

# Customer satisfaction report

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## Overview

This report presents the results of the annual customer satisfaction survey at Goggles Inc.

- `caller_id` is a unique ID for each caller
- `employee_id` is a unique ID for each employee taking calls
- `call_start` is the date and time that the call arrived
- `wait_time` is the number of seconds the caller had to wait
- `call_time` is the number of seconds the call lasted after the employee picked up
- `satisfaction` is the customer satisfaction rating on a scale from 1 (very unsatisfied) to 5 (very satisfied)

## Call time versus wait time

This plot shows the relationship between how long a caller waits for their call to be picked up (shown on the x-axis) and how long their call lasted once the person taking the call picked up (shown on the y-axis). The plot shows that there is a positive relationship between wait time and call time, that is, the longer people have to wait, the longer they then tend to spend on the call.

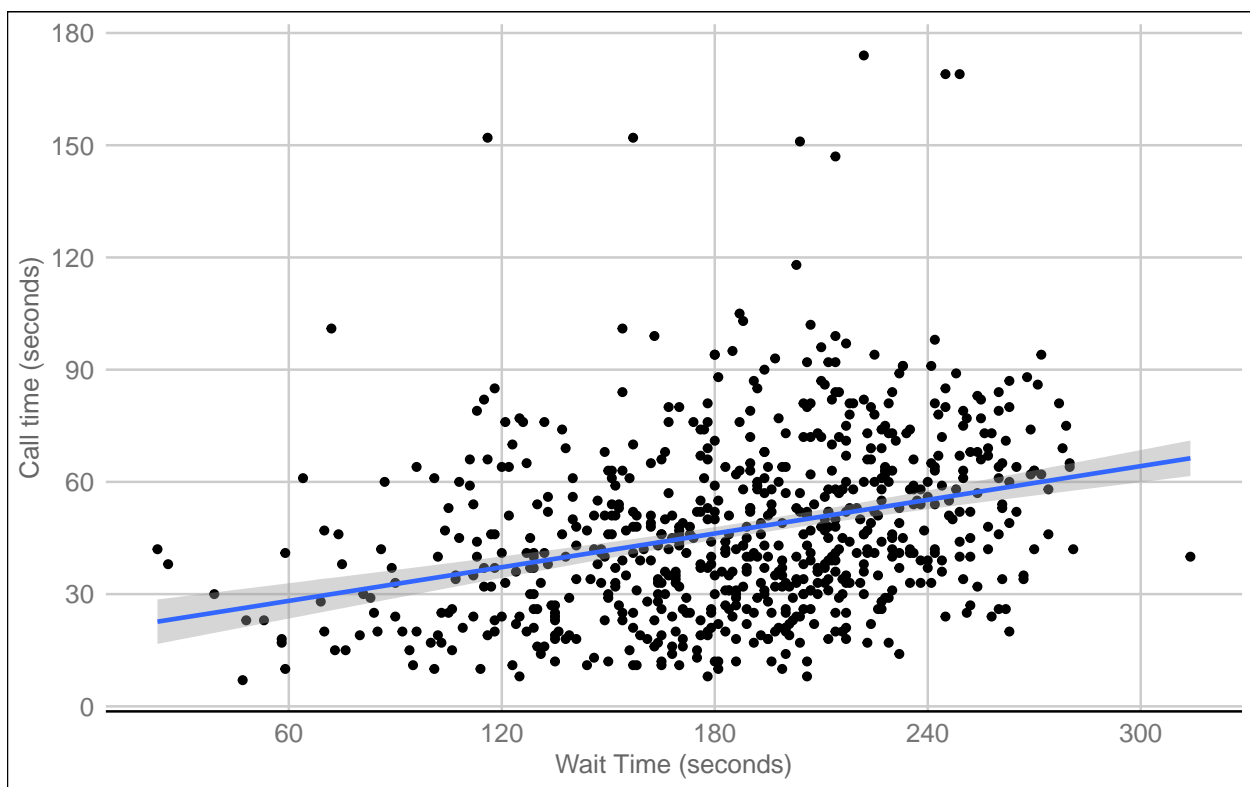


Figure 1: Relationship between length of wait and subsequent call time