Ticket table

```sql
CREATE TABLE tickets (
    ticket_id INT PRIMARY KEY,
    customer_name VARCHAR(100),
    issue_type VARCHAR(50),
    priority INT,            -- 1 (Low), 2 (Medium), 3 (High)
    status VARCHAR(20),        -- Open, Closed, Pending, Escalated
    created_date DATE,
    assigned_team VARCHAR(50),   -- Support Team names
    location VARCHAR(50)        -- City or Branch location
);

INSERT INTO tickets (ticket_id, customer_name, issue_type, priority, status, created_date, assigned_team, location) VALUES
(1, 'Alice',   'Network',  3, 'Open',     '2025-08-01', 'Network Team',   'New York'),
(2, 'Bob',     'Software', 2, 'Closed',   '2025-07-28', 'Software Team', 'Chicago'),
(3, 'Charlie', 'Hardware', 1, 'Pending',  '2025-08-02', 'Hardware Team', 'San Francisco'),
(4, 'Diana',   'Network',  2, 'Open',     '2025-08-03', 'Network Team',   'New York'),
(5, 'Eve',     'Software', 3, 'Closed',   '2025-07-30', 'Software Team', 'Boston'),
(6, 'Frank',   'Software', 1, 'Pending',  '2025-08-04', 'Software Team', 'Seattle'),
(7, 'Grace',   'Network',  2, 'Escalated', '2025-08-05', 'Network Team',   'Los Angeles'),
(8, 'Henry',   'Hardware', 3, 'Open',     '2025-08-01', 'Hardware Team', 'Houston'),
(9, 'Ivy',     'Network',  1, 'Closed',   '2025-07-29', 'Network Team',   'Chicago'),
(10, 'Jack',   'Software', 3, 'Open',     '2025-08-06', 'Software Team', 'New York'),
(11, 'Kate',   'Hardware', 2, 'Pending',  '2025-08-02', 'Hardware Team', 'Boston'),
(12, 'Leo',    'Software', 2, 'Closed',   '2025-07-31', 'Software Team', 'San Francisco'),
(13, 'Mona',   'Network',  3, 'Escalated', '2025-08-03', 'Network Team',   'New York'),
(14, 'Nina',   'Hardware', 1, 'Open',     '2025-08-04', 'Hardware Team', 'Seattle'),
(15, 'Oscar',  'Software', 3, 'Pending',  '2025-08-01', 'Software Team', 'Los Angeles'),
(16, 'Paul',   'Network',  2, 'Closed',   '2025-07-30', 'Network Team',   'Houston'),
```

(17, 'Queen',   'Hardware', 1, 'Pending',   '2025-08-05', 'Hardware Team', 'New York'),

(18, 'Rita',   'Software', 2, 'Open',   '2025-08-06', 'Software Team', 'Chicago'),

(19, 'Sam',   'Network',   3, 'Open',   '2025-08-07', 'Network Team',   'Boston'),

(20, 'Tina',   'Hardware', 2, 'Escalated', '2025-08-02', 'Hardware Team', 'Seattle');

☑ 1. Classify each ticket by urgency based on priority

- Priority 3 → 'High'
- Priority 2 → 'Medium'
- Priority 1 → 'Low'

mysql> select *,

   -> case

   -> when priority=3 then 'low'

   -> when priority = 2 then 'medium'

   -> else 'high'

   -> end from tickets;

+----------+--------------+-----------+---------+----------+-------------+-------------+-------------+--+

| ticket_id | customer_name | issue_type | priority | status | created_date | assigned_team | location | case

when priority=3 then 'low'

when priority = 2 then 'medium'

else 'high'

end |

+----------+--------------+-----------+---------+----------+-------------+-------------+-------------+--+

| 1 | Alice | Network | 3 | Open | 2025-08-01 | Network Team | New York | low |

| 2 | Bob | Software | 2 | Closed | 2025-07-28 | Software Team | Chicago | medium |

| 3 | Charlie | Hardware | 1 | Pending | 2025-08-02 | Hardware Team | San Francisco | high |

| 4 | Diana | Network | 2 | Open | 2025-08-03 | Network Team | New York | medium |

| 5 | Eve | Software | 3 | Closed | 2025-07-30 | Software Team | Boston | low |

```
|         6 | Frank      | Software   |        1 | Pending   | 2025-08-04  | Software Team | Seattle       | high   |
|         7 | Grace      | Network    |        2 | Escalated | 2025-08-05  | Network Team  | Los Angeles   | medium |
|         8 | Henry      | Hardware   |        3 | Open      | 2025-08-01  | Hardware Team | Houston       | low    |
|         9 | Ivy        | Network    |        1 | Closed    | 2025-07-29  | Network Team  | Chicago       | high   |
|        10 | Jack       | Software   |        3 | Open      | 2025-08-06  | Software Team | New York      | low    |
|        11 | Kate       | Hardware   |        2 | Pending   | 2025-08-02  | Hardware Team | Boston        | medium |
|        12 | Leo        | Software   |        2 | Closed    | 2025-07-31  | Software Team | San Francisco | medium |
|        13 | Mona       | Network    |        3 | Escalated | 2025-08-03  | Network Team  | New York      | low    |
|        14 | Nina       | Hardware   |        1 | Open      | 2025-08-04  | Hardware Team | Seattle       | high   |
|        15 | Oscar      | Software   |        3 | Pending   | 2025-08-01  | Software Team | Los Angeles   | low    |
|        16 | Paul       | Network    |        2 | Closed    | 2025-07-30  | Network Team  | Houston       | medium |
|        17 | Queen      | Hardware   |        1 | Pending   | 2025-08-05  | Hardware Team | New York      | high   |
|        18 | Rita       | Software   |        2 | Open      | 2025-08-06  | Software Team | Chicago       | medium |
|        19 | Sam        | Network    |        3 | Open      | 2025-08-07  | Network Team  | Boston        | low    |
|        20 | Tina       | Hardware   |        2 | Escalated | 2025-08-02  | Hardware Team | Seattle       | medium |
+-----------+--------------+------------+----------+
```

☑ 2. Add a column to classify ticket status

'Active' if status = 'Open' or 'Escalated'

 tickets

'Waiting' otherwise

```
mysql> select *,
    -> case
    -> when status = 'Open'or'Escalated' then 'active'
    -> when status = 'Closed' then 'inactive'
```

```
    -> else 'waiting otherwise'
  -> end as updated_status
    -> from tickets;
```

ticket_id	customer_name	issue_type	priority	status	created_date	assigned_team	location	updated_status
1	Alice	Network	3	Open	2025-08-01	Network Team	New York	active
2	Bob	Software	2	Closed	2025-07-28	Software Team	Chicago	inactive
3	Charlie	Hardware	1	Pending	2025-08-02	Hardware Team	SanFrancisco	waiting otherwise
4	Diana	Network	2	Open	2025-08-03	Network Team	New York	active
5	Eve	Software	3	Closed	2025-07-30	Software Team	Boston	inactive
6	Frank	Software	1	Pending	2025-08-04	Software Team	Seattle	waiting otherwise
7	Grace	Network	2	Escalated	2025-08-05	Network Team	Los Angeles	waiting otherwise
8	Henry	Hardware	3	Open	2025-08-01	Hardware Team	Houston	active
9	Ivy	Network	1	Closed	2025-07-29	Network Team	Chicago	inactive
10	Jack	Software	3	Open	2025-08-06	Software Team	New York	active
11	Kate	Hardware	2	Pending	2025-08-02	Hardware Team	Boston	waiting otherwise
12	Leo	Software	2	Closed	2025-07-31	Software Team	San Francisco	inactive
13	Mona	Network	3	Escalated	2025-08-03	Network Team	New York	waiting otherwise
14	Nina	Hardware	1	Open	2025-08-04	Hardware Team	Seattle	active
15	Oscar	Software	3	Pending	2025-08-01	Software Team	Los Angeles	waiting otherwise
16	Paul	Network	2	Closed	2025-07-30	Network Team	Houston	inactive
17	Queen	Hardware	1	Pending	2025-08-05	Hardware Team	New York	waiting otherwise
18	Rita	Software	2	Open	2025-08-06	Software Team	Chicago	active

- | 19 | Sam | Network | 3 | Open | 2025-08-07 | Network Team | Boston | active |
- | 20 | Tina | Hardware | 2 | Escalated | 2025-08-02 | Hardware Team | Seattle | waiting otherwise |
- +-----------+--------------+-----------+-------

☑ **3. List tickets and show issue category**

- 'Software Issue', 'Hardware Issue', 'Network Issue', or 'Other'
  mysql> select *,
      -> case issue_type
      -> when 'Network' then 'Network Issue'
      -> when 'Software' then 'Software Issue'
      -> when 'Hardware' then 'Hardware Issue'
      -> else 'others'
      -> end as updated_issue
      -> from tickets;

ticket_id	customer_name	issue_type	priority	status	created_date	assigned_team	location	updated_issue
1	Alice	Network	3	Open	2025-08-01	Network Team	New York	Network Issue
2	Bob	Software	2	Closed	2025-07-28	Software Team	Chicago	Software Issue
3	Charlie	Hardware	1	Pending	2025-08-02	Hardware Team	San Francisco	Hardware Issue
4	Diana	Network	2	Open	2025-08-03	Network Team	New York	Network Issue
5	Eve	Software	3	Closed	2025-07-30	Software Team	Boston	Software Issue
6	Frank	Software	1	Pending	2025-08-04	Software Team	Seattle	Software Issue
7	Grace	Network	2	Escalated	2025-08-05	Network Team	Los Angeles	Network Issue
8	Henry	Hardware	3	Open	2025-08-01	Hardware Team	Houston	Hardware Issue
9	Ivy	Network	1	Closed	2025-07-29	Network Team	Chicago	Network Issue
10	Jack	Software	3	Open	2025-08-06	Software Team	New York	Software Issue
11	Kate	Hardware	2	Pending	2025-08-02	Hardware Team	Boston	Hardware Issue
12	Leo	Software	2	Closed	2025-07-31	Software Team	San Francisco	Software Issue

```
|        13 | Mona         | Network   |        3 | Escalated | 2025-08-03  | Network Team  | New York     | Network Issue |
|        14 | Nina         | Hardware  |        1 | Open      | 2025-08-04  | Hardware Team | Seattle      | Hardware Issue |
|        15 | Oscar        | Software  |        3 | Pending   | 2025-08-01  | Software Team | Los Angeles  | Software Issue |
|        16 | Paul         | Network   |        2 | Closed    | 2025-07-30  | Network Team  | Houston      | Network Issue |
|        17 | Queen        | Hardware  |        1 | Pending   | 2025-08-05  | Hardware Team | New York     | Hardware Issue |
|        18 | Rita         | Software  |        2 | Open      | 2025-08-06  | Software Team | Chicago      | Software Issue |
|        19 | Sam          | Network   |        3 | Open      | 2025-08-07  | Network Team  | Boston       | Network Issue |
|        20 | Tina         | Hardware  |        2 | Escalated | 2025-08-02  | Hardware Team | Seattle      | Hardware Issue |
+-----------+--------------+-----------+----------
```

-

☑ **4. Mark tickets as "VIP" if customer name starts with A, E, M, or S**

mysql> select *,

    -> case

    -> when customer_name like 'A%' then 'VIP'

    -> when customer_name like 'B%' then 'VIP'

    -> when customer_name like 'E%' then 'VIP'

    -> when customer_name like 'M%' then 'VIP'

    -> end as updated_Name

    -> from tickets;

```
+-----------+--------------+-----------+----------+-----------+-------------+--------------+--------------+--------------+
| ticket_id | customer_name | issue_type | priority | status    | created_date | assigned_team | location     | updated_Name |
+-----------+--------------+-----------+----------+-----------+-------------+--------------+--------------+--------------+
|         1 | Alice        | Network   |        3 | Open      | 2025-08-01  | Network Team  | New York     | VIP          |
|         2 | Bob          | Software  |        2 | Closed    | 2025-07-28  | Software Team | Chicago      | VIP          |
```

3	Charlie	Hardware	1	Pending	2025-08-02	Hardware Team	San Francisco	NULL
4	Diana	Network	2	Open	2025-08-03	Network Team	New York	NULL
5	Eve	Software	3	Closed	2025-07-30	Software Team	Boston	VIP
6	Frank	Software	1	Pending	2025-08-04	Software Team	Seattle	NULL
7	Grace	Network	2	Escalated	2025-08-05	Network Team	Los Angeles	NULL
8	Henry	Hardware	3	Open	2025-08-01	Hardware Team	Houston	NULL
9	Ivy	Network	1	Closed	2025-07-29	Network Team	Chicago	NULL
10	Jack	Software	3	Open	2025-08-06	Software Team	New York	NULL
11	Kate	Hardware	2	Pending	2025-08-02	Hardware Team	Boston	NULL
12	Leo	Software	2	Closed	2025-07-31	Software Team	San Francisco	NULL
13	Mona	Network	3	Escalated	2025-08-03	Network Team	New York	VIP
14	Nina	Hardware	1	Open	2025-08-04	Hardware Team	Seattle	NULL
15	Oscar	Software	3	Pending	2025-08-01	Software Team	Los Angeles	NULL
16	Paul	Network	2	Closed	2025-07-30	Network Team	Houston	NULL
17	Queen	Hardware	1	Pending	2025-08-05	Hardware Team	New York	NULL
18	Rita	Software	2	Open	2025-08-06	Software Team	Chicago	NULL
19	Sam	Network	3	Open	2025-08-07	Network Team	Boston	NULL
20	Tina	Hardware	2	Escalated	2025-08-02	Hardware Team	Seattle	NULL

```
+-----------+--------------+-----------+---------
```

☑ **5. Show ticket summary: "High Priority Open", "Low Priority Closed", or "Other"**

mysql> select *,

   -> case

   -> when priority = 1 then 'high priority open'

   -> when priority = 2 then 'low priority closed'

   -> else 'other'

   -> end as updated_priority

   -> from tickets;

```
+-----------+--------------+-----------+---------+-----------+-------------+--------------+--------------+--------------------+
| ticket_id | customer_name | issue_type | priority | status   | created_date | assigned_team | location    | updated_priority   |
+-----------+--------------+-----------+---------+-----------+-------------+--------------+--------------+--------------------+
|     1 | Alice      | Network   |    3 | Open    | 2025-08-01  | Network Team | New York     | other              |
|     2 | Bob        | Software  |    2 | Closed  | 2025-07-28  | Software Team | Chicago     | low priority closed |
|     3 | Charlie    | Hardware  |    1 | Pending | 2025-08-02  | Hardware Team | San Francisco | high priority open |
|     4 | Diana      | Network   |    2 | Open    | 2025-08-03  | Network Team | New York     | low priority closed |
|     5 | Eve        | Software  |    3 | Closed  | 2025-07-30  | Software Team | Boston      | other              |
|     6 | Frank      | Software  |    1 | Pending | 2025-08-04  | Software Team | Seattle     | high priority open |
|     7 | Grace      | Network   |    2 | Escalated | 2025-08-05 | Network Team | Los Angeles  | low priority closed |
|     8 | Henry      | Hardware  |    3 | Open    | 2025-08-01  | Hardware Team | Houston     | other              |
```

```
|         9 | Ivy         | Network   |        1 | Closed   | 2025-07-29 | Network Team  | Chicago       |
high priority open |

|        10 | Jack        | Software  |        3 | Open     | 2025-08-06 | Software Team | New York
| other         |

|        11 | Kate        | Hardware  |        2 | Pending  | 2025-08-02 | Hardware Team | Boston
| low priority closed |

|        12 | Leo         | Software  |        2 | Closed   | 2025-07-31 | Software Team | San Francisco
| low priority closed |

|        13 | Mona        | Network   |        3 | Escalated | 2025-08-03 | Network Team  | New York
| other         |

|        14 | Nina        | Hardware  |        1 | Open     | 2025-08-04 | Hardware Team | Seattle       |
high priority open |

|        15 | Oscar       | Software  |        3 | Pending  | 2025-08-01 | Software Team | Los Angeles
| other         |

|        16 | Paul        | Network   |        2 | Closed   | 2025-07-30 | Network Team  | Houston       |
low priority closed |

|        17 | Queen       | Hardware  |        1 | Pending  | 2025-08-05 | Hardware Team | New
York     | high priority open |

|        18 | Rita        | Software  |        2 | Open     | 2025-08-06 | Software Team | Chicago       |
low priority closed |

|        19 | Sam         | Network   |        3 | Open     | 2025-08-07 | Network Team  | Boston        |
other          |

|        20 | Tina        | Hardware  |        2 | Escalated | 2025-08-02 | Hardware Team | Seattle       |
| low priority closed |

+-----------+--------------+-----------+----------+-------
```

☑ **6. Mark follow-up required if ticket is pending or priority is high**

```
mysql> select *,
    -> case
    -> when priority = 1 or status = 'pending' then 'high'
    -> else 'others'
    -> end as updated_staus
    -> from tickets;
```

ticket_id	customer_name	issue_type	priority	status	created_date	assigned_team	location	updated_staus
1	Alice	Network	3	Open	2025-08-01	Network Team	New York	others
2	Bob	Software	2	Closed	2025-07-28	Software Team	Chicago	others
3	Charlie	Hardware	1	Pending	2025-08-02	Hardware Team	San Francisco	high
4	Diana	Network	2	Open	2025-08-03	Network Team	New York	others
5	Eve	Software	3	Closed	2025-07-30	Software Team	Boston	others
6	Frank	Software	1	Pending	2025-08-04	Software Team	Seattle	high
7	Grace	Network	2	Escalated	2025-08-05	Network Team	Los Angeles	others
8	Henry	Hardware	3	Open	2025-08-01	Hardware Team	Houston	others
9	Ivy	Network	1	Closed	2025-07-29	Network Team	Chicago	high
10	Jack	Software	3	Open	2025-08-06	Software Team	New York	others
11	Kate	Hardware	2	Pending	2025-08-02	Hardware Team	Boston	high
12	Leo	Software	2	Closed	2025-07-31	Software Team	San Francisco	others
13	Mona	Network	3	Escalated	2025-08-03	Network Team	New York	others
14	Nina	Hardware	1	Open	2025-08-04	Hardware Team	Seattle	high
15	Oscar	Software	3	Pending	2025-08-01	Software Team	Los Angeles	high

| 16 | Paul | Network | 2 | Closed | 2025-07-30 | Network Team | Houston | others |

| 17 | Queen | Hardware | 1 | Pending | 2025-08-05 | Hardware Team | New York | high |

| 18 | Rita | Software | 2 | Open | 2025-08-06 | Software Team | Chicago | others |

| 19 | Sam | Network | 3 | Open | 2025-08-07 | Network Team | Boston | others |

| 20 | Tina | Hardware | 2 | Escalated | 2025-08-02 | Hardware Team | Seattle | others |

+-----------+---------------+-----------

☑ **7. Assign handling group based on issue_type**

☑ **8. Label cities as "HQ" if in New York or Chicago**

mysql> select *,

-> case

-> when location = 'New York'or'Chicago'then'HQ'

-> end as updated_location

-> from tickets;

+-----------+---------------+------------+----------+-----------+-------------+--------------+-------------- +-----------------+

| ticket_id | customer_name | issue_type | priority | status | created_date | assigned_team | location | updated_location |

+-----------+---------------+------------+----------+-----------+-------------+--------------+-------------- +-----------------+

| 1 | Alice | Network | 3 | Open | 2025-08-01 | Network Team | New York | HQ |

| 2 | Bob | Software | 2 | Closed | 2025-07-28 | Software Team | Chicago | NULL |

| 3 | Charlie | Hardware | 1 | Pending | 2025-08-02 | Hardware Team | San Francisco | NULL |

4	Diana	Network	2	Open	2025-08-03	Network Team	New York	HQ
5	Eve	Software	3	Closed	2025-07-30	Software Team	Boston	NULL
6	Frank	Software	1	Pending	2025-08-04	Software Team	Seattle	NULL
7	Grace	Network	2	Escalated	2025-08-05	Network Team	Los Angeles	NULL
8	Henry	Hardware	3	Open	2025-08-01	Hardware Team	Houston	NULL
9	Ivy	Network	1	Closed	2025-07-29	Network Team	Chicago	NULL
10	Jack	Software	3	Open	2025-08-06	Software Team	New York	HQ
11	Kate	Hardware	2	Pending	2025-08-02	Hardware Team	Boston	NULL
12	Leo	Software	2	Closed	2025-07-31	Software Team	San Francisco	NULL
13	Mona	Network	3	Escalated	2025-08-03	Network Team	New York	HQ
14	Nina	Hardware	1	Open	2025-08-04	Hardware Team	Seattle	NULL
15	Oscar	Software	3	Pending	2025-08-01	Software Team	Los Angeles	NULL
16	Paul	Network	2	Closed	2025-07-30	Network Team	Houston	NULL
17	Queen	Hardware	1	Pending	2025-08-05	Hardware Team	New York	HQ
18	Rita	Software	2	Open	2025-08-06	Software Team	Chicago	NULL
19	Sam	Network	3	Open	2025-08-07	Network Team	Boston	NULL
20	Tina	Hardware	2	Escalated	2025-08-02	Hardware Team	Seattle	NULL

☑ **9. Sort tickets so 'Escalated' come first, then 'Open', then others**

☑ **10. Update status to 'Urgent' if priority = 3 and status is 'Open'**

☑ **11. Show how many tickets fall into each priority label**

☑ **12. Show a response plan:**

- Immediate (High + Open)

- Scheduled (Medium + Pending)

- Escalate (Low + Escalated)

- Standard otherwise

```
mysql> select *,
    -> case
    -> when priority = 1 and status = 'open' then 'Immediate'
    -> when priority = 2 and status = 'Pending' then 'Scheduled'
    -> when priority = 3 and status = 'Escalated' then 'Escalate'
    -> else 'standard'
    -> end as updated_plan
    -> from tickets;
```

ticket_id	customer_name	issue_type	priority	status	created_date	assigned_team	location	updated_plan
1	Alice	Network	3	Open	2025-08-01	Network Team	New York	standard
2	Bob	Software	2	Closed	2025-07-28	Software Team	Chicago	standard
3	Charlie	Hardware	1	Pending	2025-08-02	Hardware Team	San Francisco	standard
4	Diana	Network	2	Open	2025-08-03	Network Team	New York	standard
5	Eve	Software	3	Closed	2025-07-30	Software Team	Boston	standard
6	Frank	Software	1	Pending	2025-08-04	Software Team	Seattle	standard
7	Grace	Network	2	Escalated	2025-08-05	Network Team	Los Angeles	standard
8	Henry	Hardware	3	Open	2025-08-01	Hardware Team	Houston	standard
9	Ivy	Network	1	Closed	2025-07-29	Network Team	Chicago	standard

```
|        10 | Jack       | Software  |      3 | Open     | 2025-08-06 | Software Team | New York      | standard    |
|        11 | Kate       | Hardware  |      2 | Pending  | 2025-08-02 | Hardware Team | Boston        | Scheduled   |
|        12 | Leo        | Software  |      2 | Closed   | 2025-07-31 | Software Team | San Francisco | standard    |
|        13 | Mona       | Network   |      3 | Escalated| 2025-08-03 | Network Team  | New York      | Escalate    |
|        14 | Nina       | Hardware  |      1 | Open     | 2025-08-04 | Hardware Team | Seattle       | Immediate   |
|        15 | Oscar      | Software  |      3 | Pending  | 2025-08-01 | Software Team | Los Angeles   | standard    |
|        16 | Paul       | Network   |      2 | Closed   | 2025-07-30 | Network Team  | Houston       | standard    |
|        17 | Queen      | Hardware  |      1 | Pending  | 2025-08-05 | Hardware Team | New York      | standard    |
|        18 | Rita       | Software  |      2 | Open     | 2025-08-06 | Software Team | Chicago       | standard    |
|        19 | Sam        | Network   |      3 | Open     | 2025-08-07 | Network Team  | Boston        | standard    |
|        20 | Tina       | Hardware  |      2 | Escalated| 2025-08-02 | Hardware Team | Seattle       | standard    |
+-----------+--------------+------------+---------
```
-

☑ **13. Show ticket age category**

- If created_date is today → 'New'

- If more than 7 days ago → 'Old'

- Else → 'Recent'

☑ **14. Count tickets by assigned team type: Software, Hardware, Network**

☑ **15. Create a column with nested CASE:**

- If Open:

    o High → 'Critical Open'

    o Medium → 'Important Open'

    o Else → 'Minor Open'

- Else: 'Not Open'

mysql> select *,

  -> case

```
    -> when status = 'open' then

    -> case

    -> when priority = 1 then 'critical open'

    -> when priority = 2 then 'important open'

    -> else 'minor open'

    -> end

    -> else 'not open'

    -> end

    -> from tickets;
```

+-----------+---------------+------------+----------+-----------+--------------+---------------+---------------+---+

| ticket_id | customer_name | issue_type | priority | status | created_date | assigned_team | location | case

when status = 'open' then

case

when priority = 1 then 'critical open'

when priority = 2 then 'important open'

else 'minor open'

end

else 'not open'

end |

+-----------+---------------+------------+----------+-----------+--------------+---------------+---------------+---+

| 1 | Alice | Network | 3 | Open | 2025-08-01 | Network Team | New York | minor open |

| 2 | Bob | Software | 2 | Closed | 2025-07-28 | Software Team | Chicago | not open |

| 3 | Charlie | Hardware | 1 | Pending | 2025-08-02 | Hardware Team | San Francisco | not open |

| 4 | Diana | Network | 2 | Open | 2025-08-03 | Network Team | New York | important open |

| 5 | Eve | Software | 3 | Closed | 2025-07-30 | Software Team | Boston | not open |

| 6 | Frank | Software | 1 | Pending | 2025-08-04 | Software Team | Seattle | not open |

| 7 | Grace | Network | 2 | Escalated | 2025-08-05 | Network Team | Los Angeles | not open |

8	Henry	Hardware	3	Open	2025-08-01	Hardware Team	Houston	minor open
9	Ivy	Network	1	Closed	2025-07-29	Network Team	Chicago	not open
10	Jack	Software	3	Open	2025-08-06	Software Team	New York	minor open
11	Kate	Hardware	2	Pending	2025-08-02	Hardware Team	Boston	not open
12	Leo	Software	2	Closed	2025-07-31	Software Team	San Francisco	not open
13	Mona	Network	3	Escalated	2025-08-03	Network Team	New York	not open
14	Nina	Hardware	1	Open	2025-08-04	Hardware Team	Seattle	critical open
15	Oscar	Software	3	Pending	2025-08-01	Software Team	Los Angeles	not open
16	Paul	Network	2	Closed	2025-07-30	Network Team	Houston	not open
17	Queen	Hardware	1	Pending	2025-08-05	Hardware Team	New York	not open
18	Rita	Software	2	Open	2025-08-06	Software Team	Chicago	important open
19	Sam	Network	3	Open	2025-08-07	Network Team	Boston	minor open
20	Tina	Hardware	2	Escalated	2025-08-02	Hardware Team	Seattle	not open

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☑ **16. Count number of Open vs. Closed vs. Other tickets**

☑ **17. List all tickets and show "Assigned Team Type"**

- If team contains "Software" → 'SW'
- If team contains "Hardware" → 'HW'
- If team contains "Network" → 'NW'

☑ **18. Get average priority per issue type**

☑ **19. Show only 'Software' tickets with extra labels: 'High Risk', 'Normal', etc.**

☑ **20. Display ticket_id, issue_type, and a comment:**

- 'Needs Attention' if Escalated or Pending

- 'Resolved' if Closed

- 'In Progress' otherwise