Data Analytics: Contact Centre Dataset

Number	Assigned to	Incident Description	Caller ID	Location	Opened on date	Closed on date
1	John Anderson	Unable to Connect	Sarah Nguyen	London	14/07/2022 13:04	14/09/2022 10:09
2	Sanjay Gupta	Unable to Connect	Elijah Patel	Manchester	14/07/2022 15:36	07/09/2022 09:04
3	Michael Davis	System Crash	Isaac Cohen	Newcastle upon Tyne	15/07/2022 10:01	07/09/2022 09:04
4	Sarah Johnson	Distorted Audio	Connor Kim	Glasgow	15/07/2022 14:26	14/09/2022 10:02
5	Raj Patel	Call Quality	Layla Ali	Manchester	16/07/2022 11:38	14/09/2022 10:04
6	Laura Martin	Call Quality	Ellie Lewis	Liverpool	16/07/2022 16:22	07/09/2022 12:54
7	James Wilson	Call Quality	Zara Khan	Bristol	16/07/2022 09:12	07/09/2022 13:10
8	Zhang Wei	System Crash	Gabriel Silva	Manchester	17/07/2022 12:30	15/09/2022 10:01
9	Christopher Moore	Distorted Audio	Mila Jones	Sheffield	18/07/2022 09:45	14/09/2022 10:06
10	Jessica Lee	Distorted Audio	Isaac Cohen	Newcastle upon Tyne	18/07/2022 11:09	16/09/2022 11:02
11	Rina Yamashita	Toolbar Issue	Nadia Roberts	Cardiff	18/07/2022 12:15	12/09/2022 09:04
12	Megan Harris	Toolbar Issue	Julian Ortiz	Birmingham	18/07/2022 15:30	12/09/2022 09:01
13	Sofia Martinez	Unable to Accept Call	Amara Choudhury	London	20/07/2022 10:37	12/09/2022 10:04
14	Emma Scott	Unable to Accept Call	Oscar Andersen	Manchester	20/07/2022 14:00	12/09/2022 09:04
15	Andrew Clark	Headset Issue	Sofia Tickle	Southampton	21/07/2022 09:30	09/09/2022 17:04
16	Olivia Walker	Call Quality	Kai Peters	Liverpool	21/07/2022 12:02	12/09/2022 13:04
17	Matthew Adams	Call Quality	Leila Costa	London	22/07/2022 13:20	12/09/2022 09:11
18	Chloe King	System Crash	Zara Khan	London	22/07/2022 14:25	09/09/2022 18:01
19	Anthony Hall	Headset Issue	Aaliyah Jensen	Sheffield	22/07/2022 16:00	07/09/2022 09:01
20	Lila Kumar	Distorted Audio	Isaac Cohen	Newcastle upon Tyne	23/07/2022 15:06	09/09/2022 15:00