Script: <https://github.com/bdavis19/Call-Center-Statistics-Analysis/blob/master/Machine%20Learning.R>

1. How do you frame your main question as a machine learning problem? Is it a supervised or unsupervised problem? If it is supervised, is it a regression or a classification?

“What level of call volume will the call center get?” It is supervised using classification.

1. What are the main features (also called independent variables or predictors) that you’ll use?

Day of month, month, day of week

1. Which machine learning technique will you use?

Logistic regression

1. How will you evaluate the success of your machine learning technique? What metric will you use?

ROC Curve, and accuracy from the performance() function.