

Date: January 2nd, 2025.

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Project name: “Call Me Maybe”

Project objective: Analyze agent performance metrics to identify top-performing and underperforming agents.

DATA DESCRIPTION

The telecom_dataset_us.csv dataset contains information about the usage of the “Call Me Maybe” virtual telephony service. The customers are organizations that need to distribute large volumes of inbound calls among multiple operators. Operators can also place internal calls to communicate with one another. All calls are routed through the Call Me Maybe network. The compressed dataset telecom_dataset_us.csv includes the following columns:

- *user_id*: Unique identifier of the customer (client) account.
- *date*: Date on which the statistics were recorded.
- *direction*: Call direction, either inbound (in) or outbound (out).
- *internal*: Indicates whether the call was internal (between operators) or external (with a customer).
- *operator_id*: Unique identifier of the operator handling the call.
- *is_missed_call*: Indicates whether the call was missed (True) or successfully answered (False).
- *calls_count*: Number of calls recorded on the given date.
- *call_duration*: Duration of the call in seconds, excluding waiting time.
- *total_call_duration*: Total call duration in seconds, including waiting time.