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Call Center 031

localhost:8890/notebooks/Call%20Center%20031.ipynb?

jupyter

Call Center 031 Last Checkpoint: yesterday

Trusted

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JupyterLab Python [conda env:base] *

1 Importing necessary libraries

```
[ ]: import datetime
import time
import random
import pyodbc
```

2 Generate a never ending loop, to generate random calls

```
[ ]: connection = pyodbc.connect('Driver={SQL Server};'
                               'Server=DESKTOP-BSIRHG7;'
                               'Database=CALL_CENTER_031;'
                               'Trusted_Connection=yes;')

cursor = connection.cursor()

while 1==1:
    date = datetime.date.today()
    location = random.randint(111,201)
    company = random.randint(11,30)
    issue = random.randint(111,130)
    csr = random.randint(111,210)
    rtime = random.randint(1,300)
    ctime = random.randint(1,600)
    status = random.randint(1,100)
    if status < 75:
```

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    company = random.randint(11,30)
    issue = random.randint(111,130)
    csr = random.randint(111,210)
    rtime = random.randint(1,300)
    ctime = random.randint(1,600)
    status = random.randint(1,100)
    if status < 75:
        status = 1
    elif status < 85:
        status = 2
    elif status < 90:
        status = 3
    if status == 1:
        rating = random.randint(5,10)
    elif status == 2:
        rating = random.randint(3,8)
    elif status == 3:
        rating = random.randint(1,3)
```

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JupyterLab Python [conda env:base]

```
elif status < 90:
    status = 3
if status == 1:
    rating = random.randint(5,10)
elif status == 2:
    rating = random.randint(3,8)
elif status == 3:
    rating = random.randint(1,3)
elif status == 4:
    rating = random.randint(1,5)

print(date)
cursor.execute('insert into calls values(GETDATE(), '
               + str(location) + ', '
               + str(company) + ', '
               + str(issue) + ', '
               + str(csr) + ', '
               + str(rtime) + ', '
               + str(ctime) + ', '
               + str(status) + ', '
               + str(rating) + ')')
)

cursor.commit()
time.sleep(1)
```

2025-07-10
2025-07-10
2025-07-10
2025-07-10
2025-07-10
2025-07-10
2025-07-10

SQLQuery1.sql - DESKTOP-BSIRHG7.CALL_CENTER_031 (DESKTOP-BSIRHG7\Nonopha (64))* - Microsoft SQL Server Management Studio

File Edit View Query Project Tools Window Help

CALL_CENTER_031 Execute

Object Explorer

Connect

DESKTOP-BSIRHG7 (SQL Server 16.0)

- Databases
 - System Databases
 - Database Snapshots
 - AdventureWorksDW2022
 - AdventureWorksLT2022
 - BigStore
 - CALL_CENTER_031
 - Database Diagrams
 - Tables
 - System Tables
 - FileTables
 - External Tables
 - Graph Tables
 - dbo.calls
 - dbo.companies
 - dbo.csrs
 - dbo.issues
 - dbo.locations
 - dbo.status
 - Dropped Ledger Tabl
 - Views
 - External Resources
 - Synonyms
 - Programmability
 - Query Store
 - Service Broker
 - Storage
 - Security
 - DevBank
 - EmployeesDB1

SQLQuery1.sql - D...HG7\Nonopha (64))*

```
-- Use CALL_CENTER_031
USE CALL_CENTER_031
-- Retrieve call made by call center
SELECT * FROM calls
```

150 %

Results Messages

	date	location_id	company_id	issue_id	csr_id	response_time	call_time	status	rating
1	2025-07-10 11:58:53.753	129	16	123	115	180	340	1	10
2	2025-07-10 11:58:54.760	163	30	130	161	157	412	100	10
3	2025-07-10 11:58:55.767	188	18	126	185	293	20	1	9
4	2025-07-10 11:58:56.833	186	22	122	111	58	399	1	8
5	2025-07-10 11:58:57.837	175	12	120	145	30	9	90	8
6	2025-07-10 11:58:58.910	125	19	128	139	131	370	1	10
7	2025-07-10 11:58:59.913	126	29	124	192	282	495	2	5
8	2025-07-10 11:59:00.920	197	20	112	139	237	578	94	5
9	2025-07-10 11:59:01.920	138	30	114	162	240	97	1	10
10	2025-07-10 11:59:02.927	132	22	125	144	113	39	1	9
11	2025-07-10 11:59:03.933	115	14	120	129	44	279	1	9
12	2025-07-10 11:59:04.947	195	26	128	179	287	488	1	10

Query executed successfully.

DESKTOP-BSIRHG7 (16.0 RTM) | DESKTOP-BSIRHG7\Nonoph... | CALL_CENTER_031 | 00:00:00 | 133 rows

Ready Ln 4 Col 1 Ch 1 INS



