**Dataset Variable Description**

The dataset has seven variables having 20 predictor variables and 1 target variable (Workforce Demand forecast/Manpower).

Following are the detailed description of each variable:

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| **Sl.No.** | **Variable Name** | **Data Type** | **Variable Description** |
| 1 | MMMYYYY | Date | Date range from 2014 - 2019 |
| 2 | Manpower | Numeric | Manpower/Number of agents in call centers |
| 3 | Calls Rec by I.V.R. | Numeric | Total number of calls received by IVR machine |
| 4 | Calls Offered to Agents | Numeric | Total number of calls offered to Agents |
| 5 | Calls Ans by Agents | Numeric | Total number of calls answered by Agents |
| 6 | Calls Abd | Numeric | Total number of calls abandoned |
| 7 | Calls Abd % | Decimal | Percentage of calls abandoned. This is same as column 6. We can ignore this if we want |
| 8 | Max (Avg) Calls Ans in a Hr. | Decimal | Maximum number of calls answered in an Hour. This is an average of all maximum calls recorded on each day for a month. |
| 9 | Total Time (Hr.) | Decimal | This is a derived column after multiplying – Max calls received on a particular day \* Average call Handling Time on the day |
| 10 | Average call Handling Time [AHT] (Sec) | Decimal | Average call handling time, i.e. the average time taken by agents to attend the call. This is measured in seconds. It's an important parameter in call center management, as a high AHT can lead to queuing of calls and thereafter abandon of calls which is highly undesirable for any call center. A low AHT may be a disservice to the consumers. Also, during peak hours we try to keep the AHT low. You may require this parameter during the analysis. |
| 11 | Ave SLA % | Decimal | This specifies the average percentage of SLA achieved. (Definition of SLA in call center: SLA will specify that your call center is committed to answering a set percentage of calls within a certain number of seconds) |
| 12 | Faults Fuse/Svc/Dist/c/o | Decimal | Number of Faults in service, distribution and commercial lines(monthly) |
| 13 | H.T. Feeder Tripping | Numeric | Number of Feeder tripping instances (monthly) |
| 14 | H.T. Planned Outage | Numeric | Number of Planned outage (monthly) |
| 15 | Load Shedding Span (Hrs.) | Numeric | Number of hours of power outages |
| 16 | Max Temp C | Decimal | Maximum temperature recorded in Kolkata, India per month from 2014 to 2019 |
| 17 | Total Rainfall (MM) | Decimal | Total rainfall in Kolkata, India per month from 2014 to 2019 |
| 18 | BSNL | Numeric | They are the service provider lines that utility company maintain in the call center. We used to track the distribution of call volumes amongst them. However, over the years this has lost its significance and you may omit this data during your analysis. |
| 19 | AirTel | Numeric |
| 20 | Reliance | Numeric |
| 21 | Night Calling | Numeric | Number of calls received during night shift |