

## Presentation 1

- Links to presentation(s) and code(s) on GitHub
  - [https://app.powerbi.com/links/j1goJgfcFe?ctid=7d76d361-8277-4708-a477-64e8366cd1bc&pbi\\_source=linkShare](https://app.powerbi.com/links/j1goJgfcFe?ctid=7d76d361-8277-4708-a477-64e8366cd1bc&pbi_source=linkShare)
    - Link to presentation
  - Jake\_Miller\_Pres\_1\_code
    - Name of code file you can find in code section under dashboard
- What did you do?
  - Used CAR dataset to find the duration of time spend on the ClosedMenu of a caller
  - Found the distribution of Termination Reasons
- How does it help the project?
  - ClosedMenu analysis helps us understand how long people stay on this menu and if they are getting the full information from this menu
  - Termination Reasons will be looked into more to see what parts of calls people terminate calls at and for what reasons
    - E.g. do agents terminate calls more at a certain part of the section vs customers
- Issues faced (if any)
  - No concrete issues, just a slow grind of understanding the data we are working with
- Attempts to resolve issues (if any)
  - More looking through data and thinking about different ideas
- Issues resolved (if any)
  - Nothing to be said here
- Next steps
  - Look more deeply into termination reasons, I mainly interested to see in system disconnects, see where that happens the most or if its random

- o Continue the ClosedMenu analysis to ClosedQueueMenu, this can start utilizing the custom message idea to point people towards the exact spot at legalaid website they need to go to.
- References (Mention if you built up on someone else's work)
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#### 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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