**Hive Assignment-1**

**1. Create a schema based on the given dataset**

**2.** **Dump the data inside the hdfs in the given schema location.**

**CREATE TABLE IF NOT EXISTS Agent\_Logging\_Report(**

**SL\_NO int,**

**Agent string,**

**Date date,**

**Login\_Time string,**

**Logout\_Time string,**

**Duration string)**

**ROW FORMAT DELIMITED**

**FIELDS TERMINATED BY ','**

**LOCATION '/user/bigdatacloudxlab14968/saisri/hive'**

**TBLPROPERTIES("skip.header.line.count" = "1");**

**Text

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CREATE TABLE IF NOT EXISTS Agent\_Performance(

SL\_NO int,

Date string,

Agent\_Name string,

Total\_Chats int,

Average\_Response\_Time string,

Average\_Resolution string,

Average\_Rating float,

Total\_Feedback int

)

ROW FORMAT DELIMITED

FIELDS TERMINATED BY ','

LOCATION '/user/bigdatacloudxlab14968/saisri/hive'

TBLPROPERTIES("skip.header.line.count" = "1");

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**3. List of all agents' names.**

select distinct agent from Agent\_Logging\_Report;

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**4. Find out agent average rating.**

select avg(Average\_Rating),Agent\_Name from Agent\_Performance group by Agent\_Name limit 5;

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**5. Total working days for each agents**

select count(Date),Agent from Agent\_Logging\_Report GROUP BY Agent limit 5;

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**6. Total query that each agent have taken**

select sum(Total\_Chats),Agent\_Name from Agent\_Performance GROUP BY Agent\_Name limit 5;

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**7. Total Feedback that each agent has received**

select sum(Total\_Feedback),Agent\_Name from Agent\_Performance GROUP BY Agent\_Name limit 5;

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**8. Agent name who have average rating between 3.5 to 4**

Select Agent\_Name from Agent\_Performance where Average\_Rating BETWEEN 3.5 AND 4 limit 5;

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**9. Agent name who have rating less than 3.5**

Select Agent\_Name from Agent\_Performance where Average\_Rating < 3.5 limit 5;

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**10. Agent name who have rating more than 4.5**

Select Agent\_Name from Agent\_Performance where Average\_Rating > 4.5 limit 5;

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**11. How many feedback agents have received more than 4.5 average**

Select avg(Total\_Feedback), Agent\_Name from Agent\_Performance GROUP BY Agent\_Name HAVING avg(Total\_Feedback) > 4.5;

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**12. average weekly response time for each agent**

Select s.Agent\_Name,avg(col1[0]\*3600+col1[1]\*60+col1[2])/3600 from(

Select Agent\_Name,split(Average\_Response\_Time,':') as col1 from Agent\_Performance)s GROUP BY s.Agent\_Name;

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**13. average weekly resolution time for each agents**

Select s.Agent\_Name,avg(col1[0]\*3600+col1[1]\*60+col1[2])/3600 from(

Select Agent\_Name,split(Average\_Resolution,':') as col1 from Agent\_Performance)s GROUP BY s.Agent\_Name;

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**14. Find the number of chat on which they have received a feedback**

Select Agent\_Name,sum(Total\_Chats),Total\_Feedback from Agent\_Performance where Total\_Feedback > 0 GROUP BY Agent\_Name,Total\_Feedback;

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**15. Total contribution hour for each and every agent’s weekly basis**

Select s.Agent,sum(col1[0]\*3600+col1[1]\*60+col1[2])/3600,s.weekly from(

Select Agent,split(Duration,':') as col1 ,weekofyear(Date) as Weekly from Agent\_Logging\_Report)s GROUP BY s.Agent,s.Weekly limit 2;

**Text

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