

- **What is the Top 5 flights revenue from Cairo city to Monaco city (may we have more than one airport in any city)**

```
Select flight_id , total_revenue
From flights_fact f
Join airport_dim dep
on dep.airport_id = f.departure_airport_key
Join airport_dim arr
on arr.airport_id = f.arrival_airport_key
where lower(dep.name) = 'cairo'
and lower(arr.name)='monaco'
order by total_revenue desc
limit 5;
```

- **What is the Most popular reasons of the cancelled flights in FEB 2022**

```
Select category, count (*) num_of_cancelled_flights
From cancelled_flights_fact
Join cancellation_reasons
On cancelled_flights_fact. cancelling_reason_key = cancellation_reasons. reason_id
Where date_key in (select date_key from date_dim where month='FEB' and year=2022)
Group by category
Order by num_of_cancelled_flights desc
```

- **State the Upgrade fees , redeemed miles , from clients who pay by visa and not in economy class in year 2022**

```
Select sum (upgrade_fees) as total_upgrade_fees , sum(redeemed_miles)
From client_flight_fact c
Join booking_channel b
On c.booking_channel_key = b. booking_channel_key
Join class_dim cl
On c.class_key= cl.class_id
Where b.type = 'visa'
And c.date_key in (select date_key from date_dim where year=2022)
And cl.type != 'economy'
```

- **What is the most used channel in the payments of clients if they traveling in Christmas month and how much they pay for upgrading**
 Select t.type , count(t. booking_channel_key) as num_of_tim_used ,
 sum(upgrade_fees) as total_upgrade_fees
 From ticket_reservation_fact t
 Join booking_channel b
 On t. booking_channel_key = b. booking_channel_key
 Where t.date_key in (select date_key where month='december')
 Group by t.type
 Order by as num_of_tim_used desc

- **What is the highest agent performance in customer care department from call center channel**
 Select agent.name , count (agent_key) as num_of_calls
 From compalint_inequires_fact c
 Join agent
 On agen.agent_id = c.agent_key
 Join channel_of_interaction ch
 On ch.channel_id = c. channel_of_interaction_key
 Where ch.type = 'Call Center'
 Group by agent.name
 Order by as num_of_calls