Make a PDF file with your name <FirstName_LastName>. The file should have the following information, and must be updated after every presentation.

Presentation 1

• Links to presentation(s) and code(s) on GitHub

- [Link to code for Presentation 1](#)
- [Link to Presentation 1](#)

• What did you do?

- For this presentation, I tried to get myself familiar with the CAR dataset by manually exploring the different journeys a call can take. My goal is to be able to systematically track calls and find which menus callers are lingering on/ultimately trying to reach. I mainly looked for when a customer is reaching a queue (either the Queue Times out or they reach a Closed Queue) to see which queues are being accessed the most.

• How does it help the project?

- I believe that tracking which queues are trying to be reached can be helpful with support distribution. Due to the volume of calls, it is inevitable that many callers will reach a queue, so I wanted to see which queues should be prioritized with more staff.

• Issues faced (if any)

- I noticed some inconsistencies within the data - mainly that there are several rows within one contact session that list a termination reason. Initially, I assumed that the termination reason would be the last row of a call as there is no other actions that can be taken after this, but I found that there can be multiple rows for a call that have a Termination Reason. My next goal is to figure out what these mean and whether the multiple rows are simply giving duplicate information, or if I need to make my search for queue names more complex.

• Attempts to resolve issues (if any)

- This is something that I will ask Krish during our mentor meetings.

• Issues resolved (if any)

• Next steps

- My next steps is to code a more systematic way of tracking queue placements and menu selections after clarifications from Krish.

• 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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