Advanced Formulas a	nd Functions													
Lookup Functions														
VLOOKUP Function														
Customer Name	Satisfaction Score													
Taddeusz Badcock	6													
Ellyn McCaskill	10													
Vale Bouette		# function returns empty	cell since Vale Bout	te has not have satisfaction s	score									
Amargo Eplate	8													
Carola Gummery	8													
Faina Matyasik	6													
Doloritas enzley	3													
XLOOKUP Function														
Customer Name	Satisfaction Score													
Taddeusz Badcock	6													
Ellyn McCaskill	10													
Vale Bouette	0													
Amargo Eplate	8													
Carola Gummery	8													
	8													
INDEX MATCH Funct	ion													
Customer Name	Customer ID													
Mala Poulett	CYD-61676741-2-485507-Dm													
Goddart Norker	JSZ-33185256-z-756220-IK													
Winfred Gluyus	ZII-18507316-k-632715-1z													
Bobbi Druett	DTD-40530750-O-191804-ay													
Sascha McLafferty	ROA-29689856-t-493976-Zf													
Dynamic Arrays and F														
Filter Function with D	ata Validation													
Select the Customer Name	Phillipe Bowring													
	Customer_ID	Customer_Name	Sentiment	Satisfaction_score	Date	Date_of_the_ Month	Reason	City	State	Channel	Response_Time	Duration_of _Calls	Call Center	Province_Abbr
	AZI-95054097-e-185542-PT	Phillipe Bowring	Neutral	8	10/01/2020	16	Billing Questio	n Tyler	Texas	Chatbot	Within SLA	31	Baltimore	MD
	Filter Function with Multiple	Condition												
Select the State Select the Channel	Tennessee Email		Date	10/6/2020										
Select the Chamiel	Customer_ID	Customer_Name	Date	Reason	City	Response_Time	Call Center							
	PRL-36737110-z-060888-Sp	Elvis Szantho	10/06/2020	Billing Question	Nashville	Within SLA	Los Angeles							
	NRX-90119651-u-465689-a9	Shoshana Hryniewicki	10/06/2020	Billing Question	Knoxville	Within SLA	Baltimore							
	TUD-81102995-N-912557-R2		10/06/2020	Service Outage	Memphis	Within SLA	Los Angeles							
	HQX-22002966-x-668331-oh	Marcel Hayworth	10/06/2020	Billing Question	Nashville	Within SLA	Los Angeles							

	MKQ-59504432-Y-901908-5m		10/06/2020	Billing Question	Knoxville	Within SLA	Los Angeles				
	FIG-46892733-4-934407-cx	Lavina Gai	10/06/2020	Billing Question	Knoxville	Within SLA	Chicago				
Sequence function											
Sequence	State										
	South Carolina										
2	Florida										
	Oregon										
	Indiana										
	Utah										
	Texas										
	New York										
	Texas										
	Ohio										
10	Washington										
Logical Functions											
1. Nested IF Function											
	Customer_Satisfaction_Sc										
Customer_Sentiment	ore	Duration of Calls	Remark								
Neutral	8	17									
Negative	6										
Very Negative	3										
Positive	7		Should Improve								
Neutral	6	35	Should Improve								
Negative	4	38	Review								
Neutral	6										
Neutral	7	11									
Neutral	5										
Very Positive	9										
2. IFS Function with Co	anditional Formating										
2. If 5 I unction with Co	nutional Formating										
	Customer_Satisfaction_Sc										
Customer_Sentiment	ore	Duration of Calls	Remark								
Neutral	8	17									
Negative	6										
Very Negative											
	3										
Positive	7										
Neutral	6										
Negative	4	38									
Neutral	6										
Neutral	7										
Neutral	5	32	Review								
Very Positive	9										
Text/ String Functions											
1. Text Join Function w											
Customer Name	City	State	Call Center Location		1						
Customer nume	City	State	Control Location		1						
				Analise Gairdner	1						
				Detroit	1						
Analise Gairdner	Detroit	Mishian	Y A1	Michigan							
Anduse Gandher	Detroit	Michigan	Los Angeles	Los Angeles	+						
				Crichton Kidsley	1						
				Spartanburg							
				South Carolina	1						
Crichton Kidsley	Spartanburg	South Carolina	Baltimore	Baltimore	1						
				Averill Brundrett Gainesville							
				Florida	1						
Averill Brundrett	Gainesville	Florida	Los Angeles	Los Angeles							
		<u> </u>	+ = =		_						

Noreen Lafflina	Portland	Oregon	Los Angeles	Noreen Lafflina Portland Oregon Los Angeles		
				Toma Van der Beken Fort Wayne		
Toma Van der Beken	Fort Wayne	Indiana	Los Angeles	Indiana Los Angeles		
2. Text Function						
Customer Name	City	State	Call Center Location	Province Abbr	Text Function Result	
Analise Gairdner	Detroit	Michigan	Los Angeles	CA	Analise Gairdner, Detroit, Michigan, Los Angeles, CA	
Crichton Kidsley	Spartanburg	South Carolina	Baltimore	MD	Crichton Kidsley,Spartanburg,South Carolina,Baltimore,MD	
Averill Brundrett	Gainesville	Florida	Los Angeles	CA	Averill Brundrett,Gainesville,Florida,Los Angeles,CA	
Noreen Lafflina	Portland	Oregon	Los Angeles	CA	Noreen Lafflina, Portland, Oregon, Los Angeles, CA	
Toma Van der Beken	Fort Wayne	Indiana	Los Angeles	CA	Toma Van der Beken,Fort Wayne,Indiana,Los Angeles,CA	
3. LEFT, RIGHT & MI	D Function					
Customer_ID		LEFT Function	RIGHT Function	MID Function		
JVI-79728660-U-2242	85-4a	JVI	4a	79728660		
AZI-95054097-e-18554	2-PT	AZI	PT	95054097		
TWX-27007918-I-6087	789-Xw	TWX	Xw	27007918		
XNG-44599118-P-3444	73-ZU	XNG	ZU	44599118		
RLC-64108207-Z-2851	41-VS	RLC	VS	64108207		
. , ,						
4. Len Function						
Customer_ID		LENGTH				
JVI-79728660-U-2242	85-48	24				
AZI-95054097-e-18554		24				
TWX-27007918-I-6087		24				
XNG-44599118-P-344473-ZU						
		24				
RLC-64108207-Z-2851	41-VS	24				
5. Proper Function						
Customer Name	UPPER Function	Proper Function				
Giustino Kennermann	GIUSTINO KENNERMANN	Giustino Kennermani				
Glori Oleksiak	GLORI OLEKSIAK	Glori Oleksiak				
Rey Sabatini	REY SABATINI	Rev Sabatini				
Brandyn Venneur	BRANDYN VENNEUR	Brandyn Venneur				
Pierce Gallichan	PIERCE GALLICHAN	Pierce Gallichan				
i ici ce Gainenan	1 TERCE GALLICHAN	1 icice Gamellali				