**Predicting Service Levels**

What I’ve done so far is gathered 3 months worth of support call data and was able to create a linear regression model against that data using 5 features: offered calls, cases closed, cases acquired, phone time, and RONAs to predict Service Levels. I’ve also started creating a few slides and created a data dictionary for the data.

I plan on gathering more data to create a better model. I plan on analyzing my predictions to see how close they are to the actual result. I also plan on applying the train\_test\_split functions to see if I can improve the model. If time permits, I’ll see how the model applies to holidays or if another model needs to be created for holidays. I also plan to create more slides.