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-- Your Name: James La Fontaine
-- Your Student Number: 1079860
-- By submitting, you declare that this work was completed entirely by yourself.

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-- BEGIN Q1

SELECT DISTINCT first_name, last_name
FROM staff
INNER JOIN profile ON staff.id = profile.staff_id
INNER JOIN role ON profile.role_id = role.id
WHERE role_name LIKE 'team Lead';

-- END Q1
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-- BEGIN Q2

SELECT DISTINCT last_name, first_name, team_name
FROM staff
INNER JOIN profile ON staff.id = profile.staff_id
INNER JOIN team ON profile.team_id = team.id
WHERE parent_id = (SELECT id
                   FROM team

```sql
                    WHERE team_name LIKE 'Victoria')
ORDER BY last_name;

-- END Q2
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```sql
-- BEGIN Q3

SELECT DISTINCT first_name, last_name
FROM staff
INNER JOIN profile ON staff.id = profile.staff_id
INNER JOIN team ON profile.team_id = team.id
WHERE team_name LIKE 'Errinundra' AND valid_from <= '20210513' AND valid_until >=
'20210413';

-- END Q3
--
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```sql
-- BEGIN Q4

SELECT first_name, last_name
FROM staff
INNER JOIN profile ON staff.id = profile.staff_id
INNER JOIN role ON profile.role_id = role.id
INNER JOIN team on profile.team_id = team.id
WHERE role_name LIKE 'Agent' AND team_name LIKE 'Werrikimbe' AND valid_from <=
20210523 AND valid_until >= 20210523
AND last_name NOT IN (SELECT last_name
                                FROM staff
                                INNER JOIN profile ON staff.id = profile.staff_id
                                INNER JOIN role ON profile.role_id = role.id
                                INNER JOIN team on profile.team_id = team.id
                                WHERE role_name LIKE 'Agent' AND team_name NOT LIKE
'Werrikimbe' AND valid_from <= 20210523 AND valid_until >= 20210523);

-- END Q4
--
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```sql
-- BEGIN Q5

SELECT team_name, MONTH(response_time) AS month, AVG(agent_quality) AS averageAQ
FROM profile
INNER JOIN survey_response AS sr ON profile.profile_ref LIKE sr.profile_ref
INNER JOIN team ON profile.team_id = team.id
GROUP BY team_name, month
ORDER BY averageAQ DESC;

-- END Q5
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```sql
-- BEGIN Q6
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SELECT month, (promoters / total_responses - detractors / total_responses) * 100 AS
NPS
FROM (SELECT MONTH(response_time) AS month,
        SUM(IF(promoter_score >= 9, 1, 0)) AS promoters,
        SUM(IF(promoter_score <= 6, 1, 0)) AS detractors,
      COUNT(promoter_score) AS total_responses
        FROM survey_response
        GROUP BY month
        ORDER BY month) AS nps_metrics;

-- END Q6
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-- BEGIN Q7

SELECT COUNT(first_call_resolution) / COUNT(DISTINCT call_ref) * 100 AS
tatjanas_enhanced_participation
FROM staff
INNER JOIN profile ON staff.id = profile.staff_id
INNER JOIN call_record AS cr ON profile.profile_ref LIKE cr.profile_ref
LEFT JOIN survey_response AS sr ON cr.survey_response_id = sr.id
WHERE call_leg = 1
GROUP BY first_name, last_name
HAVING first_name LIKE 'Tatjana' AND last_name LIKE 'Pryor';

-- END Q7
--
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-- BEGIN Q8

SELECT first_name, last_name, FCR_no_count
FROM (SELECT first_name, last_name, SUM(IF(first_call_resolution = 2, 1, 0))  AS
FCR_no_count, SUM(IF(first_call_resolution != 2, 1, 0)) AS FCR_other_count
        FROM staff
      INNER JOIN profile ON staff.id = profile.staff_id
      INNER JOIN survey_response AS sr on profile.profile_ref LIKE sr.profile_ref
      WHERE response_time >= '20210601' AND response_time <= '20210617'
      GROUP BY first_name, last_name) AS FCR_counts
WHERE FCR_no_count = (SELECT MIN(FCR_no_count)
                              FROM (SELECT SUM(IF(first_call_resolution = 2, 1,
0))  AS FCR_no_count, SUM(IF(first_call_resolution != 2, 1, 0)) AS FCR_other_count
                                    FROM staff
                                    INNER JOIN profile ON staff.id =
profile.staff_id
                                    INNER JOIN survey_response AS sr on
profile.profile_ref LIKE sr.profile_ref
                                    WHERE response_time >= '20210601' AND
response_time <= '20210617'
                                    GROUP BY first_name, last_name) AS
FCR_counts
                              WHERE FCR_other_count > 0);

-- END Q8
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-- BEGIN Q9

SELECT *
FROM (SELECT AVG(agent_quality) AS averageAQ_teamleader_involved
        FROM call_record AS cr
        NATURAL JOIN (SELECT DISTINCT call_ref
                        FROM profile
                            INNER JOIN call_record AS cr ON profile.profile_ref
LIKE cr.profile_ref
                                INNER JOIN role ON profile.role_id = role.id
                                WHERE role_id = (SELECT id
                                                    FROM role
                                                    WHERE role_name LIKE 'team
Lead')) AS team_lead_calls
        INNER JOIN survey_response AS sr ON cr.survey_response_id = sr.id) AS
averageAQ_teamleader_involved
CROSS JOIN (SELECT AVG(agent_quality) AS averageAQ_overall
            FROM profile
                INNER JOIN survey_response AS sr ON profile.profile_ref LIKE
sr.profile_ref) AS averageAQ_overall;

-- END Q9
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-- BEGIN Q10

SELECT first_name, last_name
FROM staff
INNER JOIN profile ON staff.id = profile.staff_id
INNER JOIN team ON profile.team_id = team.id
WHERE last_name NOT IN (SELECT last_name
                            FROM staff
                                INNER JOIN profile ON staff.id =
profile.staff_id
                                INNER JOIN team ON profile.team_id = team.id
                                WHERE team_name IN (SELECT team_name
                                                        FROM team
                                                    INNER JOIN profile ON
team.id = profile.team_id
                                                        INNER JOIN staff
ON profile.staff_id = staff.id
                                                        WHERE last_name LIKE
'Pryor'))
GROUP BY first_name, last_name
HAVING COUNT(DISTINCT team_name) = (SELECT COUNT(DISTINCT team_name) FROM team
WHERE has_staff = 1)
                                            - (SELECT COUNT(DISTINCT
team_name)
                                                FROM team
                                                INNER JOIN profile ON team.id
= profile.team_id
                                                INNER JOIN staff ON
profile.staff_id = staff.id
                                                WHERE last_name LIKE
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'Pryor');
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-- END Q10
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-- END OF ASSIGNMENT Do not write below this line