Rough Draft

1. Intro to our poster:

Clearview Live is a company based out of Roy, Utah that creates call-center analytics software for various call centers. They have provided us with four months of data with information ranging from agent handle time to call volume. With the data provided, we have been tasked to perform a statistical analysis to predict average agent handle time and call volume per day. With these predictions we can make recommendations on staffing infrastructure for when a call center needs more or fewer staff based on the day and time.

1. We want to be able to show trends for when the most and least amount of calls are coming in on average per day. We also want to show an average call time based on what time of the day it is. The reason we want to show these things is so the call center can schedule more staff during average busy times and less staff during slower trends. This way the company can run more efficiently.
2. Call volume refers to the number of calls made during a certain time period. Call centers use this metric to decide their staffing structure based on busy and slow times. Handle time is a metric for the average duration of one transaction, typically measured from the customer's initiation of the call and including any hold time, talk time, and related tasks that follow the transaction. Call centers use this to make sure their employees are being as efficient as possible while also insuring customers needs are met.
3. Do you see a decrease of handle time towards the beginning and end of the day? Why?  
   How does your staffing structure work based on busy and slow times?
4. Graphs are on the next page.



