**Data Transformation Log**

* Opened csv file containing the call center data
* Removed duplicates (no duplicates found)
* Sorted sheet by call\_timestamp column (from earliest to latest)
* Transformed data to table (A1:L32942)
* Used Power Query to transform the id column to all upper case letters
* Used Power Query to format the call\_timestamp column as date
* Used Power Query to trim the customer\_name, sentiment, reason, city, state, response\_time, and call\_center columns
* Used Power Query to to upper case each word for the customer\_name, sentiment, reason, city, state, response\_time, and call\_center columns
* Saved and loaded data into a new table
* Converted table to range
* Removed filling
* Deleted original call\_center sheet
* Renamed table1 sheet as “Call\_Center\_Data”
* Added filters to the header rows
* Used filters to check for inconsistencies in each column (no inconsistent values found)
* Removed filters
* Added new sheet
* Renamed sheet1 as “CSAT”
* Ran descriptive statistics analysis on the csat\_score column
* Inserted pivot table into CSAT sheet
* Set id as values and csat\_score as rows
* Inserted graph using the pivot table as range
* Added new sheet
* Renamed sheet2 as “CSAT\_vs\_Sentiment”
* Inserted pivot table into CSAT\_vs\_Sentiment
* Set id as values, csat\_score as rows, and sentiment as columns
* Inserted a graph using the pivot table as range
* Inserted a 2nd pivot table into CSAT\_vs\_Sentiment
* Set id as values and sentiment as rows
* Added new sheet
* Renamed sheet3 as “CSAT\_vs\_Reason”
* Inserted pivot table into CSAT\_vs\_Reason
* Set id as values, csat\_score as rows, and reason as columns
* Inserted a graph using the pivot table as range
* Inserted a 2nd pivot table into CSAT\_vs\_Reason
* Set id as values and reason as rows
* Added a new sheet
* Renamed sheet4 as “CSAT\_vs\_Channel”
* Inserted pivot table into CSAT\_vs\_Channel
* Set id as values, csat\_score as rows, and channel as columns
* Inserted a graph using the pivot table as range
* Inserted a 2nd pivot table into CSAT\_vs\_Channel
* Set id as values and channel as rows
* Added a new sheet
* Renamed sheet 5 as “CSAT\_vs\_Response\_Time”
* Inserted pivot table into CSAT\_vs\_Response\_Time
* Set id as values, csat\_score as rows, and response\_time as columns
* Inserted a graph using the pivot table as range
* Inserted a 2nd pivot table into CSAT\_vs\_Response\_Time
* Set id as values and response\_time as rows