# Assignment: Group By/CASE/IIF

(Hint: FactCallCenter Table)

1. How many level two operators are part of different shift?
2. What is the total number of operators in each Shift?
3. What is the total number of calls received by operators in each shift?
4. What is the average of calls received in morning shift only?
5. What is the average of calls received on holiday?
6. What is the average number of calls per operators received in each shift? (Tricky)

(Hint: DimEmployee)

1. What is the maximum number of sick leave hours provided in each Department? (Use: MAX)
2. What is the minimum number of vacation hours provided in each department? (Use: MIN)
3. Find out the count of employee in each department? (Use: Count)
4. Select all the employee’s marital status and total number of employee in each category( Married or Unmarried). If marital status is “M” make it married and if it is “S” make it un-married in final outcome.
5. How many employees born on same day? (Read about HAVING keyword, it act as WHERE condition for Groups)