



למיון וריהוי נחננש בפונטוניותם וברוחם של מילים.

SELECT

```
MIN(C DATE(wbssite_sessions.cookie_id)) AS month_start,  
COUNT(wbssite_sessions.wbssite_session_id) AS sessions,  
COUNT(actions.cookie_id) AS actions
```

From websites - sessions.

LEFT JOIN ORIGS

`o N website_sessions.website_session_id = o tabs.website_session_id`

WHERE

Wbbsite8-Sessions.c104t02_#+2 '2013-01-01'

GROUP BY

MONTH(wbbsiteB_sessions.COUNTB2#);

month_start	sessions	orders
2012-03-19	1853	59
2012-04-01	3715	100
2012-05-01	3719	106
2012-06-01	4002	141
2012-07-01	4208	168
2012-08-01	6096	229
2012-09-01	6547	285
2012-10-01	8142	366
2012-11-01	14055	622
2012-12-01	10073	509

SELECT

```
MIN(CAST(wbsite_sessions.created_at)) AS website_start,  
COUNT(wbsite_sessions.website_session_id) AS sessions,  
COUNT(actions.order_id) AS orders
```

From WebSockets-Sessions.

LEFT JOIN OPERATORS

$\text{ONWebsite-Sessions. website-session-if} =$
 $\text{ONWebsite website-session-if}$

WHERE

Wbbsite-Sessions.2013-01-01

GROUP BY

WEEPL (website_sessions.coffee#); NEW MESSAGE January 02, 2013

week_start	sessions	orders
2012-03-19	875	25
2012-03-25	978	34
2012-04-01	1186	28
2012-04-08	1026	29
2012-04-15	703	22
2012-04-22	649	19
2012-04-29	773	19
2012-05-06	786	16
2012-05-13	722	24
2012-05-20	956	27
2012-05-27	872	31
2012-06-03	918	34
2012-06-10	994	30
2012-06-17	966	35
2012-06-24	885	33
2012-07-01	900	30
2012-07-08	916	37
2012-07-15	988	45
2012-07-22	950	42
2012-07-29	1174	55
2012-08-05	1231	49
2012-08-12	1174	38
2012-08-19	1526	55

 NEW MESSAGE
January 05, 2013

From: Cindy Sharp (CEO)
Subject: Data for Customer Service

Good morning,

We're considering adding live chat support to the website to improve our customer experience. Could you analyze the **average website session volume, by hour of day and by day week**, so that we can staff appropriately?

Let's avoid the holiday time period and use a date range of Sep 15 - Nov 15, 2012.

Thanks, Cindy

CREATE TEMPORARY TABLE Sessions_with_days

SELECT

DATE(chatcd_at) AS dt,

WEEKDAY(chatcd_at) AS weekday,

HOUR(chatcd_at) AS hr,

COUNT(DISTINCT website_session_id) AS sessions

FROM website_sessions

WHERE

chatcd_at BETWEEN '2012-09-15' AND '2012-11-15'

GROUP BY

1, 2, 3;

SELECT

hr,

ROUND(AVG(CASE WHEN weekday = 0 THEN sessions ELSE NULL END), 1) AS Monday,
 ROUND(AVG(CASE WHEN weekday = 1 THEN sessions ELSE NULL END), 1) AS Tuesday,
 ROUND(AVG(CASE WHEN weekday = 2 THEN sessions ELSE NULL END), 1) AS Wednesday,
 ROUND(AVG(CASE WHEN weekday = 3 THEN sessions ELSE NULL END), 1) AS Thursday,
 ROUND(AVG(CASE WHEN weekday = 4 THEN sessions ELSE NULL END), 1) AS Friday,
 ROUND(AVG(CASE WHEN weekday = 5 THEN sessions ELSE NULL END), 1) AS Saturday,
 ROUND(AVG(CASE WHEN weekday = 6 THEN sessions ELSE NULL END), 1) AS Sunday

FROM Sessions_with_days

GROUP BY

hr;

 NEW MESSAGE
January 05, 2013

From: Cindy Sharp (CEO)
Subject: RE: Data for Customer Service

Thanks, this is really helpful.

I've been speaking with support companies, and it sounds like ~10 sessions per hour per employee staffed is about right.

Looks like we can plan on one support staff around the clock and then we should double up to two staff members from 8am to 5pm Monday through Friday.

-Cindy

hr	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
0	5.7	20.1	21.1	22.6	17.9	19.2	7.8
1	8.4	16.8	15.8	18.6	18.5	12.8	7.4
2	6.9	12.4	15.2	12.9	14.4	11.9	5.6
3	7.4	12.3	13.0	13.9	11.9	11.7	6.0
4	8.8	11.8	12.4	13.1	10.5	9.1	6.0
5	10.1	8.9	11.7	10.0	10.5	6.8	5.7
6	9.2	9.3	9.6	10.6	12.0	6.1	4.9
7	8.9	8.0	7.8	8.4	9.1	7.0	5.2
8	8.0	6.6	5.9	7.3	6.1	4.1	4.4
9	5.4	6.2	4.9	5.1	7.1	5.6	3.5
10	6.8	4.7	4.2	5.6	4.5	3.3	3.0
11	5.7	5.0	5.0	5.1	4.1	4.1	3.2
12	5.0	5.4	6.2	3.9	5.9	2.8	2.3
13	5.2	5.9	4.2	6.3	6.1	4.9	3.6
14	5.9	7.7	6.2	6.8	5.3	4.6	3.9
15	9.2	9.1	9.3	11.4	8.3	4.9	4.3
16	15.3	13.2	16.6	17.3	11.9	5.2	5.4
17	17.1	15.2	19.3	19.0	17.6	8.3	5.4
18	19.2	18.6	24.1	20.3	20.9	7.7	7.1
19	17.7	21.0	22.3	22.0	19.4	7.0	6.7
20	20.6	22.6	22.3	23.1	20.0	8.2	7.3
21	18.0	22.9	20.9	21.1	20.4	8.8	7.6
22	18.0	19.7	23.9	18.0	21.0	8.6	7.9
23	22.9	19.1	24.9	24.4	21.1	6.3	5.8