

# SQL PROJECT – ECOMMERCE CUSTOMER SERVICE SATISFACTION

This project focuses on analyzing **customer service and customer satisfaction** in an e-commerce system. It collects and organizes data related to customer complaints, orders, support channels, and feedback.



# Purpose of the file

The main purpose of this SQL file is to:

- Analyze customer service performance
- Measure customer satisfaction (CSAT score)
- Understand customer issues across different channels
- Evaluate agent and team efficiency

# Database Information

- Database Name: customer\_support\_data
- Main Table: customer\_support

## Questions:

1. Display all records from the customer support table.
2. Show the supervisor-wise count of agents.
3. Find all records where channel\_name = 'Inbound'.
4. Identify the agent with the highest average CSAT Score.
5. Find customers whose CSAT Score = 5.
6. Find the daily number of issues reported (group by date).
7. Show only Unique id, channel\_name, and category columns.
8. Count how many cases are handled per channel\_name.
9. Show the number of tickets handled by each agent.
10. Find the average CSAT Score for each Agent Shift.

11. Find the average response time (difference between issue\_reported\_at and issue\_responded) for each agent.
12. List all distinct categories available.
13. Find the top 5 agents with the highest number of tickets.
14. Find categories where average CSAT Score is less than 4.
15. Display all records where: category = 'Product Queries' AND channel\_name = 'Outcall'

Thankyou