**Call center analysis  
Data Dictionary**

**CSV files (Data YYYY)**

These files contain call data, one year per file

|  |  |
| --- | --- |
| Column Name | Description |
| CallTimestamp | Date & Time of call |
| Call Type | Type of call |
| EmployeeID | Employee unique ID |
| CallDuration | Duration of call, in seconds |
| WaitTime | Wait time, in seconds |
| CallAbandoned | Was the call abandoned by the customer ? (1 = Yes, 0 = No) |

**Lookup data**

This Excel file contains data about employees and call types

Employees

|  |  |
| --- | --- |
| Column Name | Description |
| EmployeeID | Employee unique ID |
| EmployeeName | Employee full name |
| Site | Site name where the employee is working at |
| ManagerName | Employee's Manager |

Call Types

|  |  |
| --- | --- |
| Column Name | Description |
| CallTypeID | Unique ID for Call Type |
| CallTypeLabel | Call type label |

**US States**

This Excel file contains information about every state

|  |  |
| --- | --- |
| Column Name | Description |
| StateCD | 2-letter state code |
| Name | Name of the state |
| Region | US region name (East, West, etc.) |

**Call Charges**

This Excel file contains the call charges (i.e. the amount of money that is charged to customers) per minute, and for each year

|  |  |
| --- | --- |
| Column Name | Description |
| Call Type Key | Unique ID for Call Type |
| Call Type | Call type label |
| Call Charges / Min (YYYY) | The amount of money that is charged to a customer for each minute spent on the phone, for a specific year (YYYY) |