Presentation 1

- Links to presentation(s) and code(s) on GitHub
  - Presentation: https://github.com/arvindkrishna87/STAT390_LegalAid_Fall2025/blob/main/Presentations/Verbiage%20analysis/Stat%20390%20Presentation%201%20-%20Meera.pdf
    - This file contains my slides from the presentation
  - Code: https://github.com/arvindkrishna87/STAT390_LegalAid_Fall2025/tree/main/Internal%20work%20of%20Teams/Simple_EDA_Team1/Meera%20Trivedi
    - This folder contains the data files I used, my code, and the output that I included in the slides. All work was done in the qmd and .R file to create the HTML file in this folder, which I then screenshotted to put on the presentation slides.
- What did you do?
  - I analyzed the Correct Legal Menu Summary Report dataset from August 2025 to understand the verbiage of the menu options themselves and understand the labels of different queues to find redundancies.
  - I found some queue labels to be redundant and suggested that the different queues that all lead to Clinic Voicemail Transfer be merged
  - I raised questions about the meanings of multiple labels
- Issues faced (if any)
  - The dataset in its raw format contains lots of merges so cleaning was required
  - When presenting, I was told there was little understanding about the dataset I used, so I may need to pivot if Cynthia + team can't answer my questions
  - Adam and I did not know what interpretation of "verbiage of the sub menus" was necessarily correct, so we did multiple analyses.
- Attempts to resolve issues (if any)
  - I successfully cleaned the data and unmerged the rows
- Next steps
  - Union the data with the data from the other months and rerun the analysis, note any more redundancies
  - Research the given information and ask Cynthia about
    - the difference between queue selection and group suboption
    - the different labels with same words (ex: SubSeniors ADAPT vs ADAPT SubSeniors)
    - Potentially dive deeper into optimizing this flow depending on results

- - - Raise the question of unifying the three menu selections that all directed to Clinic Voicemail to Cynthia
    - Clarify whether to continue studying the "Correct Legal Summary Menu Reports" for more redundancies and open call flow doc
    - Collaborate with Adam + incorporate feedback to refine main analysis points
- References (Mention if you built up on someone else's work)

Presentation 2

- Links to presentation(s) and code(s) on GitHub
- What did you do?
- How does it help the project?
- Issues faced (if any)
- Attempts to resolve issues (if any)
- Issues resolved (if any)
- Next steps
- References (Mention if you built up on someone else's work)

Presentation 3
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