**Data Definitions**

*Asst\_id* – an identifier for each individual machine sold

*Product\_type* – class of product that describes the asset

*Region –* region where the asset is located

*Country* – country where the asset is located

*Mnfcture\_wk* – week when product was manufactured

*Contract\_st –* week when warranty became active

*Contract\_end –* week when warranty expires

*Contact\_wk –* week when customer contacted about a problem

*Contact\_type –* way that customer contacted

*Issue\_type* – type of problem identified by customer

*Topic\_category –* type of problem as classified by the tech support agent

*Parts\_sent –* what parts were sent to fix the problem

*Repair\_type –* if a part was required, this is a hard repair; otherwise, a soft repair

*Repeat\_ct –* how many additional visits were required to fix the problem, past the first one

*Parts\_ct –* how many parts were sent to fix the problem

*Agent\_tenure\_indays –* how long the tech support agent has worked in tech support

*Contact\_manager\_flg –* did the tech support agent have to bring in a manager to solve the problem

*Diagnostics –* were agents compliant with diagnostic usage

*Repeat\_parts\_sent –* which parts were sent on additional visit