Programa Ciencia de los Datos

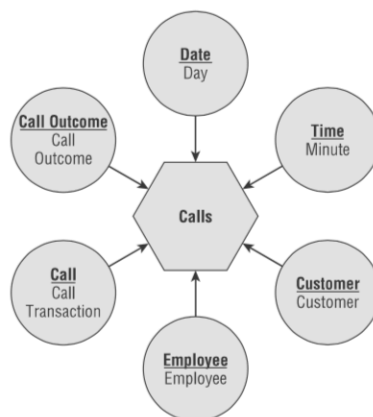**Curso Minería de datos e Inteligencia de Negocios**

Febrero 2020

Prof. Lorena Zúñiga

Tarea #1   Comprobación de lectura

Valor 2%

Según la lectura "Modeling the data for your business" conteste las siguientes preguntas:

1. (10pts) ¿Cuáles son los dos grandes objetivos del modelado dimensional?. Explique

2. (5pts) De dos ejemplos de consultas que se deben hacer para conocer los datos.

3. (15pts) Según el modelo dimensional del ejemplo del Call Center, plantee 4 preguntas de negocio que se podrían resolver con esta parte del modelo.

FACT NAME	FACT DEFINITION	AGGREGATION RULE
Call Minutes	Total number of minutes spent on the phone with a customer	SUM
Wait Minutes	Number of minutes that the customer was put on hold before a customer service representative spoke to them.	SUM
Number of Call Transfers	Number of times that this call was transferred to another customer service representative. The first time a call is being handled, this is set to zero. Each subsequent transfer has this set to one. The Total Number of Transfers can be determined by summing the Number of Call Transfers grouped by the Call Transaction.	SUM
Number of Calls	Number of calls that were handled. This is set to one for each row at the lowest level.	SUM

4. (5pts) ¿Qué ventaja tiene el uso de dimensiones conformadas?