**Dataset:**



1. Find out below metric for each column in the table call and intent

a. Min value

b. Max value

c. Count of Unique values

d. Length of longest and shortest values

e. Count of NULL values

2. Find how many interactions are made in the call table

3. Find how many sessions are present for each interaction

4. Find how many agents have attended the interaction

5. Find how many sessions are handled by each agent

6. Find how many interactions happened by

a. Each day

b. Each Month

c. Each week day

d. Hour of the day

7. Find the agent who had longest session time

8. Find all the sessions which started on a day and ended on next day

9. Find how many interactions happened for each pay option type

10. Find for each interaction

a. how many needs are present

b. how many sub needs are present

c. latest updated time

11. List different types of

a. Need

b. Sub need

12. List the sub needs

a. whose need starts will "Bill"

b. whose need is Payments

***ANSWERS***

1. a. select min(intrxn\_id),min(session\_id),min(session\_start),min(session\_end),min(pay\_option),min(td\_title),min(user\_id),min(agent\_id) from call15;

b. select max(intrxn\_id),max(session\_id),max(session\_start),max(session\_end),max(pay\_option),max(td\_title),max(user\_id),max(agent\_id) from call15;

c. select count(distinct(intrxn\_id)),count(distinct(session\_id)),count(distinct(session\_start)),count(distinct(session\_end)),count(distinct(pay\_option)),count(distinct(td\_title)),count(distinct(user\_id)),count(distinct(agent\_id))from call15;

d. select length(max(intrxn\_id)),length(max(session\_id)),length(max(session\_start)),length(max(session\_end)),length(max(pay\_option)),length(max(td\_title)),length(max(user\_id)),length(max(user\_id)) from call15;

e. select count(x\_note) from intent13 where x\_note='';

f. select length(min(intrxn\_id)),length(min(session\_id)),length(min(session\_start)),length(min(session\_end)),length(min(pay\_option)),length(min(td\_title)),length(min(user\_id)),length(min(user\_id)) from call15;

1. select count(distinct(intrxn\_id)) from call15;
2. select intrxn\_id,count(session\_id) from call15 group by intrxn\_id;
3. select intrxn\_id,count(distinct(agent\_id)) from call15 group by intrxn\_id;
4. select agent\_id,count(session\_id) from call15 group by agent\_id;
5. a) select count(intrxn\_id),day(from\_unixtime(unix\_timestamp(session\_start,'MM/dd/yyyy HH:mm'))) from call15 group by day(from\_unixtime(unix\_timestamp(session\_start,'MM/dd/yyyy HH:mm')));

b) select count(intrxn\_id),hour(from\_unixtime(unix\_timestamp(session\_start,'MM/dd/yyyy HH:mm'))) from call15 group by hour(from\_unixtime(unix\_timestamp(session\_start,'MM/dd/yyyy HH:mm')));

c) select count(intrxn\_id),month(from\_unixtime(unix\_timestamp(session\_start,'MM/dd/yyyy HH:mm'))) from call15 group by month(from\_unixtime(unix\_timestamp(session\_start,'MM/dd/yyyy HH:mm')));

d) select count(intrxn\_id),DAYNAME(from\_unixtime(unix\_timestamp(session\_start,'MM/dd/yyyy HH:mm'))) from call15 group by DAYNAME(from\_unixtime(unix\_timestamp(session\_start,'MM/dd/yyyy HH:mm')));

1. select agent\_id,max(datediff(from\_unixtime(unix\_timestamp(session\_end,'MM/dd/yyyy HH:mm')),from\_unixtime(unix\_timestamp(session\_start,'MM/dd/yyyy HH:mm')))) from call15 group by agent\_id,datediff(from\_unixtime(unix\_timestamp(session\_end,'MM/dd/yyyy HH:mm')),from\_unixtime(unix\_timestamp(session\_start,'MM/dd/yyyy HH:mm')));
2. select agent\_id,datediff(from\_unixtime(unix\_timestamp(session\_end,'MM/dd/yyyy HH:mm')),from\_unixtime(unix\_timestamp(session\_start,'MM/dd/yyyy HH:mm'))) from call15 where datediff(from\_unixtime(unix\_timestamp(session\_end,'MM/dd/yyyy HH:mm')),from\_unixtime(unix\_timestamp(session\_start,'MM/dd/yyyy HH:mm'))) !=0 group by datediff(from\_unixtime(unix\_timestamp(session\_end,'MM/dd/yyyy HH:mm')),from\_unixtime(unix\_timestamp(session\_start,'MM/dd/yyyy HH:mm'))),agent\_id;
3. select pay\_option,count(session\_id) from call15 group by pay\_option;

10 a)select x\_need2intrxn,count(x\_need) from intent13 group by x\_need2intrxn;

b)select x\_need2intrxn,count(x\_sub\_need) from intent13 group by x\_need2intrxn;

c)select x\_need2intrxn,max(x\_update\_stamp) from intent13 group by x\_need2intrxn;

11) a)select distinct(x\_need) from intent13;

b)select distinct(x\_sub\_need) from intent13;

12) a)select x\_sub\_need from intent13

where x\_need like 'Bill%';

b)select x\_sub\_need from intent13

where x\_need = 'Payments';