Call center analysis
Data Dictionary

CSV files (Data YYYY)

These files contain call data, one year per file

Column Name	Description
CallTimestamp	Date & Time of call
Call Type	Type of call
EmployeeID	Employee unique ID
CallDuration	Duration of call, in seconds
WaitTime	Wait time, in seconds
CallAbandoned	Was the call abandoned by the customer ? (1 = Yes, 0 = No)

Lookup data

These files contain data about employees and call types

<u>Employees</u>

Column Name	Description
EmployeeID	Employee unique ID
EmployeeName	Employee full name
Site	Site name where the employee is working at
ManagerName	Employee's Manager

<u>Call Types</u>

Column Name	Description
CallTypeID	Unique ID for Call Type
CallTypeLabel	Call type label

US States

This file contains information about every state

Column Name	Description
StateCD	2-letter state code
Name	Name of the state
Region	US region name (East, West, etc.)

Call Charges

This file contains the call charges (i.e. the amount of money that is charged to customers) per minute, and for each year

Column Name	Description
Call Type Key	Unique ID for Call Type
Call Type	Call type label
Call Charges / Min (YYYY)	The amount of money that is charged to a customer for each minute spent on the phone, for a specific year (YYYY)