## Things that’s interesting.

1. Reason to use Web, Help Center differently? What would happen if group them all to be one?
2. Reason to use Voice, SMS, Mobile differently? What would happen if group them all to be one?
3. Why save “DayTicketSolved” in this format? Why not date format?
4. “WorkerTenure” is confusing, which employee’s hiring date? There could be mant agent that hadnled this ticket, why only focus on one? Why is there negative numbers??

## To-do Lists.

1. Understand what’s the data types for each categorical data
   1. Categorical: TicketChannel, TicketGroup, ZendeskPlan, AssigneeTier
2. How is “NumAgentComments” and “NumPublicComments” going to reflect on the TicketChannel that don’t have a comment section? Or I assume there is an agent comment section on the back-end, but I’d assume that NumPublicComments will be limited when TicketChannel is mobile, SMS or etc..
3. Does TicketEscalated have a positive correlation with how high up the Assignee is in the AssigneeTier? Or does it have correlation with the total time it takes to come to the full resolution?
4. Transform “DayTicketSolved” according to FirstReplyTime and FullResolutionTime
5. In what percentage customer expressed satisfaction, and out of all that expressed, what’s the percentage of satisfaction and unsatisfactory.
6. Does “WorkerDateHired”, “WorkerLocation”, “WorkerType”, “WorkerTenure” a mean anything?
7. Find the total description of the table, check if numerical column has negative value, if so, are those negatives valid?