

The CONTENTS Procedure

Data Set Name	WORK.PWC_CALLS_RAW	Observations	5000
Member Type	DATA	Variables	10
Engine	V9	Indexes	0
Created	28/07/2026 10:29:29	Observation Length	72
Last Modified	28/07/2026 10:29:29	Deleted Observations	0
Protection		Compressed	NO
Data Set Type		Sorted	NO
Label			
Data Representation	SOLARIS_X86_64, LINUX_X86_64, ALPHA_TRU64, LINUX_IA64		
Encoding	utf-8 Unicode (UTF-8)		

Engine/Host Dependent Information

Data Set Page Size	131072
Number of Data Set Pages	3
First Data Page	1
Max Obs per Page	1816
Obs in First Data Page	1773
Number of Data Set Repairs	0
Filename	/saswork/SAS_workF49500004758_odaws01-usw2-2.oda.sas.com/SAS_work6DFB00004758_odaws01-usw2-2.oda.sas.com/pwc_calls_raw.sas7bdat
Release Created	9.0401M8
Host Created	Linux
Inode Number	2415919289
Access Permission	rw-r--r--
Owner Name	u64561772
File Size	512KB
File Size (bytes)	524288

Alphabetic List of Variables and Attributes

#	Variable	Type	Len	Format	Informat
2	Agent	Char	7	\$7.	\$7.
6	Answered (Y/N)	Char	1	\$1.	\$1.
9	AvgTalkDuration	Num	8	TIME20.3	TIME20.3
1	Call Id	Char	6	\$6.	\$6.
3	Date	Num	8	YYMMDD10.	YYMMDD10.
7	Resolved	Char	1	\$1.	\$1.
10	Satisfaction rating	Num	8	BEST12.	BEST32.
8	Speed of answer in seconds	Num	8	BEST12.	BEST32.
4	Time	Num	8	TIME20.3	TIME20.3
5	Topic	Char	17	\$17.	\$17.

Obs	Call Id	Agent	Date	Time	Topic	Answered (Y/N)	Resolved	Speed of answer in seconds	AvgTalkDuration	Satisfaction rating
1	ID0001	Diane	2021-01-01	9:12:58.000	Contract related	Y	Y	109	0:02:23.000	3
2	ID0002	Becky	2021-01-01	9:12:58.000	Technical Support	Y	N	70	0:04:02.000	3
3	ID0003	Stewart	2021-01-01	9:47:31.000	Contract related	Y	Y	10	0:02:11.000	3
4	ID0004	Greg	2021-01-01	9:47:31.000	Contract related	Y	Y	53	0:00:37.000	2
5	ID0005	Becky	2021-01-01	10:00:29.000	Payment related	Y	Y	95	0:01:00.000	3
6	ID0006	Stewart	2021-01-01	10:00:29.000	Technical Support	N	N	.	.	.
7	ID0007	Diane	2021-01-01	10:22:05.000	Payment related	Y	Y	24	0:03:40.000	2
8	ID0008	Diane	2021-01-01	10:22:05.000	Payment related	Y	Y	22	0:00:38.000	4
9	ID0009	Greg	2021-01-01	11:13:55.000	Admin Support	Y	Y	15	0:06:38.000	4
10	ID0010	Jim	2021-01-01	11:13:55.000	Streaming	Y	Y	78	0:01:04.000	3
11	ID0011	Joe	2021-01-01	11:15:22.000	Payment related	N	N	.	.	.
12	ID0012	Greg	2021-01-01	11:15:22.000	Payment related	Y	Y	50	0:00:32.000	4
13	ID0013	Joe	2021-01-01	11:52:48.000	Payment related	Y	Y	84	0:03:34.000	3
14	ID0014	Martha	2021-01-01	11:52:48.000	Contract related	Y	Y	89	0:05:44.000	3
15	ID0015	Becky	2021-01-01	11:55:41.000	Admin Support	Y	Y	48	0:03:47.000	4
16	ID0016	Becky	2021-01-01	11:55:41.000	Admin Support	Y	Y	63	0:05:26.000	2
17	ID0017	Greg	2021-01-01	11:57:07.000	Technical Support	Y	Y	45	0:05:32.000	5
18	ID0018	Becky	2021-01-01	11:57:07.000	Admin Support	N	N	.	.	.
19	ID0019	Jim	2021-01-01	12:01:26.000	Streaming	N	N	.	.	.
20	ID0020	Jim	2021-01-01	12:01:26.000	Contract related	Y	Y	101	0:02:27.000	3

The CONTENTS Procedure

Data Set Name	WORK.CALLS	Observations	5000
Member Type	DATA	Variables	17
Engine	V9	Indexes	0
Created	28/07/2026 10:29:29	Observation Length	144
Last Modified	28/07/2026 10:29:29	Deleted Observations	0
Protection		Compressed	NO
Data Set Type		Sorted	NO

Label			
Data Representation	SOLARIS_X86_64, LINUX_X86_64, ALPHA_TRU64, LINUX_IA64		
Encoding	utf-8 Unicode (UTF-8)		

Engine/Host Dependent Information	
Data Set Page Size	131072
Number of Data Set Pages	6
First Data Page	1
Max Obs per Page	909
Obs in First Data Page	881
Number of Data Set Repairs	0
Filename	/saswork/SAS_workF49500004758_odaws01-usw2-2.oda.sas.com/SAS_work6DFB00004758_odaws01-usw2-2.oda.sas.com/calls.sas7bdat
Release Created	9.0401M8
Host Created	Linux
Inode Number	2415919268
Access Permission	rw-r--r--
Owner Name	u64561772
File Size	896KB
File Size (bytes)	917504

Alphabetic List of Variables and Attributes					
#	Variable	Type	Len	Format	Informat
2	Agent	Char	7	\$7.	\$7.
9	AvgTalkDuration	Num	8	TIME20.3	TIME20.3
3	Date	Num	8	YYMMDD10.	YYMMDD10.
7	Resolved	Char	1	\$1.	\$1.
4	Time	Num	8	TIME20.3	TIME20.3
5	Topic	Char	17	\$17.	\$17.
15	answered_flag	Num	8		
6	answered_raw	Char	1	\$1.	\$1.
17	avg_talk_sec	Num	8		
12	call_date	Num	8		
11	call_datetime	Num	8	DATETIME20.	
14	call_dow	Num	8		
13	call_hour	Num	8		
1	call_id	Char	6	\$6.	\$6.
16	outcome	Char	20		
10	satisfaction	Num	8	BEST12.	BEST32.
8	speed_answer_sec	Num	8	BEST12.	BEST32.

Obs	call_id	Agent	Date	Time	Topic	answered_raw	Resolved	speed_answer_sec	AvgTalkDuration	satisfaction	call_datetime	call_date	call_hour	call_dow	answered_flag	outcome
1	ID0001	Diane	2021-01-01	9:12:58.000	Contract related	Y	Y	109	0:02:23.000	3	01JAN2021:09:12:58	22281	9	6	1	Resolved
2	ID0002	Becky	2021-01-01	9:12:58.000	Technical Support	Y	N	70	0:04:02.000	3	01JAN2021:09:12:58	22281	9	6	1	Unresolved
3	ID0003	Stewart	2021-01-01	9:47:31.000	Contract related	Y	Y	10	0:02:11.000	3	01JAN2021:09:47:31	22281	9	6	1	Resolved
4	ID0004	Greg	2021-01-01	9:47:31.000	Contract related	Y	Y	53	0:00:37.000	2	01JAN2021:09:47:31	22281	9	6	1	Resolved
5	ID0005	Becky	2021-01-01	10:00:29.000	Payment related	Y	Y	95	0:01:00.000	3	01JAN2021:10:00:29	22281	10	6	1	Resolved
6	ID0006	Stewart	2021-01-01	10:00:29.000	Technical Support	N	N	.	.	.	01JAN2021:10:00:29	22281	10	6	0	Unresolved
7	ID0007	Diane	2021-01-01	10:22:05.000	Payment related	Y	Y	24	0:03:40.000	2	01JAN2021:10:22:05	22281	10	6	1	Resolved
8	ID0008	Diane	2021-01-01	10:22:05.000	Payment related	Y	Y	22	0:00:38.000	4	01JAN2021:10:22:05	22281	10	6	1	Resolved
9	ID0009	Greg	2021-01-01	11:13:55.000	Admin Support	Y	Y	15	0:06:38.000	4	01JAN2021:11:13:55	22281	11	6	1	Resolved
10	ID0010	Jim	2021-01-01	11:13:55.000	Streaming	Y	Y	78	0:01:04.000	3	01JAN2021:11:13:55	22281	11	6	1	Resolved

The FREQ Procedure

Frequency
Row Pct
Col Pct

Table of answered_raw by answered_flag			
answered_raw	answered_flag		Total
	0	1	
N	946 100.00 100.00	0 0.00 0.00	946
Y	0 0.00 0.00	4054 100.00 100.00	4054
Total	946	4054	5000

Frequency
Row Pct

Col Pct	Table of Resolved by outcome			
	outcome			
Resolved	Resolved	Unresolved	Total	
N	0 0.00 0.00	1354 100.00 100.00	1354	
Y	3646 100.00 100.00	0 0.00 0.00	3646	
Total	3646	1354	5000	

The MEANS Procedure

Variable	N	N Miss	Minimum	Maximum
call_datetime	5000	0	1925111578	1932831590
call_hour	5000	0	9.0000000	18.0000000

Obs	Topic	total_calls	answered_calls	abandoned_calls	resolved_calls	pct_answered	pct_abandoned	pct_resolved_when_answered	avg_speed_answer_sec	avg_handle_time_sec	avg_satisfaction
1	Admin Support	976	795	181	723	0.81455	0.18545	0.90943	67.2516	228.048	3.42642
2	Contract related	976	789	187	709	0.80840	0.19160	0.89861	67.1559	228.013	3.37769
3	Payment related	1007	818	189	729	0.81231	0.18769	0.89120	68.2042	215.862	3.39609
4	Streaming	1022	847	175	749	0.82877	0.17123	0.88430	66.8926	227.731	3.40260
5	Technical Support	1019	805	214	736	0.78999	0.21001	0.91429	68.1106	225.061	3.41491

Obs	Agent	total_calls	answered_calls	abandoned_calls	resolved_calls	pct_answered	pct_resolved_when_answered	avg_handle_time_sec	avg_satisfaction
1	Becky	631	517	114	462	0.81933	0.89362	220.010	3.37137
2	Dan	633	523	110	471	0.82622	0.90057	231.189	3.44742
3	Diane	633	501	132	452	0.79147	0.90220	218.954	3.40519
4	Greg	624	502	122	455	0.80449	0.90637	226.803	3.40438
5	Jim	666	536	130	485	0.80480	0.90485	228.114	3.39366
6	Joe	593	484	109	436	0.81619	0.90083	224.101	3.33058
7	Martha	638	514	124	461	0.80564	0.89689	223.726	3.47082
8	Stewart	582	477	105	424	0.81959	0.88889	226.205	3.40042

Obs	call_hour	total_calls	answered_calls	pct_answered	avg_speed_answer_sec	avg_satisfaction
1	9	547	436	0.79707	64.8417	3.53670
2	10	529	432	0.81664	71.0787	3.46296
3	11	590	481	0.81525	67.8150	3.42620
4	12	547	431	0.78793	67.4269	3.37123
5	13	594	484	0.81481	67.7045	3.39256
6	14	499	406	0.81363	67.6773	3.26601
7	15	531	435	0.81921	66.6690	3.36782
8	16	566	462	0.81625	68.2900	3.42641
9	17	583	475	0.81475	66.4526	3.36842
10	18	14	12	0.85714	59.1667	3.58333

Obs	speed_bucket	total_calls	avg_satisfaction
1	0-20 sec	1320	3.43048
2	21-60 sec	1422	3.38678
3	61-120 sec	2082	3.42075
4	>120 sec	176	3.27841









