

Ask anything here...

Which agents handled the most tickets last month?

To answer this query, an efficient SQL statement needs to be constructed to fetch data from presumably the `AGENTS` and `TICKETS` tables. Given the semantic model provided, the tables `AGENTS` (which stores information about real estate agents including their unique identifier) and `CUSTOMERINTERACTIONS` (which includes agent ID among other details) seem relevant. However, for the specific query asking about agents handling the most tickets, we'll focus on a connection that likely involves resolving ticket assignments to agents, presumably through `CUSTOMERINTERACTIONS` or directly from `TICKETS` if it contains `AGENTID`. The semantic model suggests that `AGENTID` is present in `CUSTOMERINTERACTIONS` but not explicitly in `TICKETS`. Unfortunately, without a direct link in the model between tickets and agents, we'll approximate the requirement by counting interactions per agent as a proxy for handling tickets.

Assuming the start and endpoints of "last month" can be dynamically determined or substituted directly in the query, our SQL will aim to count interactions per agent from the `CUSTOMERINTERACTIONS` table, join with the `AGENTS` table to get agent details, and order the result by the count of interactions in descending order to find those who handled the most. If the `TICKETS` table indeed directly included `AGENTID`, the approach would be similar but directly tied to the `TICKETS` table.

```
WITH LastMonthInteractions AS (  
  SELECT  
    CI.AGENTID,  
    COUNT(CI.INTERACTIONID) AS InteractionCount  
  FROM COMPANYDB.SUPPORT.CUSTOMERINTERACTIONS CI  
  WHERE CI.INTERACTIONDATE >= DATE_TRUNC('MONTH', CURRENT_DATE() - INTERVAL '1 M')  
  AND CI.INTERACTIONDATE < DATE_TRUNC('MONTH', CURRENT_DATE())  
  GROUP BY CI.AGENTID  
)  
SELECT  
  A.AGENTID,  
  A.FIRSTNAME,  
  A.LASTNAME,  
  LMI.InteractionCount  
FROM COMPANYDB.SUPPORT.AGENTS A  
JOIN LastMonthInteractions LMI ON A.AGENTID = LMI.AGENTID  
ORDER BY LMI.InteractionCount DESC;
```

Explanation:

- Common Table Expression (CTE) `LastMonthInteractions`** : This CTE filters `CUSTOMERINTERACTIONS` for records from the previous month (dynamic calculation using `CURRENT_DATE()`) and counts interactions per agent.
- Main Query**: Joins the CTE with the `AGENTS` table to get agent names and orders results by `InteractionCount` from highest to lowest.
- This query assumes handling tickets correlates with interactions recorded in `CUSTOMERINTERACTIONS`. Without explicit linkage in the semantic model between tickets and agents, we follow the closest available relationship, which can be revisited if the model or database schema is updated to directly relate tickets to agents.