# Problem and Motivation

*<* *Describe the selected questions you have addressed. Explain the significance and your reasons for seeking a solution to the questions.>*

For question 4, we would like to investigate which communication method is the most successful way with clients among call, text and email ,which is decided on clients success in job placement or other outcome, and completed Volunteer Request.

# Approach

*<Give an overview about the major steps you have done in your project. If applicable, provide more detailed information about your ideation approach.>*

For Question 4, we first found out that among all the data sets, salesforce-contact is the most useful data document for this problem. We analyze columns called Success story on file

, Confirmed hire rate, How the veteran heard about us, How the veteran heard about us, How the veteran heard about us, Response and interested volunteer, Date of volunteer orientation compared with column “preferred method of contact” which contains call, email and text methods. We dealt with the probability of all the three methods for different columns and analyze the result.

# Datasets

*<For the case that you have added other data (e.g. open data) to the data provided, describe the additional datasets on a high level and indicate their origin (company, your advisor, open data, self generated, etc.), format (structured, text, etc.) and size.*

*Otherwise leave this section empty.>*

(Empty for business question 4.)

# Tools and Analytics

*<Describe which tools you have used for which purposes. Provide details about your analytics approach (methods, techniques, algorithms, etc.). >*

For Question 4, we use python to build in the database, get the successful rate for each condition and use chi-square to analyze and compare the p-value of three methods. And the best method is the one that has reasonable p-value and biggest successful rate.

# Results

*<Describe your results in detail. Which artifacts (data models, analysis models, reports, visualizations, etc.) have you generated in the project? How may the results of your work contribute to the future success of the non-profit organization).**>*

For Question 4, we conclude that for success in job placement and confirmed hire rate, calling clients is the most successful way. For other outcome like how the veteran heard about our company, we found that email is the most successful way. And for completed volunteer Request, making calls leads volunteer agreement on file most successful, sending emails leads interested volunteer response and confirm the date of volunteer orientation most successful.