

**Data Analyst Project**

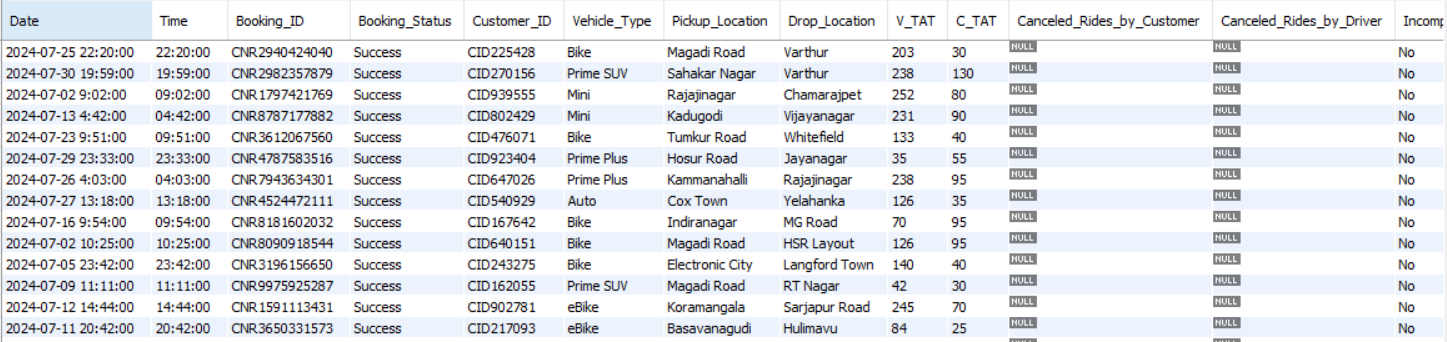
**Data Columns:**

1. Date
2. Time
3. Booking\_ID
4. Booking\_Status
5. Customer\_ID
6. Vehicle\_Type
7. Pickup\_Location
8. Drop\_Location
9. V\_TAT
10. C\_TAT
11. cancelled\_Rides\_by\_Customer
12. cancelled\_Rides\_by\_Driver
13. Incomplete\_Rides
14. Incomplete\_Rides\_Reason
15. Booking\_Value
16. Payment\_Method
17. Ride\_Distance
18. Driver\_Ratings
19. Customer\_Rating

**SQL Questions & Answers:**

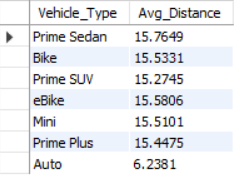
1. **Retrieve all successful bookings:**

select \* from bookings where Booking\_Status='Success';



1. **Find the average ride distance for each vehicle type:**

select Vehicle\_Type, avg(Ride\_Distance) as Avg\_Distance from bookings group by Vehicle\_Type;



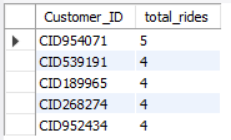
1. **Get the total number of cancelled rides by customers:**

select count(\*) as cancelled\_by\_customers from bookings where Booking\_Status = 'Canceled by Customer';



1. **List the top 5 customers who booked the highest number of rides:**

select Customer\_ID, count(Booking\_ID) as total\_rides from bookings group by Customer\_ID order by total\_rides desc limit 5;



1. **Get the number of rides cancelled by drivers due to personal and car-related issues:**

select count(\*) as cancelled\_by\_drivers\_due\_to\_personal\_and\_car\_related from bookings where Canceled\_Rides\_by\_Driver='Personal & Car related issue';



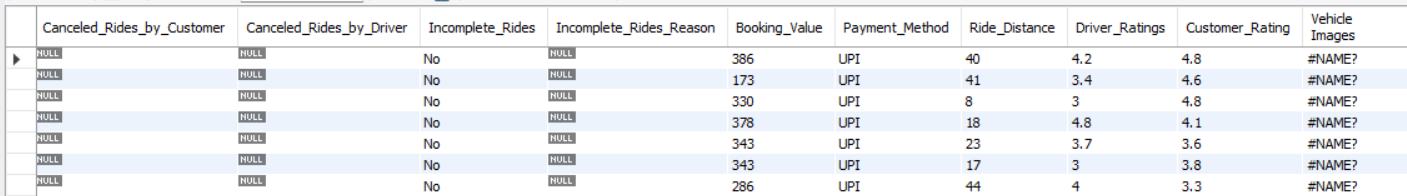
1. **Find the maximum and minimum driver ratings for Prime Sedan bookings:**

select max(Customer\_Rating) as Max\_Rating,min(Customer\_Rating) as Min\_Rating from bookings where Vehicle\_Type="Prime Sedan";



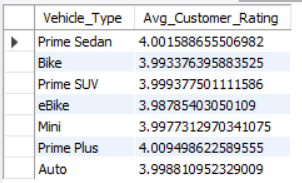
1. **Retrieve all rides where payment was made using UPI:**

select \* from bookings where Payment\_Method="UPI";



1. **Find the average customer rating per vehicle type:**

select Vehicle\_Type, avg(Customer\_Rating) as Avg\_Customer\_Rating from bookings group by Vehicle\_Type;



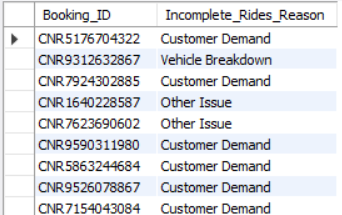
1. **Calculate the total booking value of rides completed successfully:**

select sum(Booking\_Value) as total\_successful\_value from bookings where Booking\_Status="Success";



1. **List all incomplete rides along with the reason:**

Select Booking\_ID, Incomplete\_Rides\_Reason from bookings where Incomplete\_Rides="Yes";



1. **Find the most popular pickup and drop locations based on the number of rides.**

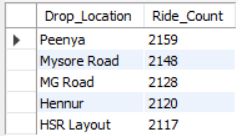
-- Most Popular Pickup Locations

select Pickup\_Location,count(\*) as Ride\_Count from bookings group by Pickup\_Location order by Ride\_Count Desc limit 5;



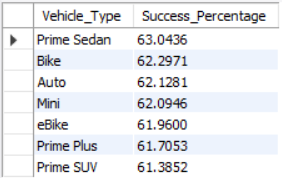
-- Most Popular Drop Locations

select Drop\_Location,count(\*) as Ride\_Count from bookings group by Drop\_Location order by Ride\_Count Desc limit 5;



1. **Get the percentage of successful bookings for each vehicle type.**

select Vehicle\_Type,count(case when Booking\_Status='Success' then 1 end) / count(Booking\_ID) \* 100 as Success\_Percentage from bookings group by Vehicle\_Type order by Success\_Percentage desc;



1. **Retrieve the total number of bookings made for each day of the week.**

-- By the help of GPT

SELECT

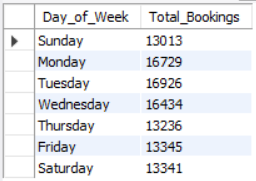
DAYNAME(STR\_TO\_DATE(Date, '%Y-%m-%d')) AS Day\_of\_Week,

COUNT(\*) AS Total\_Bookings

FROM bookings

GROUP BY Day\_of\_Week

ORDER BY FIELD(Day\_of\_Week, 'Sunday', 'Monday', 'Tuesday', 'Wednesday', 'Thursday', 'Friday', 'Saturday');



**SQL Questions & Answers:**

create database Ola;

use Ola;

SELECT \* FROM ola.bookings;

# 1. Retrieve all successful bookings:

-- Creating View So that we can use it later(Easy Retrival)

create view SuccessfulBookings as

select \* from bookings where Booking\_Status='Success';

# 2. Find the average ride distance for each vehicle type:

-- View

create view average\_ride\_distance\_for\_each\_vehicle as

select Vehicle\_Type, avg(Ride\_Distance) as Avg\_Distance from bookings group by Vehicle\_Type;

# 3. Get the total number of cancelled rides by customers:

-- View

create view cancelled\_rides\_by\_customer as

select count(\*) as cancelled\_by\_customers from bookings where Booking\_Status='Canceled by Customer';

# 4. List the top 5 customers who booked the highest number of rides:

-- View

create view top\_5\_customers as

select Customer\_ID, count(Booking\_ID) as total\_rides from bookings group by Customer\_ID order by total\_rides desc limit 5;

# 5. Get the number of rides cancelled by drivers due to personal and car-related issues:

-- View

create view cancelled\_by\_dri\_due\_to\_per\_and\_car as

select count(\*) as cancelled\_by\_drivers\_due\_to\_personal\_and\_car\_related from bookings where Canceled\_Rides\_by\_Driver='Personal & Car related issue';

# 6. Find the maximum and minimum driver ratings for Prime Sedan bookings:

-- View

create view Max\_Min\_Rating\_Prime\_Sedan as

select max(Driver\_Ratings) as Max\_Rating,min(Driver\_Ratings) as Min\_Rating from bookings where Vehicle\_Type="Prime Sedan";

# 7. Retrieve all rides where payment was made using UPI:

-- View

create view Payment\_UPI as

select \* from bookings where Payment\_Method="UPI";

# 8. Find the average customer rating per vehicle type:

-- View

create view average\_customer\_rating\_per\_vehicle\_type as

select Vehicle\_Type, avg(Customer\_Rating) as Avg\_Customer\_Rating from bookings group by Vehicle\_Type;

# 9. Calculate the total booking value of rides completed successfully:

-- View

create view total\_successful\_booking\_value as

select sum(Booking\_Value) as total\_successful\_value from bookings where Booking\_Status="Success";

# 10. List all incomplete rides along with the reason:

-- View

create view incomplete\_rides\_with\_reason as

select Booking\_ID,Incomplete\_Rides\_Reason from bookings where Incomplete\_Rides="Yes";

# 11. Find the most popular pickup and drop locations based on the number of rides.

-- Most Popular Pickup Locations

-- View

create view MostPopularPickupLocations as

select Pickup\_Location,count(\*) as Ride\_Count from bookings group by Pickup\_Location order by Ride\_Count Desc limit 5;

-- Most Popular Drop Locations

-- View

create view MostPopularDropLocations as

select Drop\_Location,count(\*) as Ride\_Count from bookings group by Drop\_Location order by Ride\_Count Desc limit 5;

# 12. Get the percentage of successful bookings for each vehicle type.

-- View

create view SuccessfulBookingsPercentage as

select Vehicle\_Type,count(case when Booking\_Status='Success' then 1 end)/count(Booking\_ID)\*100 as Success\_Percentage from bookings group by Vehicle\_Type order by Success\_Percentage desc;

# 13. Retrieve the total number of bookings made for each day of the week.

-- View

create view TotalBookingsMadeEachDay as

SELECT

DAYNAME(STR\_TO\_DATE(Date, '%Y-%m-%d')) AS Day\_of\_Week,

COUNT(\*) AS Total\_Bookings

FROM bookings

GROUP BY Day\_of\_Week

ORDER BY FIELD(Day\_of\_Week, 'Sunday', 'Monday', 'Tuesday', 'Wednesday', 'Thursday', 'Friday', 'Saturday');

**Retrieve All Answers (View)**

# 1. Retrieve all successful bookings:

select \* from SuccessfulBookings;

# 2. Find the average ride distance for each vehicle type:

select \* from average\_ride\_distance\_for\_each\_vehicle;

# 3. Get the total number of cancelled rides by customers:

select \* from cancelled\_rides\_by\_customer;

# 4. List the top 5 customers who booked the highest number of rides:

select \* from top\_5\_customers;

# 5. Get the number of rides cancelled by drivers due to personal and car-related issues:

select \* from cancelled\_by\_dri\_due\_to\_per\_and\_car;

# 6. Find the maximum and minimum driver ratings for Prime Sedan bookings:

select \* from Max\_Min\_Rating\_Prime\_Sedan;

# 7. Retrieve all rides where payment was made using UPI:

select \* from Payment\_UPI;

# 8. Find the average customer rating per vehicle type:

select \* from average\_customer\_rating\_per\_vehicle\_type;

# 9. Calculate the total booking value of rides completed successfully:

select \* from total\_successful\_booking\_value;

# 10. List all incomplete rides along with the reason:

select \* from incomplete\_rides\_with\_reason;

# 11. Find the most popular pickup and drop locations based on the number of rides.

-- Most Popular Pickup Locations

select \* from MostPopularPickupLocations;

-- Most Popular Drop Locations

select \* from MostPopularDropLocations;

# 12. Get the percentage of successful bookings for each vehicle type.

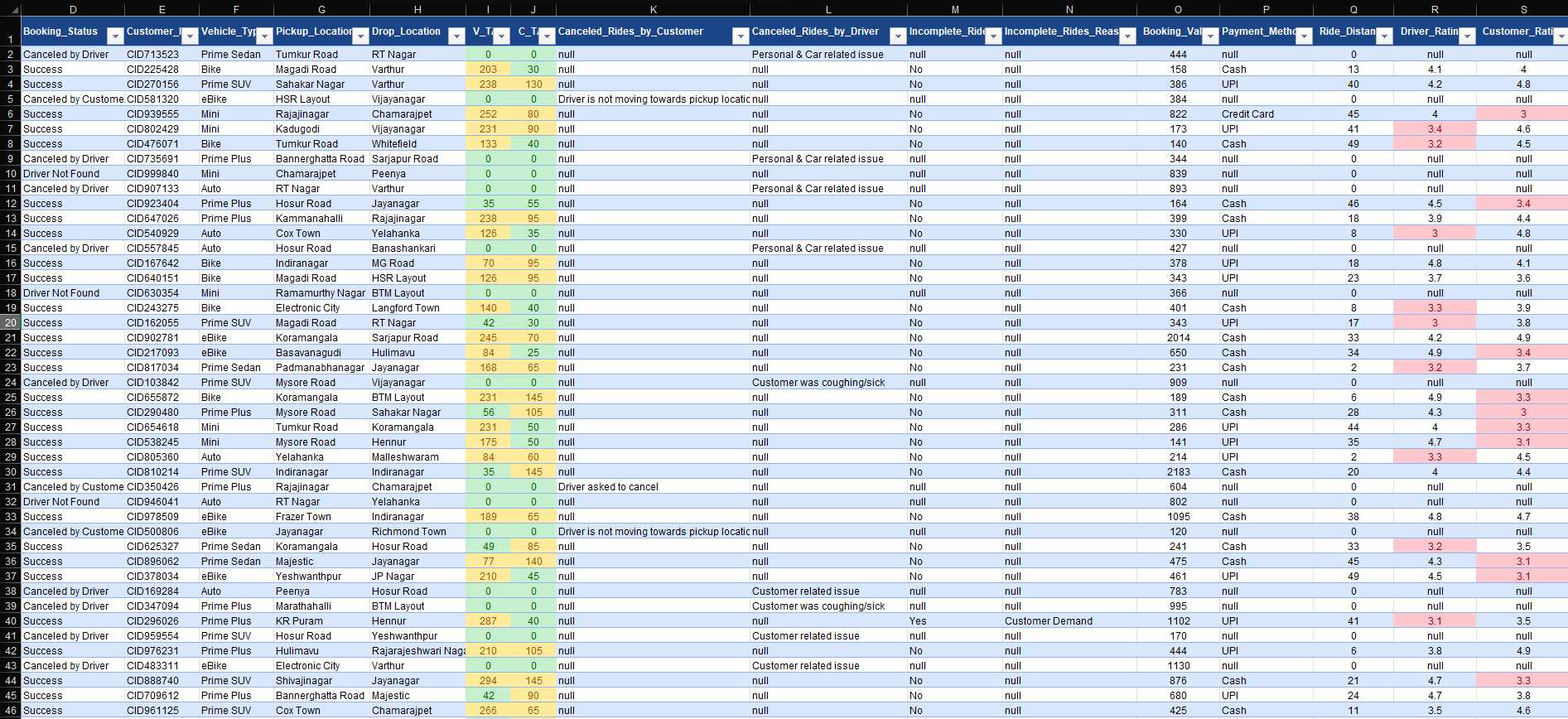
select \* from SuccessfulBookingsPercentage;

# 13. Retrieve the total number of bookings made for each day of the week.

select \* from TotalBookingsMadeEachDay;

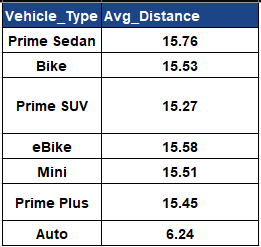
**Same Things Excel:**

# 1. Retrieve all successful bookings (Applied some conditional formatting)



# 2. Find the average ride distance for each vehicle type:

=AVERAGEIF(July!F:F,Analysis!F2,July!Q:Q)

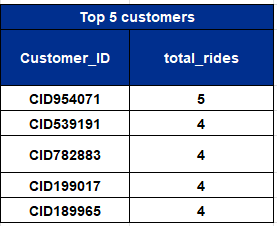


# 3. Get the total number of cancelled rides by customers:

=COUNTIF(July!D:D,"=Canceled by Customer")

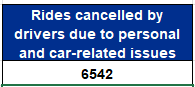


# 4. List the top 5 customers who booked the highest number of rides: (Used Pivot Table)



# 5. Get the number of rides cancelled by drivers due to personal and car-related issues:

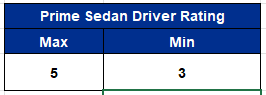
=COUNTIF(July!L:L,"=Personal & Car related issue")



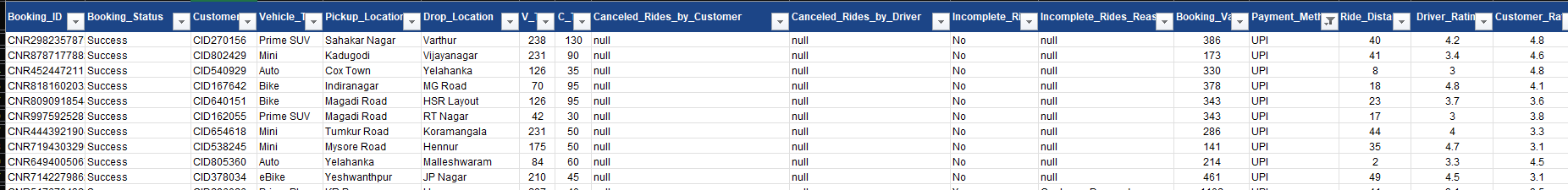
# 6. Find the maximum and minimum driver ratings for Prime Sedan bookings:

=MAXIFS(July!R:R,July!F:F,"=Prime Sedan")

=MINIFS(July!R:R,July!F:F,"=Prime Sedan")

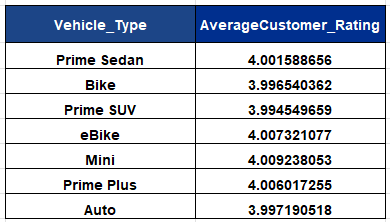


# 7. Retrieve all rides where payment was made using UPI: (Used Filter)



# 8. Find the average customer rating per vehicle type:

=AVERAGEIF(July!F:F,Analysis!C13,July!S1)

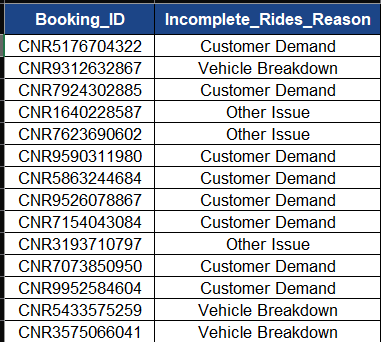


# 9. Calculate the total booking value of rides completed successfully:

=SUMIF(July!D:D,"=Success",July!O:O)

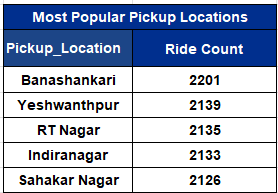


# 10. List all incomplete rides along with the reason (Used Filter)

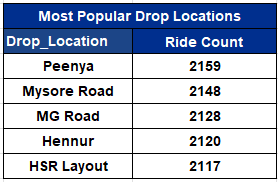


# 11. Find the most popular pickup and drop locations based on the number of rides.

-- Most Popular Pickup Locations (Used Pivot Table)

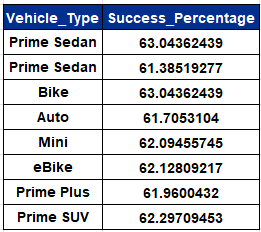


-- Most Popular Drop Locations (Used Pivot Table)

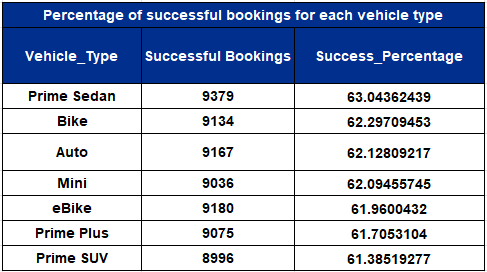


# 12. Get the percentage of successful bookings for each vehicle type.

=COUNTIFS(July!D:D,"=Success",July!F:F,Analysis!F15)/COUNTIF(July!F:F,Analysis!F15)\*100

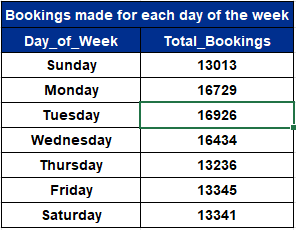


Also Done with Pivot Table: (=M5/COUNTIF(July!F:F,Analysis!L10) \* 100)

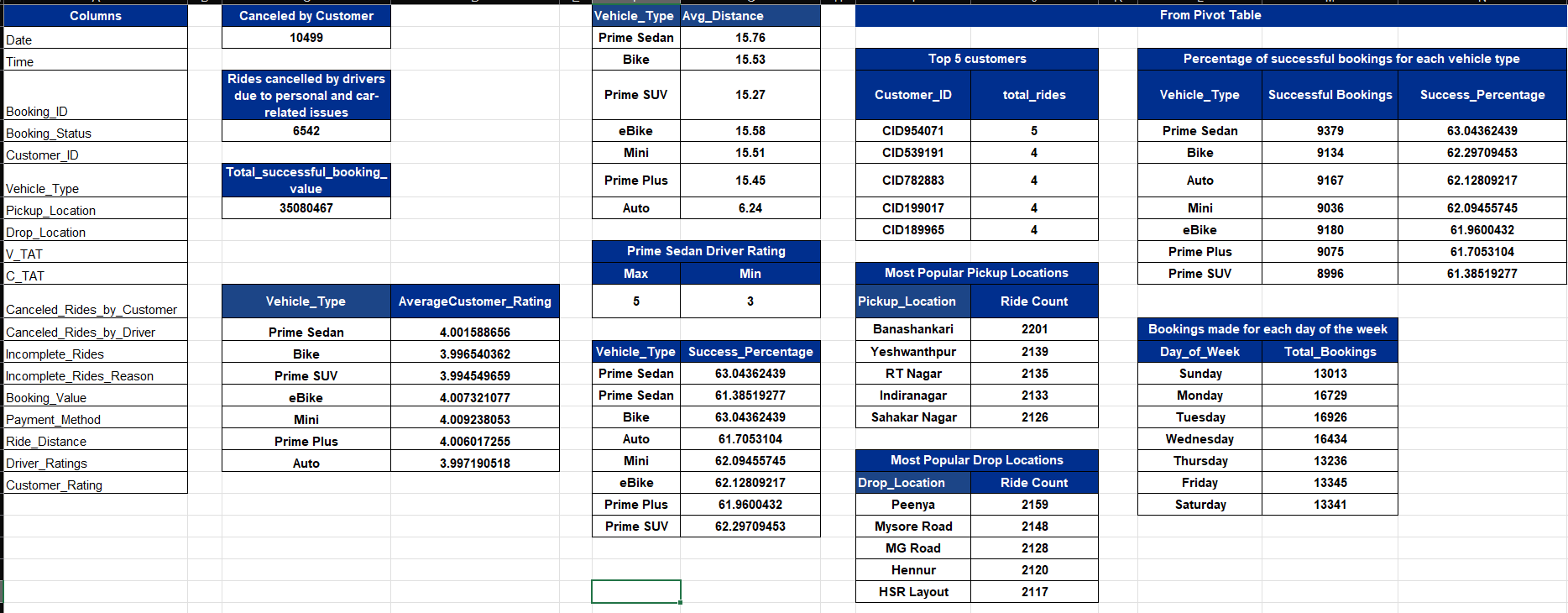


# 13. Retrieve the total number of bookings made for each day of the week.

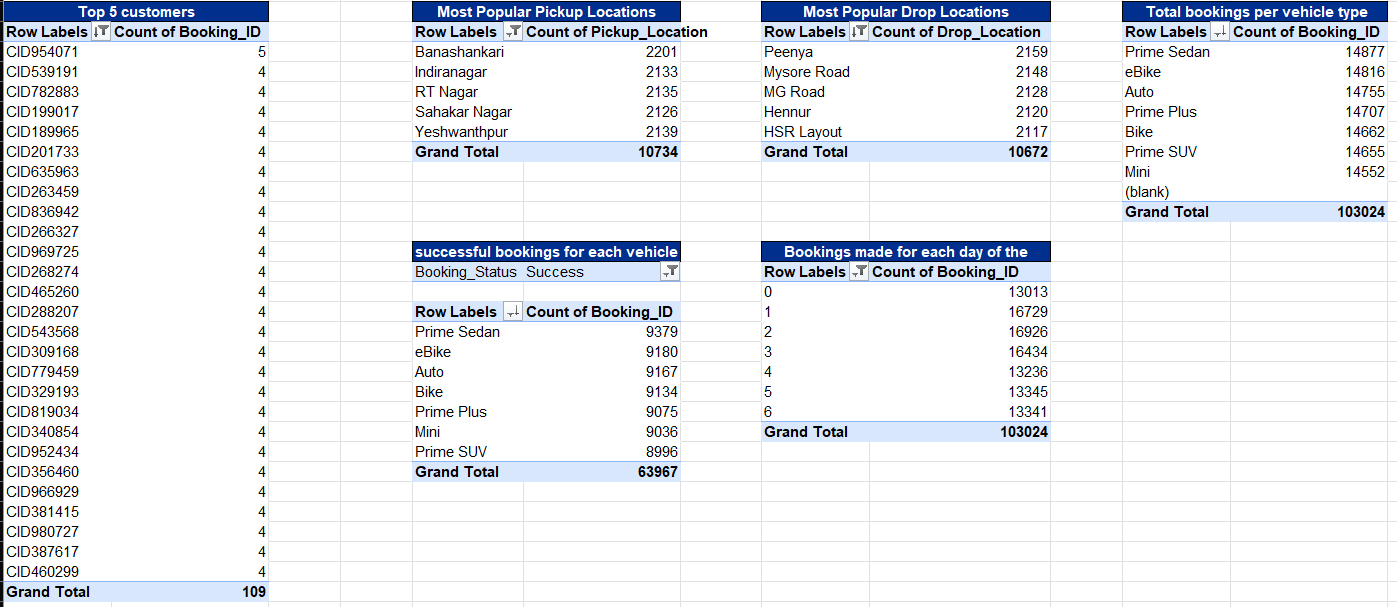
=TEXT([@Date],"dddd") (And Used Pivot Table)

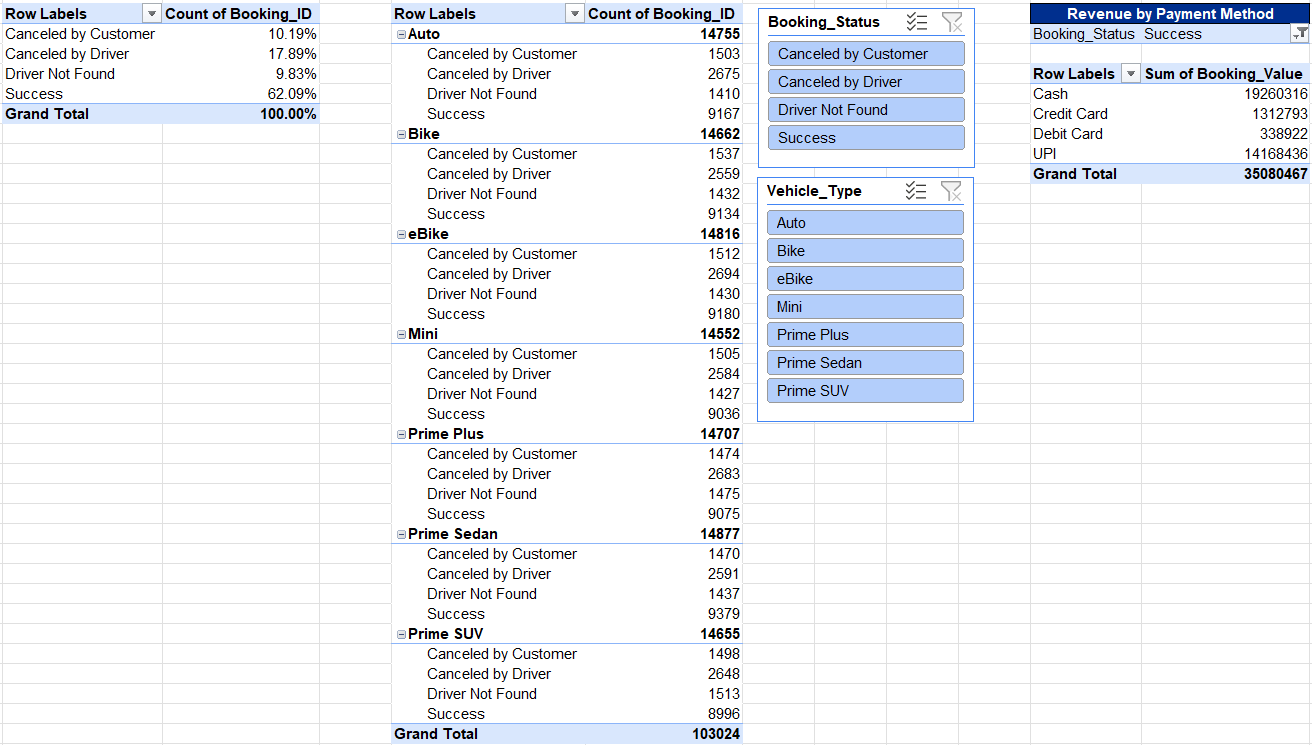


* **Analysis Sheet:**

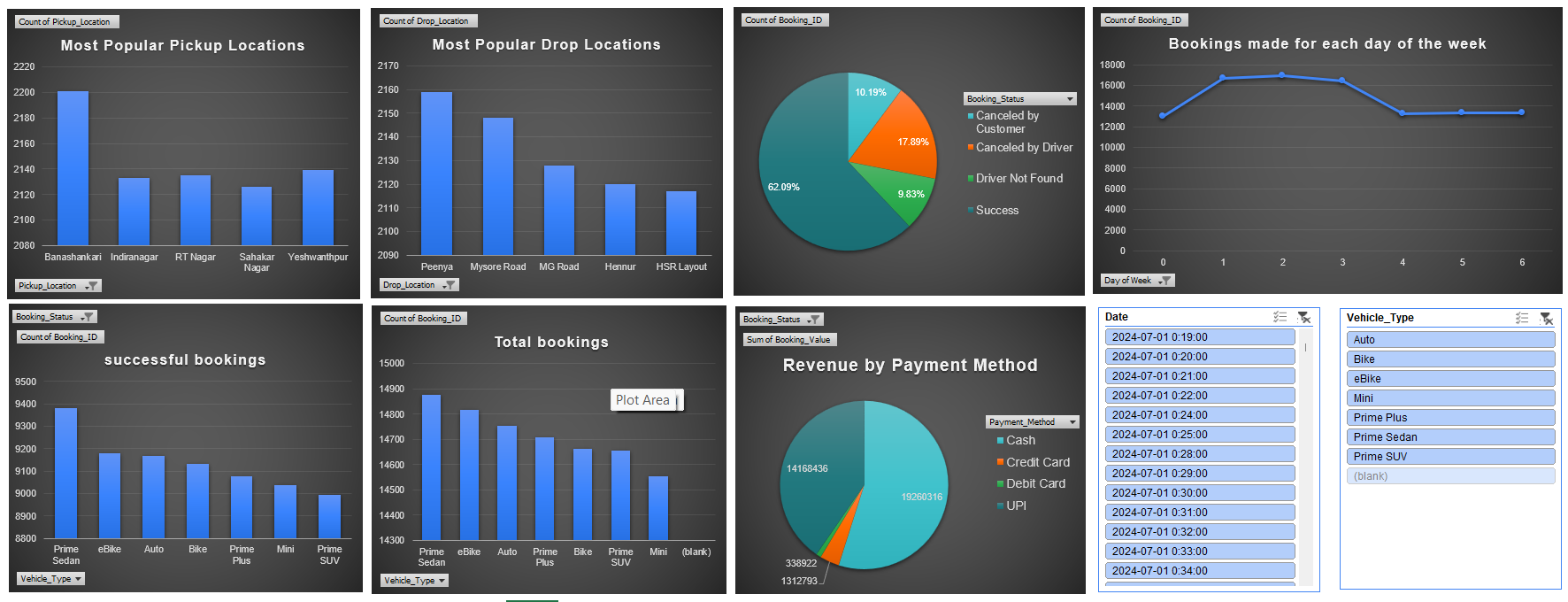


* **Pivot Table:**



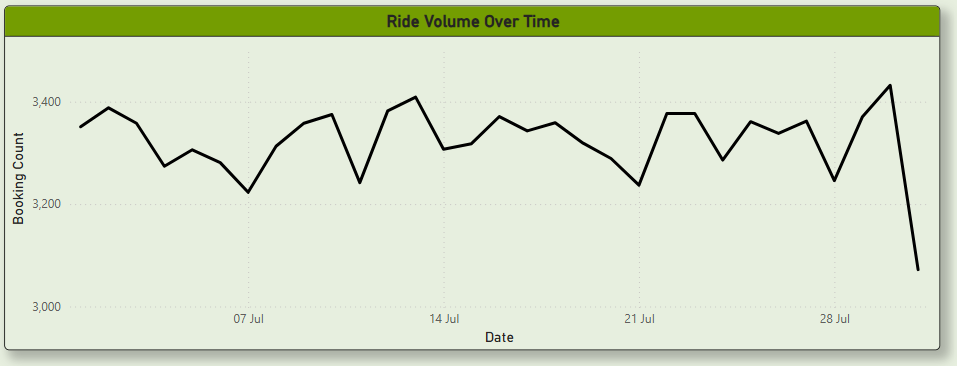


* **Charts:**

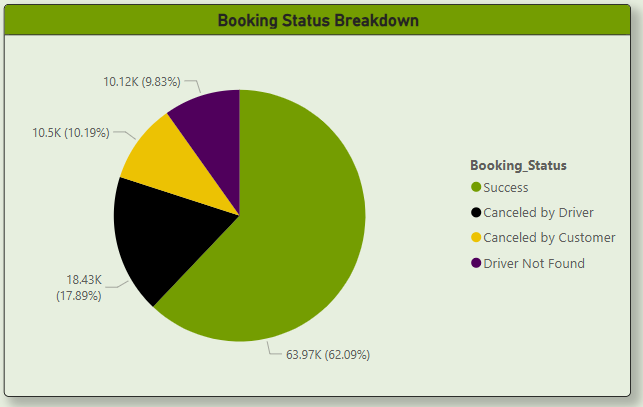


**Power BI Questions:**

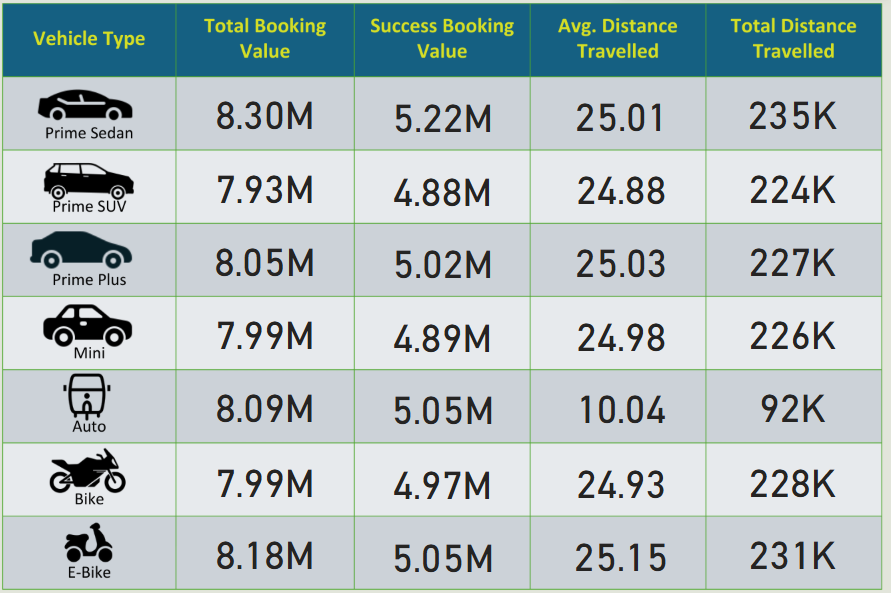
1. **Ride Volume Over Time**



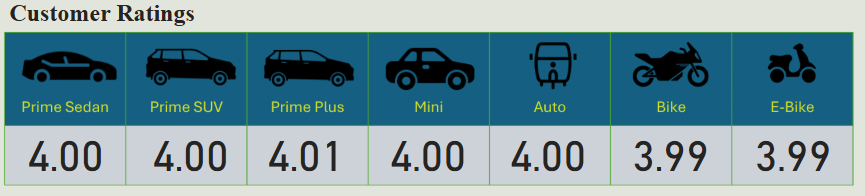
1. **Booking Status Breakdown**



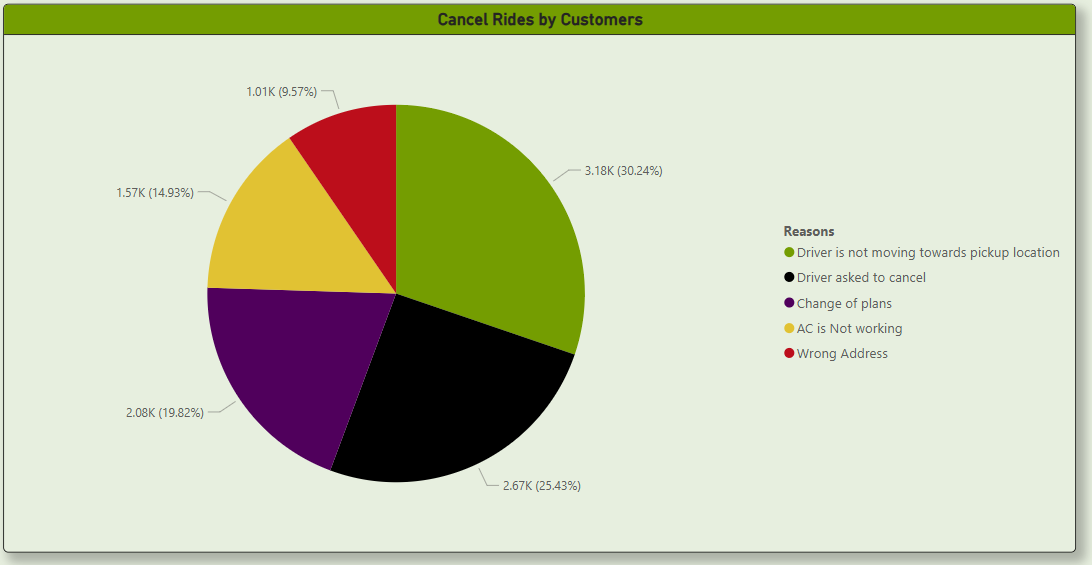
1. **Vehicle Types by Ride Distance**

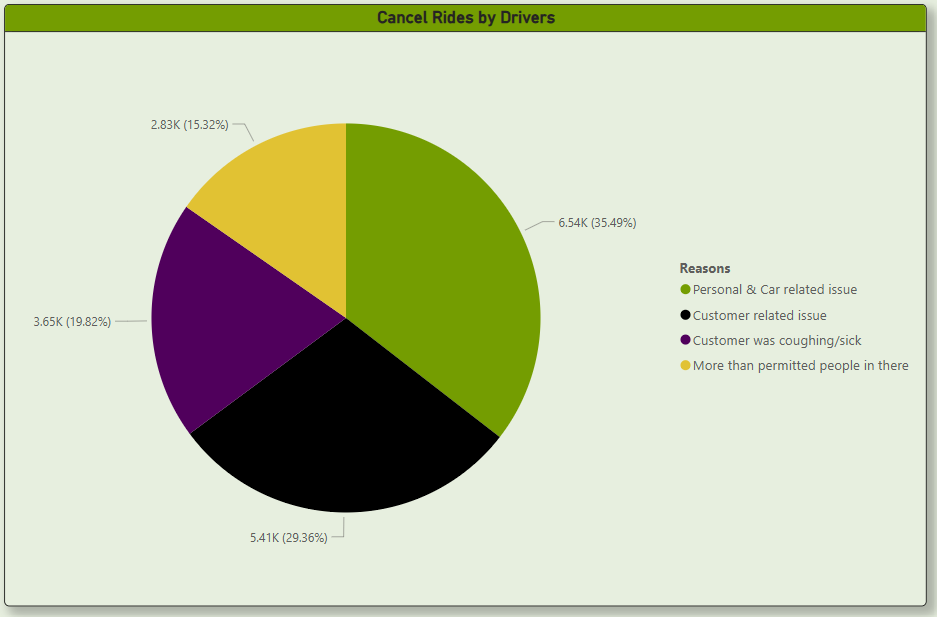


1. **Average Customer Ratings by Vehicle Type**

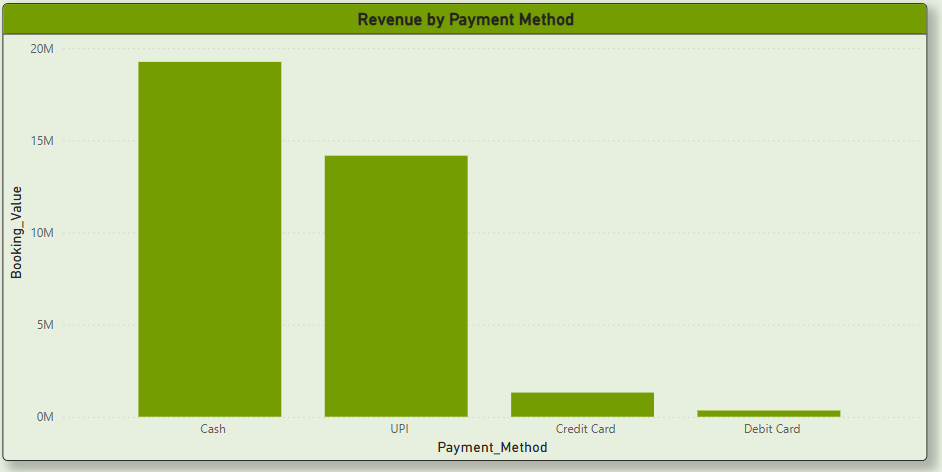


1. **cancelled Rides Reasons**

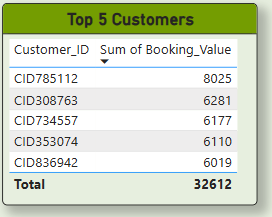




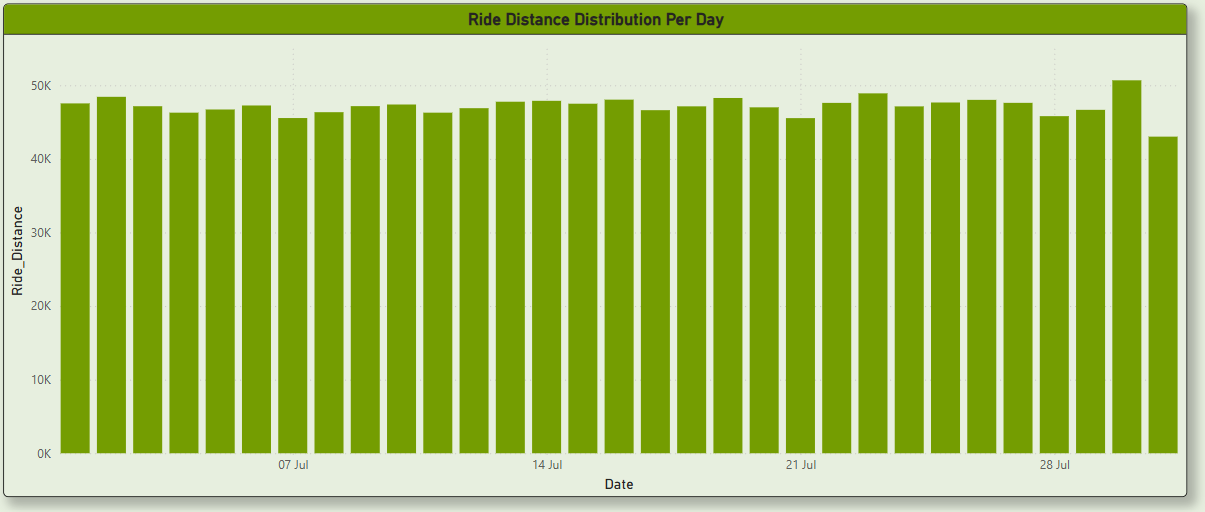
1. **Revenue by Payment Method**



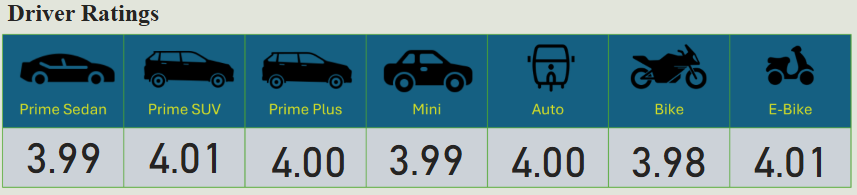
1. **Top 5 Customers by Total Booking Value**



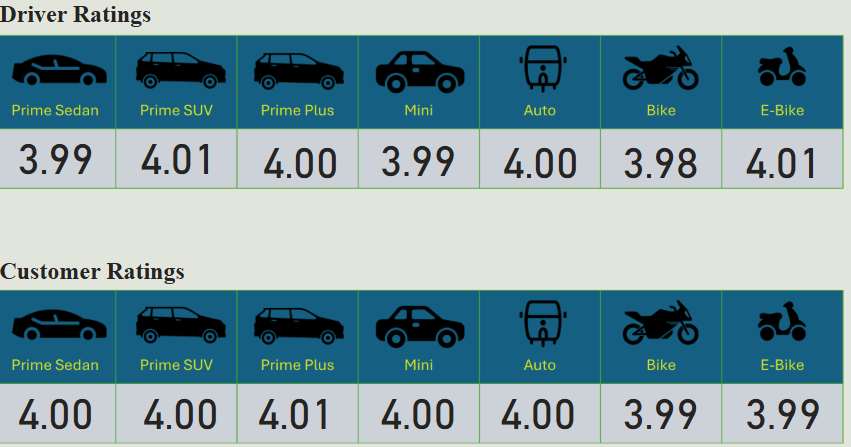
1. **Ride Distance Distribution Per Day**



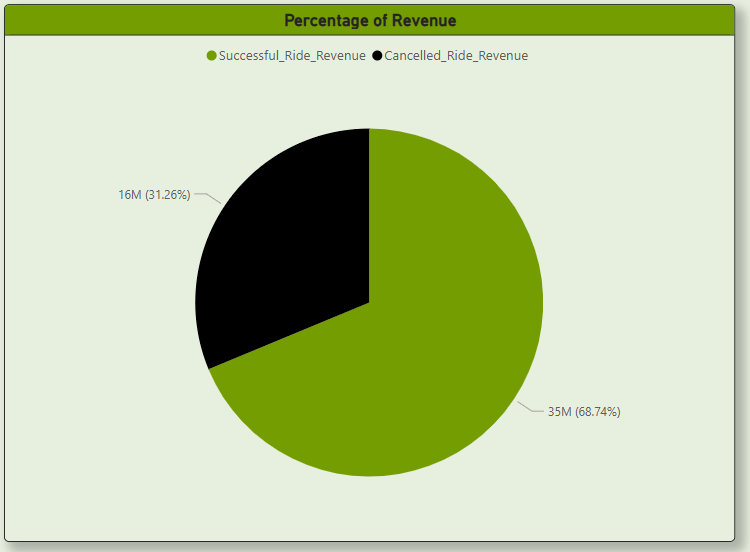
1. **Driver Ratings Distribution**

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1. **Customer vs. Driver Ratings**

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1. **Revenue Comparison Between Successful and Cancelled Rides**



**Segregation of the views:**

1. **Overall**
   * Ride Volume Over Time
   * Booking Status Breakdown
   * Revenue Comparison Between Successful and Cancelled Rides
2. **Vehicle Type**
   * Vehicle Types by Ride Distance
3. **Revenue**
   * Revenue by Payment Method
   * Top 5 Customers by Total Booking Value
   * Ride Distance Distribution Per Day
4. **Cancellation**
   * Cancelled Rides Reasons (Customer)
   * Cancelled Rides Reasons (Drivers)
5. **Ratings**
   * Driver Ratings
   * Customer Ratings

**Dashboard:**

