

MySQL Workbench

Local instance MYSQL80 x

File Edit View Query Database Server Tools Scripting Help

Navigator

SCHEMAS

Filter objects

- bank
- banking
- cricket
- Tables
- Views
- Stored Procedures
- Functions
- ecommerce
 - Tables
 - customer_support_data
 - Views
 - Stored Procedures
 - Functions

Administration Schemas

Information

Table: customer_support_data

Columns:

- Unique_id
- channel_name
- category
- Sub-category
- Customer_Remarks
- Order_id
- order_date_time
- Issue_reported_at
- Issue_responded
- Survey_response_Date
- Customer_City
- Product_category
- Item_price

SQL File 1* SQL File 3* SQL File 4* SQL File 5* SQL File 6*

Limit to 1000 rows

```
21 ORDER BY "CSAT Score" DESC;
22
23 SELECT AVG("CSAT Score") AS average_csat
24 FROM Customer_support_data;
25
26 SELECT SUM(Item_price) AS total_revenue
27 FROM Customer_support_data;
```

Result Grid

total_revenue
6360797

Result 9 x

Output

Action Output

#	Time	Action	Message	Duration / Fetch
✓ 27	21:06:19	select * from customer_support_data where category = "product queries" LIMIT 0, 1000	256 row(s) returned	0.015 sec / 0.016 sec
✓ 28	21:06:21	SELECT Agent_name, channel_name, category, "CSAT Score" FROM Customer_support_d...	1000 row(s) returned	0.000 sec / 0.000 sec
✗ 29	21:06:32	SELECT Agent_name, channel_name, category, "CSAT Score" FROM Customer_support_d...	Error Code: 1064, You have an error in your SQL syntax; check the manual that corresponds ...	0.000 sec
✓ 30	21:07:04	CREATE VIEW Customer_Support_Analysis AS SELECT Agent_name, channel_name...	0 row(s) affected	0.015 sec
✓ 31	21:09:15	SELECT AVG("CSAT Score") AS average_csat FROM Customer_support_data LIMIT 0, 1000	1 row(s) returned	0.032 sec / 0.000 sec
✓ 32	21:09:59	SELECT SUM(Item_price) AS total_revenue FROM Customer_support_data LIMIT 0, 1000	1 row(s) returned	0.015 sec / 0.000 sec

Type here to search

Hot days ahead

9:10 PM 6/6/2025

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Information

Table: customer_support_data

Columns:

- Unique id
- channel_name
- category
- Sub-category
- Customer Remarks
- Order_id
- order_date_time
- Issue_reported at
- Issue_responded at
- Survey_response_Date
- Customer_City
- Product_category
- Item_price

Object Info Session

SQL File 1* SQL File 3* SQL File 4* SQL File 5* SQL File 6*

Limit to 1000 rows

```
2 use ecommerce;
3 show tables;
4
5 select * from customer_support_data;
6 select * from customer_support_data where category = "product queries";
7 SELECT Agent_name, channel_name, category, "CSAT Score"
8 FROM Customer_support_data;
```

Result Grid

Agent_name	channel_name	category	CSAT Score
Richard Buchanan	Outcall	Product Queries	CSAT Score
Vicki Collins	Outcall	Product Queries	CSAT Score
Duane Norman	Inbound	Order Related	CSAT Score
Patrick Flores	Inbound	Returns	CSAT Score
Christopher Sanchez	Inbound	Cancellation	CSAT Score
Desiree Newton	Email	Returns	CSAT Score

Result 5

Output

Action Output

#	Time	Action	Message	Duration / Fetch
✓ 18	20:41:01	show tables	1 row(s) returned	0.000 sec / 0.000 sec
✓ 19	20:41:34	select * from customer_support_data LIMIT 0, 1000	1000 row(s) returned	0.000 sec / 0.016 sec
✓ 20	20:44:14	select * from customer_support_data LIMIT 0, 1000	1000 row(s) returned	0.000 sec / 0.016 sec
✗ 21	20:45:41	select * from customer where category = "product queries" LIMIT 0, 1000	Error Code: 1146. Table 'ecommerce.customer' doesn't exist	0.000 sec
✓ 22	20:46:01	select * from customer_support_data where category = "product queries" LIMIT 0, 1000	256 row(s) returned	0.015 sec / 0.016 sec
✓ 23	21:03:55	SELECT Agent_name, channel_name, category, "CSAT Score" FROM Customer_support_d...	1000 row(s) returned	0.015 sec / 0.000 sec

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Local instance MYSQL80 x

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Navigator

Filter objects

- bank
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- cricket
 - Tables
 - Views
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- ecommerce
 - Tables
 - customer_support_data
 - Views
 - Stored Procedures

Administration Schemas

Information

Table: customer_support_data

Columns:

SQL File 1* SQL File 3* SQL File 4* SQL File 5* SQL File 6*

```
1 • create database Ecommerce;
2 • use ecommerce;
3 • show tables;
4
5 • select * from customer_support_data;
6 • select
7
8
```

Result Grid

Filter Rows: Export: Wrap Cell Contents: Fetch rows:

Unique id	channel_name	category	Sub-category	Customer Remarks	Order_id
7e9ae164-6a8b-4521-a2d4-58f7c9fff13f	Outcall	Product Queries	Life Insurance		c27c9bb4-fa36-4140-9f1f-21009254ffdb
b07ec1b0-f376-43b6-86df-ec03da3b2e15	Outcall	Product Queries	Product Specific Information		d40eb0c7-ce17-4654-b9de-f08d421254bd
200814dd-27c7-4148-ba2b-bd3ef3092880	Inbound	Order Related	Installation/demo		c273368d-b961-44cb-beaf-62d6fd6c00d5
eb0d3e53-c1ca-42d3-8486-e42c3d622135	Inbound	Returns	Reverse Pickup Enquiry		5eed0059-55a4-4ec6-bb54-97942092020a
ba903143-1e54-406c-b969-46c52f92e5df	Inbound	Cancellation	Not Needed		e8bed5a9-6933-4aff-9dc6-cccf7d3cde59

customer support data3 x

MySQL Workbench

Local instance MYSQL80

File Edit View Query Database Server Tools Scripting Help

Navigator

SCHEMAS

Filter objects

bank

banking

cricket

Tables

Views

Stored Procedures

Functions

ecommerce

Tables

customer_support_data

Views

Stored Procedures

Functions

Administration

Schemas

Information

Table: customer_support_data

Columns:

Unique id

channel_name

category

Sub-category

Customer Remarks

Order_id

order_date_time

Issue_reported at

Issue_responded

Survey_response_Date

Customer_City

Product_category

Item_price

SQL File 1* SQL File 3* SQL File 4* SQL File 5* SQL File 6*

Limit to 1000 rows

28

29 SELECT Agent_name, "CSAT Score"

30 FROM Customer_support_data

31 WHERE "CSAT Score" = {

32 SELECT MAX("CSAT Score")

33 FROM Customer_support_data

34 };

35

Result Grid

Filter Rows:

Export:

Wrap Cell Content:

Fetch rows:

Agent_name	CSAT Score
Richard Buchanan	CSAT Score
Vicki Collins	CSAT Score
Duane Norman	CSAT Score
Patrick Flores	CSAT Score
Christopher Sanchez	CSAT Score
Desiree Newton	CSAT Score

Result: 10

Output

Action Output

#	Time	Action	Message	Duration / Fetch
✓	28 21:06:21	SELECT Agent_name, channel_name, category, "CSAT Score" FROM Customer_support_data	1000 row(s) returned	0.000 sec / 0.000 sec
✗	29 21:06:32	SELECT Agent_name, channel_name, category, "CSAT Score" FROM Customer_support_data	Error Code: 1064. You have an error in your SQL syntax; check the manual that corresponds to your MySQL server version for the right syntax to use near 'CSAT Score' at line 1	0.000 sec
✓	30 21:07:04	CREATE VIEW Customer_Support_Analysis AS SELECT Agent_name, channel_name, category, "CSAT Score" FROM Customer_support_data	0 row(s) affected	0.015 sec
✓	31 21:09:15	SELECT AVG("CSAT Score") AS average_csat FROM Customer_support_data LIMIT 0, 1000	1 row(s) returned	0.032 sec / 0.000 sec
✓	32 21:09:59	SELECT SUM(Item_price) AS total_revenue FROM Customer_support_data LIMIT 0, 1000	1 row(s) returned	0.015 sec / 0.000 sec
✓	33 21:10:43	SELECT Agent_name, "CSAT Score" FROM Customer_support_data WHERE "CSAT Score" = (SELECT MAX("CSAT Score") FROM Customer_support_data)	1000 row(s) returned	0.016 sec / 0.000 sec

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Administration Schemas

Information

Table: customer_support_data

Columns:

- Unique id
- channel_name
- category
- Sub-category
- Customer Remarks
- Order_id
- order_date_time
- Issue_reported at
- Issue_responded at
- Survey_response_Date
- Customer_City
- Product_category
- Item_price

SQL File 1* SQL File 3* SQL File 4* SQL File 5* SQL File 6*

Limit to 1000 rows

```
18
19 SELECT Agent_name, channel_name, category, "CSAT Score"
20 FROM Customer_support_data
21 ORDER BY "CSAT Score" DESC;
22
23 SELECT AVG("CSAT Score") AS average_csat
24 FROM Customer_support_data;
```

Result Grid

Filter Rows: Export: Wrap Cell Content:

average_csat

0

Result 8 x

Output

Action Output

#	Time	Action	Message	Duration / Fetch
26	21:06:11	SELECT Agent_name, channel_name, category, "CSAT Score" FROM Customer_support_data	Error Code: 1064. You have an error in your SQL syntax; check the manual that corresponds to your MySQL version.	0.000 sec
27	21:06:19	select * from customer_support_data where category = "product queries" LIMIT 0, 1000	255 row(s) returned	0.015 sec / 0.016 sec
28	21:06:21	SELECT Agent_name, channel_name, category, "CSAT Score" FROM Customer_support_data	1000 row(s) returned	0.000 sec / 0.000 sec
29	21:06:32	SELECT Agent_name, channel_name, category, "CSAT Score" FROM Customer_support_data	Error Code: 1064. You have an error in your SQL syntax; check the manual that corresponds to your MySQL version.	0.000 sec
30	21:07:04	CREATE VIEW Customer_Support_Analysis AS SELECT Agent_name, channel_name, category, "CSAT Score" FROM Customer_support_data	0 row(s) affected	0.015 sec
31	21:09:15	SELECT AVG("CSAT Score") AS average_csat FROM Customer_support_data LIMIT 0, 1000	1 row(s) returned	0.032 sec / 0.000 sec

Object Info Session

Type here to search

Air: Moderate

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MySQL Workbench

Local instance MYSQL80 x

File Edit View Query Database Server Tools Scripting Help

Navigator

SCHEMAS

Filter objects

ecommerce

Tables

customer_support_data

Views

customer_support_analysis

Stored Procedures

Functions

hr

ipl

Tables

Views

Stored Procedures

Administration Schemas

Information

View:

customer_support_analysis

Columns:

Agent_name text

channel_name text

category text

CSAT Score varchar(10)

SQL File 1* SQL File 3* SQL File 4* SQL File 5* SQL File 6*

Limit to 1000 rows

```
29 SELECT Agent_name, "CSAT Score"
30 FROM Customer_support_data
31 WHERE "CSAT Score" = (
32     SELECT MAX("CSAT Score")
33     FROM Customer_support_data
34 )
35
36 CREATE VIEW Customer_Support_Analysis AS
37 SELECT
38     Agent_name,
39     channel_name,
40     category,
41     "CSAT Score"
42 FROM
43     Customer_support_data;
44
```

Output

Action Output

#	Time	Action	Message	Duration / Fetch
29	21:06:32	SELECT Agent_name, channel_name, category, "CSAT Score" FROM Customer_support_data	Error Code: 1064. You have an error in your SQL syntax; check the manual that corresponds to your MySQL server version for the right syntax to use near 'CSAT Score' at line 1	0.000 sec
30	21:07:04	CREATE VIEW Customer_Support_Analysis AS SELECT Agent_name, channel_name, category, "CSAT Score" FROM Customer_support_data	0 row(s) affected	0.015 sec
31	21:09:15	SELECT AVG("CSAT Score") AS average_csat FROM Customer_support_data LIMIT 0, 1000	1 row(s) returned	0.032 sec / 0.000 sec
32	21:09:59	SELECT SUM(item_price) AS total_revenue FROM Customer_support_data LIMIT 0, 1000	1 row(s) returned	0.015 sec / 0.000 sec
33	21:10:43	SELECT Agent_name, "CSAT Score" FROM Customer_support_data WHERE "CSAT Score" = (SELECT MAX("CSAT Score") FROM Customer_support_data)	1000 row(s) returned	0.016 sec / 0.000 sec
34	21:11:50	CREATE VIEW Customer_Support_Analysis AS SELECT Agent_name, channel_name, category, "CSAT Score" FROM Customer_support_data	Error Code: 1050. Table 'Customer_Support_Analysis' already exists	0.000 sec

Object Info Session

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File Edit View Query Database Server Tools Scripting Help

SQL File 1* SQL File 3* SQL File 4* SQL File 5* SQL File 6*

Limit to 1000 rows

```
1 • create database Ecommerce;
2 • use ecommerce;
3 • show tables;
4
5 • select * from customer_support_data;
6 • select * from customer_support_data where category = "product queries";
7
8
```

Result Grid

Unique id	channel_name	category	Sub-category	Customer Remarks	Order_id	order_date_time	Issue_report
7e6ae164-6a8b-4521-a2d4-587c9ff13f	Outcall	Product Queries	Life Insurance		c27c9bb4-fa36-4140-9f1f-21009254ffdb	01/08/2023 1	
b07ec1b0-f376-43b6-86df-ec03da3b2e36	Outcall	Product Queries	Product Specific Information		d406b0c7-ce17-4654-b9de-f08d421254bd	01/08/2023 1	
11a3ffd8-1d5b-4806-b198-c50b5934c9bc	Outcall	Product Queries	Product Specific Information		bfd4562b-9a2f-4cca-aa79-fd4e2952f901	01/08/2023 1	
8538e776-fc14-4ba7-a585-42714d640836	Inbound	Product Queries	Product Specific Information	Very nice good	b6466d1a-7d55-4f71-a031-4268ecc6325	02/08/2023 1	
626d52da-0c5c-41ad-ad88-9b64c883fdec	Inbound	Product Queries	Product Specific Information		cd2b4b23-2ec1-4a24-9722-660c509d3c1f	02/08/2023 0	

customer_support_data4 x

Output

Action Output

#	Time	Action	Message	Duration / Fetch
17	20:40:47	use ecommerce	0 row(s) affected	0.000 sec
18	20:41:01	show tables	1 row(s) returned	0.000 sec / 0.000 sec
19	20:41:34	select * from customer_support_data LIMIT 0, 1000	1000 row(s) returned	0.000 sec / 0.016 sec
20	20:44:14	select * from customer_support_data LIMIT 0, 1000	1000 row(s) returned	0.000 sec / 0.016 sec
21	20:45:41	select * from customer where category = "product queries" LIMIT 0, 1000	Error Code: 1146. Table 'ecommerce.customer' doesn't exist	0.000 sec
22	20:46:01	select * from customer_support_data where category = "product queries" LIMIT 0, 1000	256 row(s) returned	0.015 sec / 0.016 sec

Object Info Session

Type here to search

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