

Spreadsheet Proficiency

1. Populating ticket_created_at in the Feedbacks Table

Two worksheets are provided:

- ticket containing ticket_id, created_at, closed_at, outlet_id, cms_id
- feedbacks containing cms_id, feedback_at, feedback_rating, and an empty ticket_created_at.

To populate ticket_created_at, match cms_id in feedbacks with cms_id in ticket.

Formula:

=INDEX(ticket!\$B:\$B, MATCH(A2, ticket!\$E:\$E, 0))

2. Outlet-Wise Count of Tickets Created and Closed on the Same Day

Add helper column same_day in ticket sheet.

Formula:

=INT(B2)=INT(C2)

3. Count of Tickets Created and Closed in the Same Hour of the Same Day

Add helper column same_hour in ticket sheet.

Formula:

=AND(INT(B2)=INT(C2), HOUR(B2)=HOUR(C2))

4. Bringing Helper Columns into the Feedbacks Sheet

Use INDEX–MATCH to import outlet_id, same_day, same_hour.

Examples:

Outlet ID:

=INDEX(ticket!\$D:\$D, MATCH(A2, ticket!\$E:\$E, 0))

Same day:

=INDEX(ticket!\$F:\$F, MATCH(A2, ticket!\$E:\$E, 0))

Same hour:

=INDEX(ticket!\$G:\$G, MATCH(A2, ticket!\$E:\$E, 0))

5. Outlet-Wise Count Using COUNTIFS

Same-day count:

=COUNTIFS(ticket_outlet_range, outlet, ticket_same_day_range, TRUE)

Same-hour count:

=COUNTIFS(ticket_outlet_range, outlet, ticket_same_hour_range, TRUE)

6. Pivot Table Alternative

Pivot setup:

Rows → ticket_outlet

Values → Count(cms_id)

Filters → same_day or same_hour

Set filter to TRUE to isolate required tickets.