

2c. Technical support ticket analytics and dashboard Phase 3

| | |
|---------------|--------------------------|
| = Assigned To | Data table for dashboard |
| ⌘ Status | Done |

-- let us create a table from staging that we will have additional formulated columns that we use in dashboard.

```
select
    ticket_id,
    channel_name,
    category,
    sub_category,
    customer_remarks,
    case when customer_remarks is not null then 1 else 0 end as remarks_flag,
    order_id,
    ordered_date_time,
    issue_reported_date_time,
    issue_responded_date_time,
    convert(date, issue_reported_date_time) as reported_date,
    datepart(week, issue_reported_date_time) as reported_week,
    DATEPART(month, issue_reported_date_time) AS reported_month,
    DATEPART(year, issue_reported_date_time) AS reported_year,
    convert(date, issue_responded_date_time) as responded_date,
    datepart(week, issue_responded_date_time) as responded_week,
    datepart(month, issue_responded_date_time) as responded_month,
    datepart(year, issue_responded_date_time) as responded_year,
    customer_city,
```

```

product_category,
item_price,
coalesce(item_price,0) as item_price_filled,
case
    when item_price is null then 'Price Unknown'
    when item_price > 1500 then 'High'
    when item_price between 500 and 1499 then 'Medium'
    else 'Low'
end as item_price_segment,
connected_handling_duration_time,
case
    when connected_handling_duration_time is null and channel_name not in
('Inbound','Outcall') then 0
    else connected_handling_duration_time
end as handling_time_filled,
agent_name,
supervisor,
manager,
tenure,
agent_shift,
csat_score,
CASE
    WHEN issue_reported_date_time IS NOT NULL AND issue_responded_dat
e_time IS NOT NULL
        THEN CAST(DATEDIFF(MINUTE, issue_reported_date_time, issue_respon
ded_date_time) / 60.0 AS DECIMAL(6,2))
        ELSE NULL
    END AS resolution_hours,
CASE
    WHEN issue_reported_date_time IS NULL OR issue_responded_date_time
IS NULL THEN NULL
        WHEN DATEDIFF(HOUR, issue_reported_date_time, issue_responded_dat
e_time) <= 48 THEN 'SLA_MET'
        ELSE 'SLA_BREACHED' END AS sla_flag
into enriched_support_data
from stg_support_tickets

```

```
select * from enriched_support_data
```