DMDD REPORT 4
GROUP 7

Introduction:

Bluebikes ride sharing is one of the highlights of the bicycle transportation in Boston. With 393 Bike stations and 3800 bikes, it has been an essential mode of commute. It is going very much hand-in-hand with Boston's reputation of being one of the most walkable cities. And, since the onset of Covid pandemic, Bluebikes has become an essential mode of commute for students, working class people as well as travelers. Bluebikes are easily available and affordable promoting self-distancing during pandemic.

Problem Statement:

The model that we propose ensures a smooth transaction and provides the rider with an efficient and smooth ride around the city. Through our model, we wish to solve problems related to
Bluebike renting system has challenges due to payment issues and slow loading of the application.
Common issues faced by the users are – not being able to rent or return bikes, etc.
Fare calculation for the bikes according to time duration covered, membership mode of user and accepting discount coupons.
Ensure user data privacy and storage of past user reservations, bike inventory and creating data accessibility by roles and requirements.

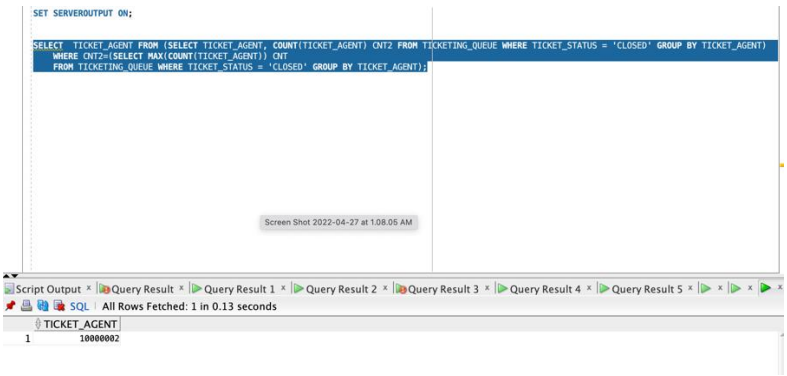
Objective : To find the Employee who has solved the most tickets

Description : When a customer raises a ticket, it gets assigned to a ticketing agent. Here we try to find out the employee who has solved the most tickets. Having such employees is an asset to the organization, as issues get solved easily when they go to such employees, thus increasing the efficiency and rating of the company

QUERY :

```
SELECT  TICKET_AGENT FROM (SELECT TICKET_AGENT, COUNT(TICKET_AGENT) CNT2 FROM
TICKETING_QUEUE WHERE TICKET_STATUS = 'CLOSED' GROUP BY TICKET_AGENT)
   WHERE CNT2=(SELECT MAX(COUNT(TICKET_AGENT)) CNT
   FROM TICKETING_QUEUE WHERE TICKET_STATUS = 'CLOSED' GROUP BY TICKET_AGENT);
```

RESULTS :



CONCLUSION : The agents who has solved the most tickets has been found.