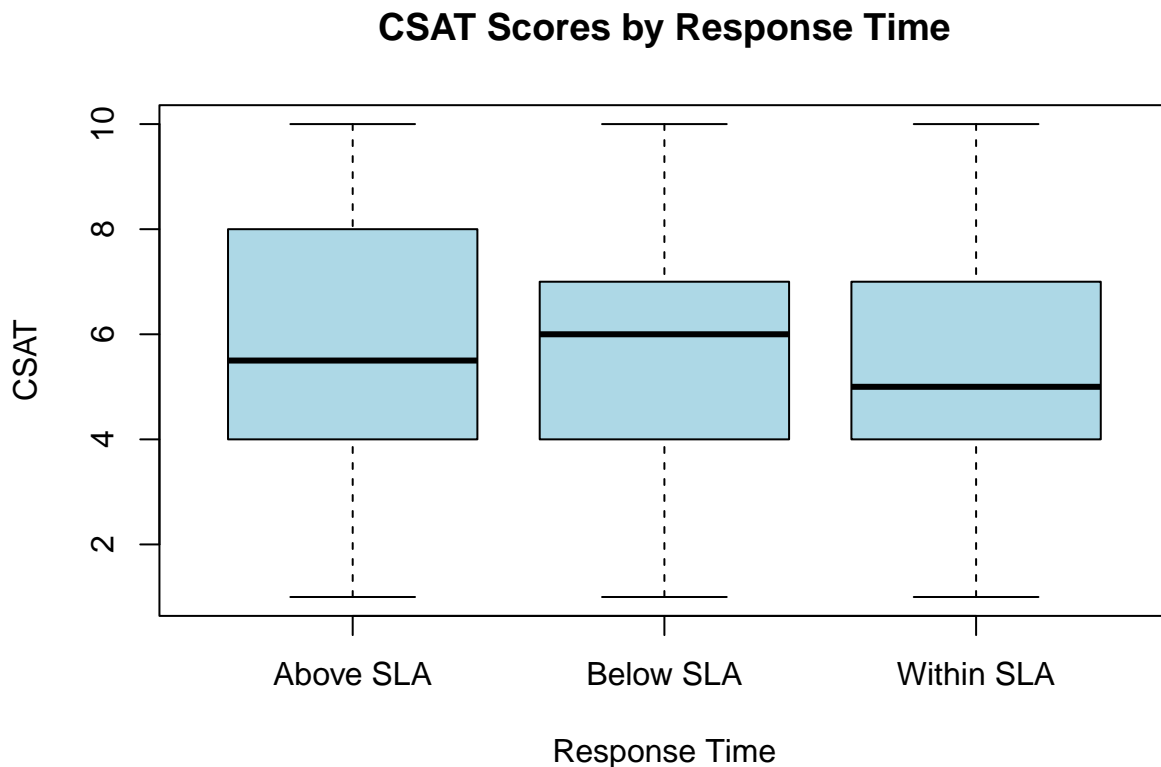


R Notebook

This is an R Markdown Notebook. When you execute code within the notebook, the results appear beneath the code.

Try executing this chunk by clicking the *Run* button within the chunk or by placing your cursor inside it and pressing *Cmd+Shift+Enter*.

```
#reading in call center data
data <- read.csv("/Users/renaherman/Downloads/Call_Center.csv", header = TRUE)
#making a boxplot to see How response time impacts customer satisfaction (CSAT)
boxplot(Csat.Score ~ Response.Time, data = data,
        main = "CSAT Scores by Response Time",
        xlab = "Response Time",
        ylab = "CSAT",
        col = "lightblue")
```

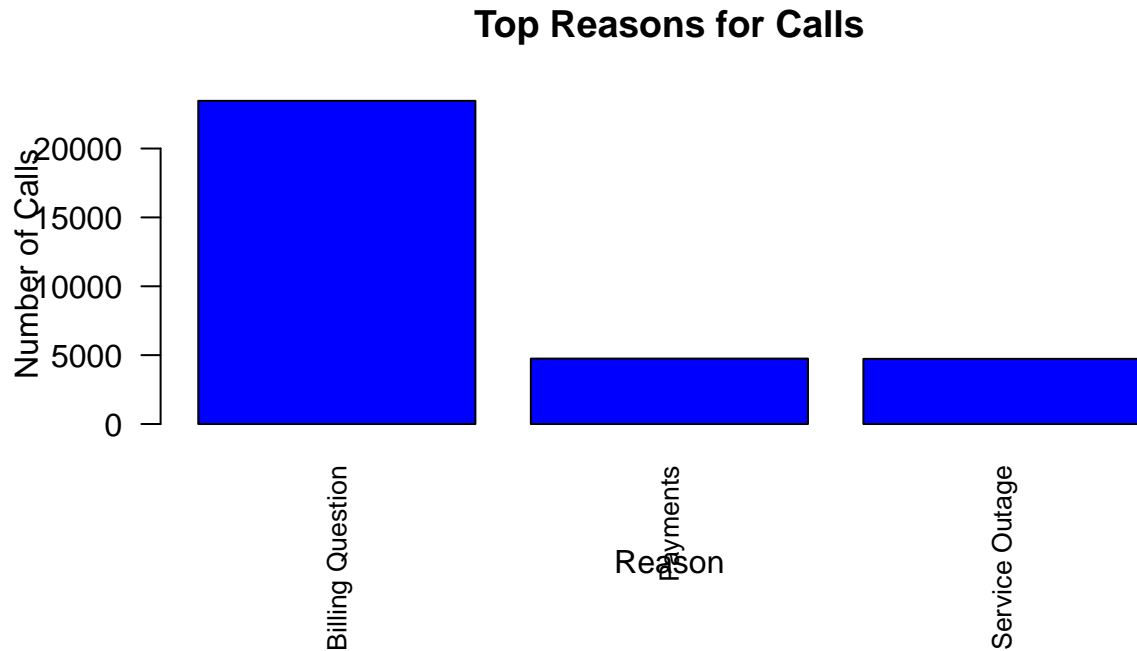


```
#counts how many times each value appears into a table and sorts it in descending order
reasons <- sort(table(data$Reason), decreasing = TRUE)
#making bar chart to see which reasons for calls are the most frequent
```

```

par(mar = c(10, 4, 4, 2))
barplot(reasons,
        main = "Top Reasons for Calls",
        col = "blue",
        xlab = "Reason",
        ylab = "Number of Calls",
        las = 2,
        cex.names = 0.8)

```

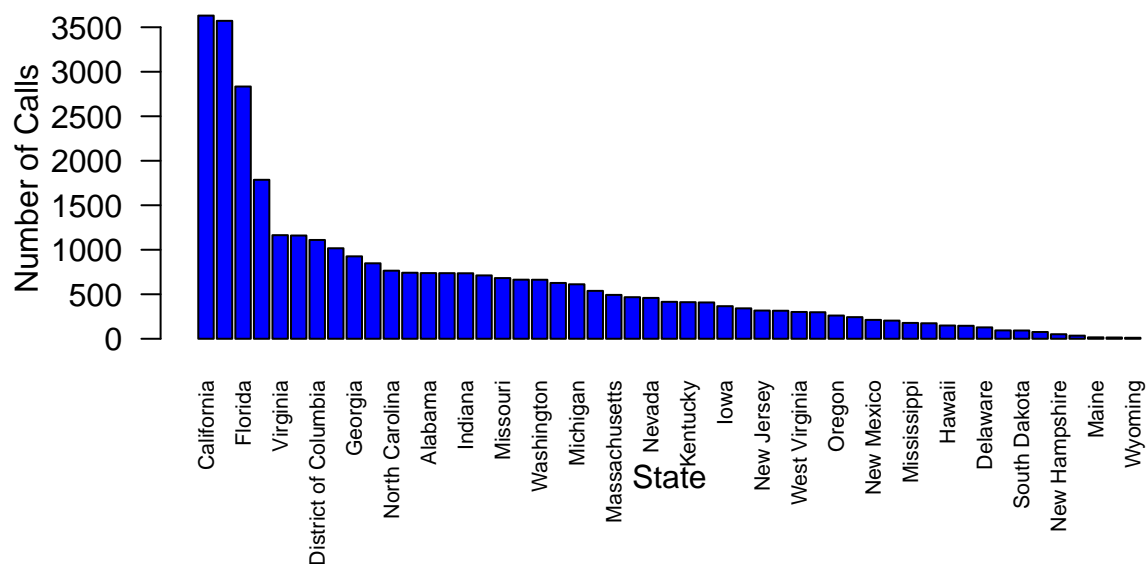


```

#counts how many times each value appears into a table
stateCalls <- table(data$State)
#sorts into descending order
sortedCalls <- sort(stateCalls, decreasing = TRUE)
# Bar chart to find out which state received the most calls
barplot(sortedCalls,
        main = "Number of Calls by State",
        xlab = "State",
        ylab = "Number of Calls",
        col = "blue",
        las = 2,
        cex.names = 0.7)

```

Number of Calls by State



Add a new chunk by clicking the *Insert Chunk* button on the toolbar or by pressing *Cmd+Option+I*.

When you save the notebook, an HTML file containing the code and output will be saved alongside it (click the *Preview* button or press *Cmd+Shift+K* to preview the HTML file).

The preview shows you a rendered HTML copy of the contents of the editor. Consequently, unlike *Knit*, *Preview* does not run any R code chunks. Instead, the output of the chunk when it was last run in the editor is displayed.