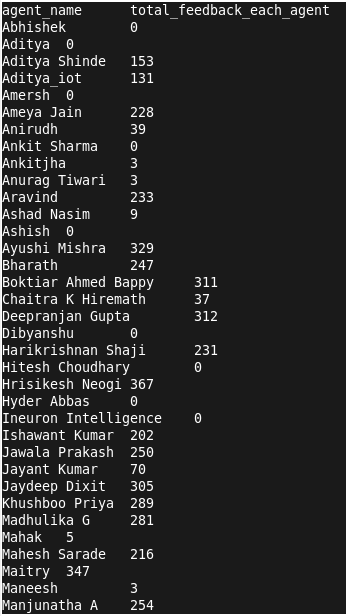
6. Total query that each agent have taken

select agent\_name, sum(total\_chats) as total\_query from agent\_performance group by agent\_name;



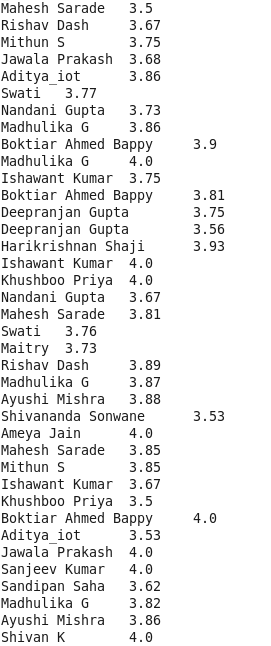
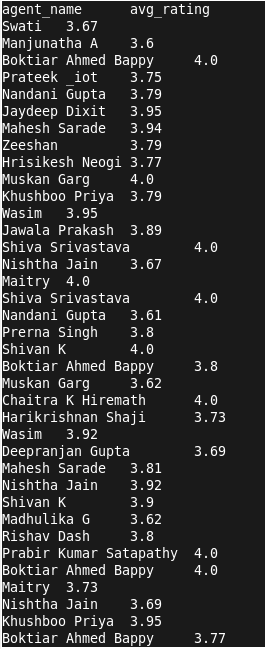
7. Total Feedback that each agent have received

select agent\_name, sum(total\_feedback) AS total\_feedback\_each\_agent from agent\_performance group by agent\_name;



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

select agent\_name, avg\_rating from agent\_performance where avg\_rating between 3.5 and 4;

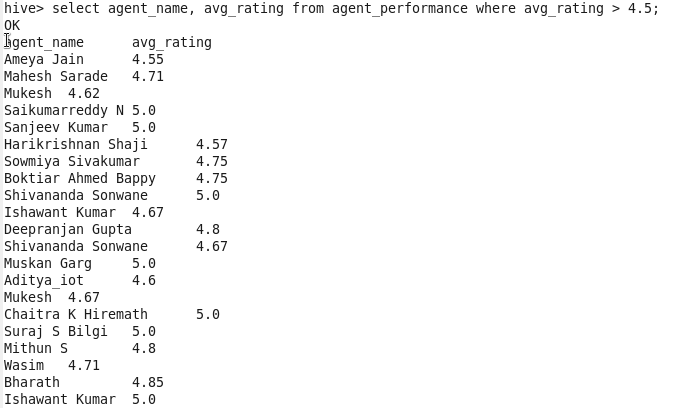


9. Agent name who have rating less than 3.5

select agent\_name, avg\_rating from agent\_performance where avg\_rating < 3.5;

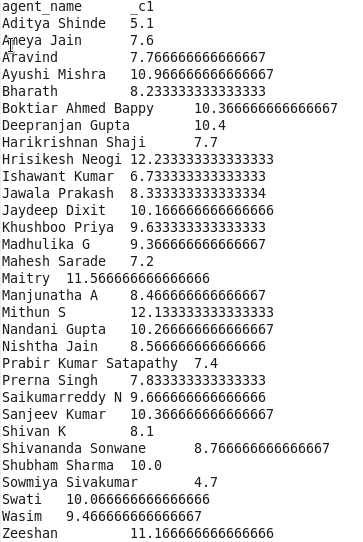
Total 1474 records received as a result who have rating less than 3.5.

10. Agent name who have rating more than 4.5



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

select agent\_name,avg(total\_feedback)from agent\_performance group by agent\_name having avg(total\_feedback)>4.5;



12. average weekly response time for each agent