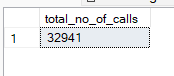
# SQL QUERIES

1. Total number of calls

select COUNT(id) as total\_no\_of\_calls from Call\_Center\_Data



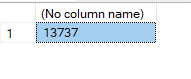
1. Call duration in minutes

select SUM(Call\_Duration\_In\_Minutes) from Call\_Center\_Data



1. Call duration in hours

select SUM(Call\_Duration\_In\_Minutes)/60 from Call\_Center\_Data



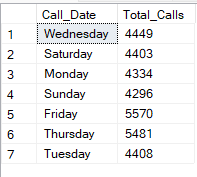
1. Average call duration

select CAST(AVG(Call\_Duration\_In\_Minutes) as decimal(10,2)) as Average\_Call\_Duration from Call\_Center\_Data



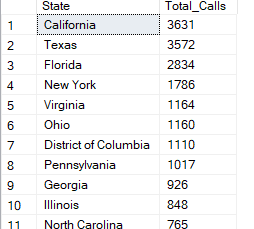
1. Total no of calls per day

select DATENAME(DW,Call\_Timestamp) as Call\_Date, COUNT(DISTINCT id) as Total\_Calls from Call\_Center\_Data group by DATENAME(DW,Call\_Timestamp)



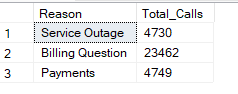
1. Total no of calls by state

select distinct(State), count(distinct id) as Total\_Calls from Call\_Center\_Data group by State order by Total\_Calls DESC



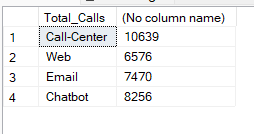
1. Reasons for calls

select distinct(Reason), count(distinct id) as Total\_Calls from Call\_Center\_Data group by Reason

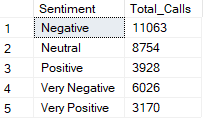


1. Total no of calls by channels

select distinct(Channel) as Total\_Calls, count(distinct id) from Call\_Center\_Data group by Channel



1. Total no of calls by Sentiment
2. select distinct(Sentiment) , count(distinct id) as Total\_Calls from Call\_Center\_Data group by Sentiment



1. Total no of calls by call centre city
2. select distinct(Call\_Centres\_City) , count(distinct id) as Total\_Calls from Call\_Center\_Data group by Call\_Centres\_City

