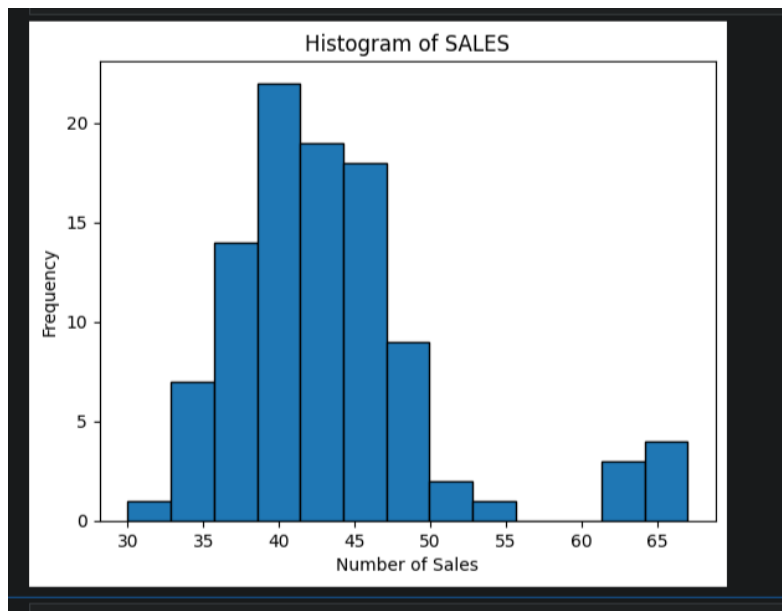


Course Project Part 1

MTH 534 - Applied Managerial Statistics

In this report, we will analyze call center data to see its performance of

100 different employees. Looking at five variables - Sales, number of calls, average call time, and years of experience followed by training type. I used python and Jupyter notebook to make it a bit more fun. I generated stats and graphs using different built in pandas' methods and functions.



--- SALES ---

Count: 100

Mean: 43.63

Median: 42.5

Std Dev: 7.44

Min: 30 Q1: 39.0 Median: 42.5 Q3: 46.0 Max: 67

Skewness: 1.49

If we look at the stats, we see the average number of sales per week was 43.63 and the median was 42.5. That shows that most employees made between 39 and 46 sales. Others were outliers that were on the higher end. A smaller number of employees got high sales, that's why the skewness is 1.49 on the right side.