```
#loading the data
call_data <- read.csv(file.choose())

#View the data in a table format
View(call_data)

#summary of the data
summary(call_data)

#structure of the data
str(call_data)

#removes any missing values
call_data <- na.omit(call_data[, c('Id', 'Call.Timestamp', 'Call.Centres.City', 'Channel',
'City', 'Customer.Name', 'Reason', 'Response.Time', 'Sentiment',
'State','Call.Duration.In.Minutes', 'Csat.Score')])

#checks to see if any missing values
sum(is.na(call_data))

#converting data
call_data$Sentiment <- factor(call_data$Sentiment)
call_data$Channel <- factor(call_data$Channel)
call_data$Reason <- factor(call_data$Reason)
call_data$City <- factor(call_data$City)
call_data$State <- factor(call_data$State)

summary(call_data)
call_data <- call_data[!is.na(call_data$Csat.Score), ]
call_data$Call.Duration.In.Minutes[is.na(call_data$Call.Duration.In.Minutes)] <-
median(call_data$Call.Duration.In.Minutes, na.rm = TRUE)

summary(model)


#performing ANOVA
anova_result <- aov(Call.Duration.In.Minutes ~ Reason, data = call_data)

#summary
summary(anova_result)


#performing chi-square test
#create contingency table
contingency_table <- table(call_data$Channel, call_data$Reason)

#chi sqr test
chisq_results <- chisq.test(contingency_table)

#print results
print(chisq_results)
```