

Advanced Formulas and Functions															
Lookup Functions															
VLOOKUP Function															
Customer Name	Satisfaction Score														
Taddeusz Badcock	6														
Ellyn McCaskill	10														
Vale Bouette	# function returns empty cell since Vale Boutte has not have satisfaction 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														
INDEX MATCH Function															
Customer Name	Customer ID														
Mala Poulett	CYD-61676741-2-485507-Dm														
Goddart Norker	JSZ-33185256-z-756220-IK														
Winfred Gluyus	ZIL-18507316-k-632715-1z														
Bobbi Druett	DTD-40530750-O-191804-ay														
Sascha McLafferty	ROA-29689856-t-493976-Zf														
Dynamic Arrays and Functions															
Filter Function with Data 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 Question	Tyler	Texas	Chatbot	Within SLA	31	Baltimore	MD	
Sort the Result Set of Filter Function with Multiple Condition															
Select the State	Tennessee		Date	10/6/2020											
Select the Channel	Email														
	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-x-912557-R2	Benson Wippermann	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								
	DZA-68938022-M-539877-dH	Leodora Yearsley	10/06/2020	Billing Question	Memphis	Above SLA	Los Angeles								

[illegible]

				Noreen Lafflina Portland Oregon Los Angeles
Noreen Lafflina	Portland	Oregon	Los Angeles	
Toma Van der Beken	Fort Wayne	Indiana	Los Angeles	Toma Van der Beken Fort Wayne Indiana Los Angeles
2. Text Function				
Customer Name	City	State	Call Center Location	Province Abbr
Analise Gairdner	Detroit	Michigan	Los Angeles	CA
Crichton Kidsley	Spartanburg	South Carolina	Baltimore	MD
Averill Brundrett	Gainesville	Florida	Los Angeles	CA
Noreen Lafflina	Portland	Oregon	Los Angeles	CA
Toma Van der Beken	Fort Wayne	Indiana	Los Angeles	CA
3. LEFT, RIGHT & MID Function				
Customer_ID	LEFT Function	RIGHT Function	MID Function	
JVI-79728660-U-224285-4a	JVI	4a	79728660	
AZI-95054097-e-185542-PT	AZI	PT	95054097	
TWX-27007918-I-608789-Xw	TWX	Xw	27007918	
XNG-44599118-P-344473-ZU	XNG	ZU	44599118	
RLC-64108207-Z-285141-VS	RLC	VS	64108207	
4. Len Function				
Customer_ID	LENGTH			
JVI-79728660-U-224285-4a	24			
AZI-95054097-e-185542-PT	24			
TWX-27007918-I-608789-Xw	24			
XNG-44599118-P-344473-ZU	24			
RLC-64108207-Z-285141-VS	24			
5. Proper Function				
Customer_Name	UPPER Function	Proper Function		
Giustino Kennermann	GIUSTINO KENNERMANN	Giustino Kennermann		
Glori Oleksiak	GLORI OLEKSIAC	Glori Oleksiak		
Rey Sabatini	REY SABATINI	Rey Sabatini		
Brandyn Venneur	BRANDYN VENNEUR	Brandyn Venneur		
Pierce Gallichan	PIERCE GALLICHAN	Pierce Gallichan		