



Inspiring and empowering
future professionals

Anshu Kumari

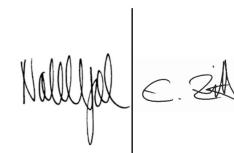
Power BI Job Simulation

Certificate of Completion

July 9th, 2024

Over the period of July 2024, Anshu Kumari has completed practical tasks in:

- Introduction
- Call Centre Trends
- Customer Retention
- Diversity & Inclusion



Natalie Vogel | C. Ziller

**Natalie Vogel |
Elisabeth Ziller**
HC Marketing &
Recruitment Leaders

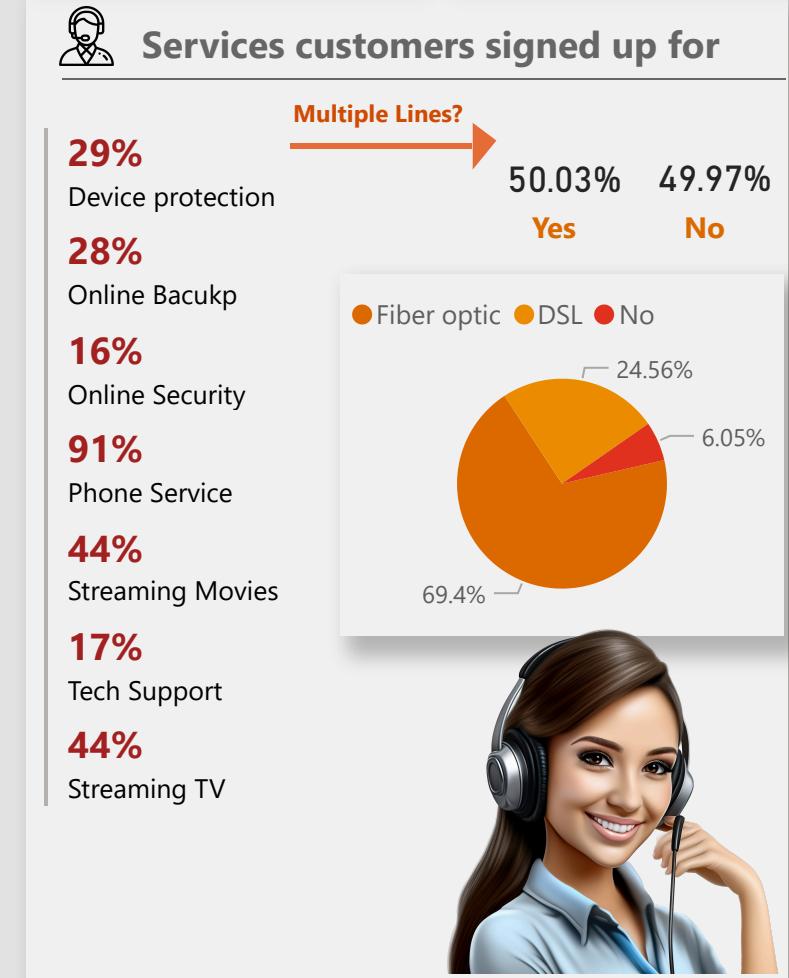
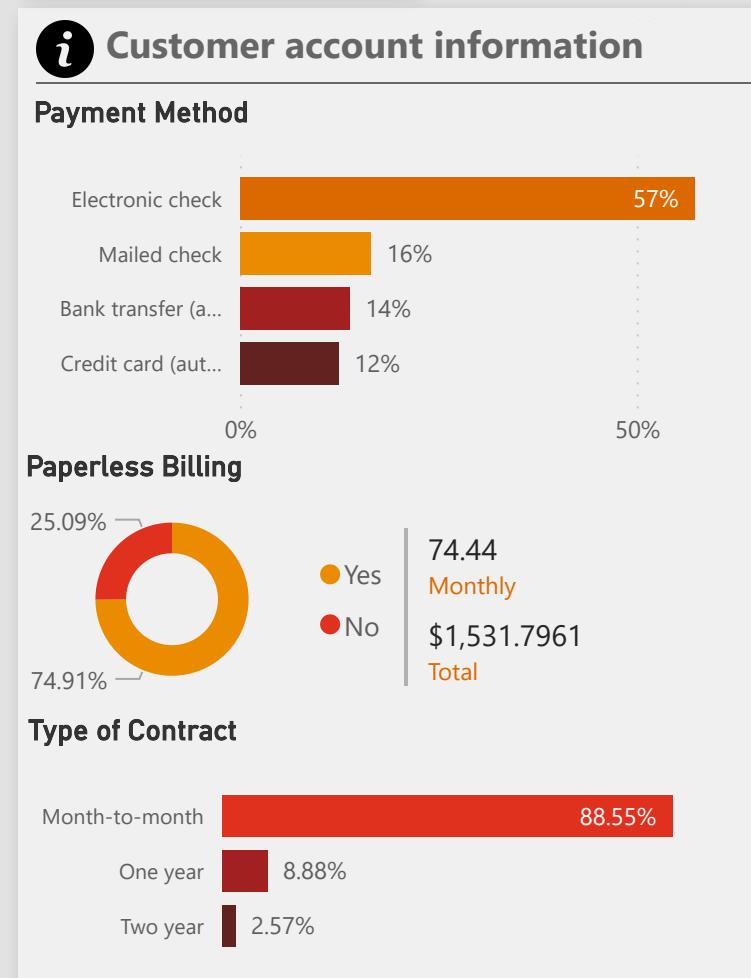
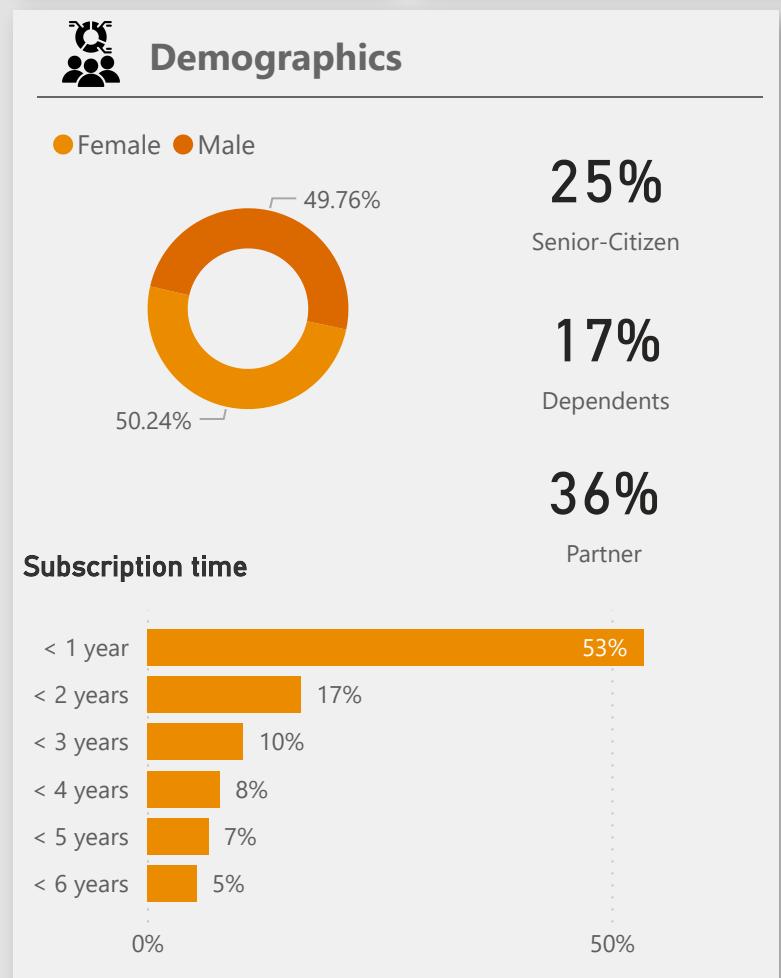
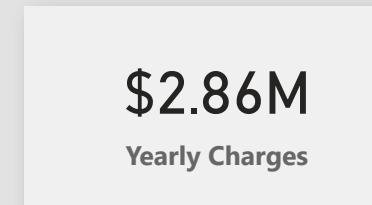
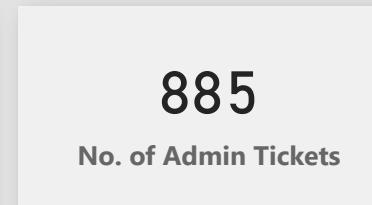
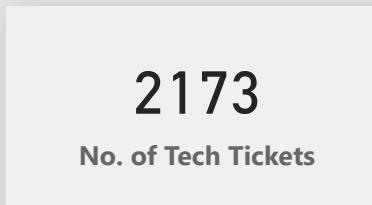
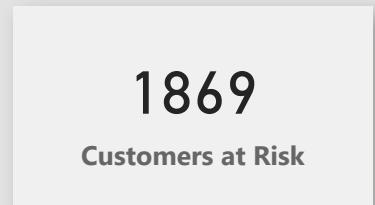


Tom Brunskill

Tom Brunskill
CEO, Co-Founder of
Forage

Chrun Dashboard

This dashboard has a filter with churn = "yes"



Customer Risk Analysis



Risk of Churn

- No
- Yes

7032

Total Customers

26.58%

churn rate %



\$16.06M

Yearly Charges

2955

Tech Tickets

3621

Admin Tickets

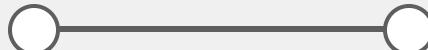
Internet Service

- DSL
- Fiber optic
- No

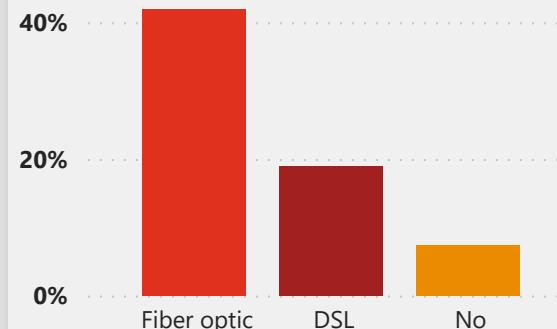
Months subscribed

0

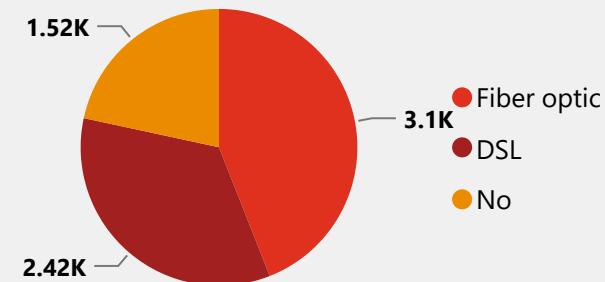
72



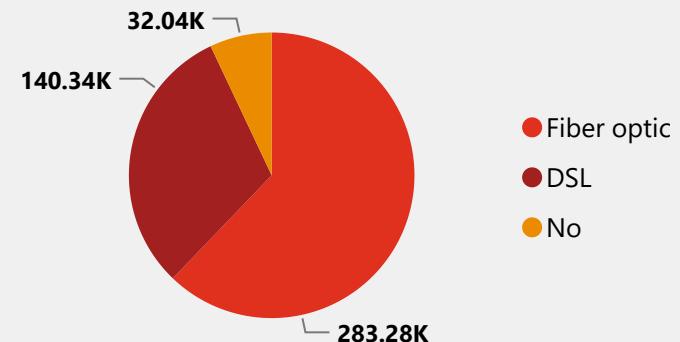
Churn by type of Internet Service



No. of customers by internet service



Sum of monthly charges



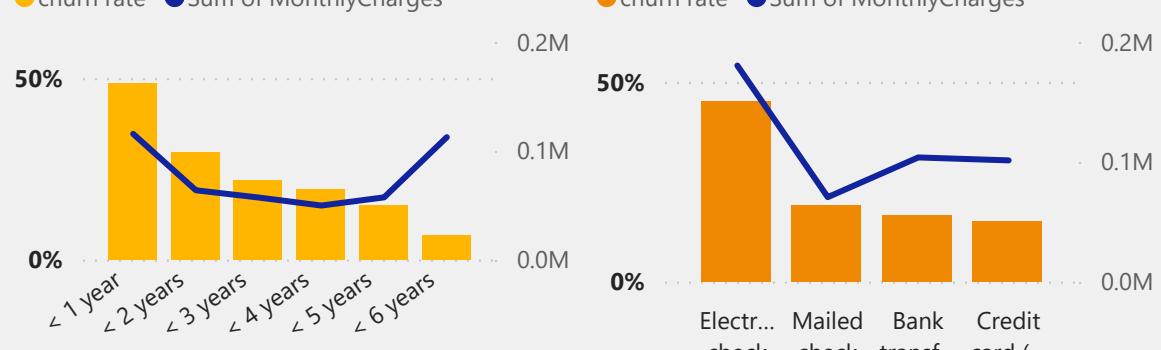
Type of contract

● Churn rate ● Customer



Years of contract

● Churn rate ● Sum of MonthlyCharges



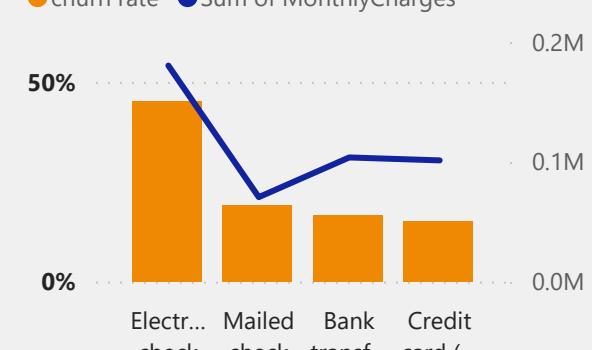
Contract type

- Month-to-month
- One year
- Two year



Churn by payment method

● Churn rate ● Sum of MonthlyCharges





Diversity & Inclusion

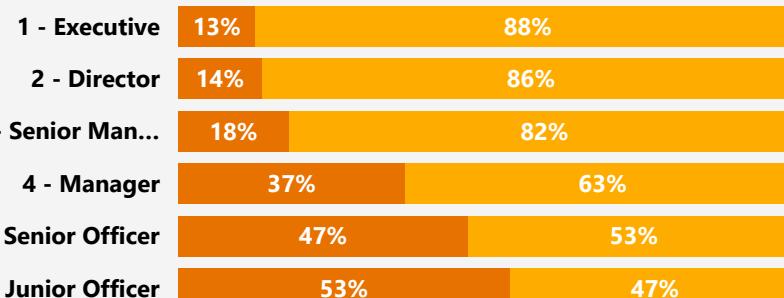
Age group ▾ Department ▾ Age group ▾ Region group ▾

All ▾ All ▾ All ▾ All ▾



KPI 1 - Hiring

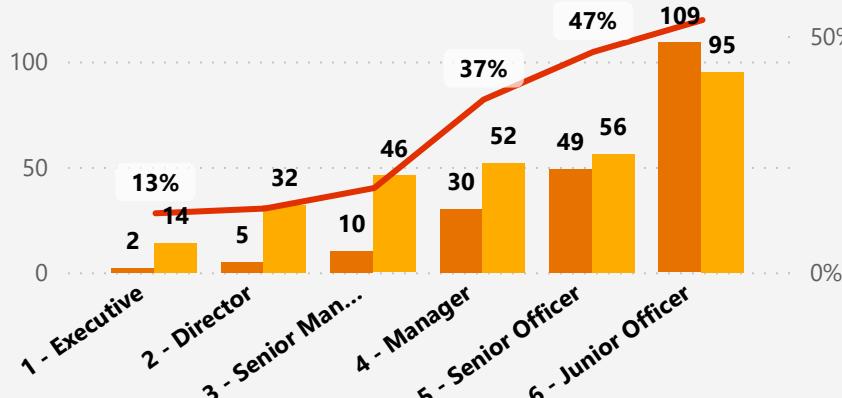
Gender ● Female ● Male



59%
% of hires men

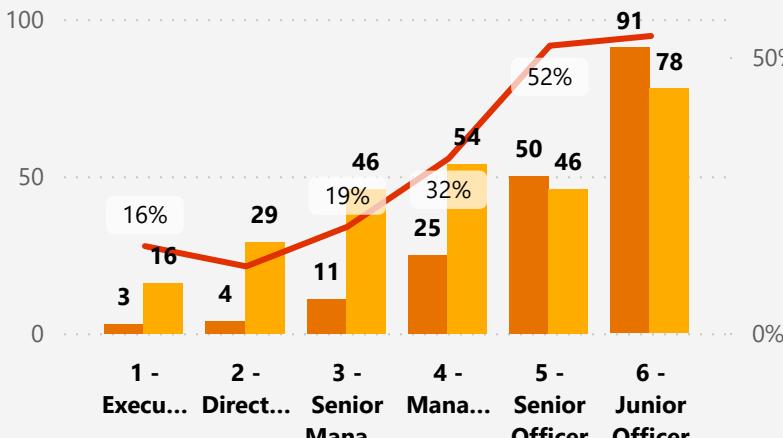
41%
% of hires women

Gender ● Female ● Male ● % of hires women



KPI 2 - Promotions (this year)

Gender ● Female ● Male ● % Promotees who were women



Avg. Time in Grade of employees promoted in FY21 (in years)

Gender ● Female ● Male

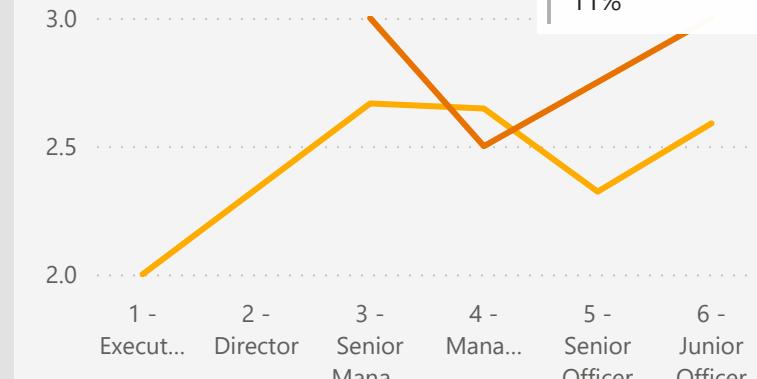


KPI 3 - Turnover Rate (FY20 leavers)

Average Performance Rating of Leavers vs non-Leavers (WOMEN)

Left this FY? ● No ● Yes

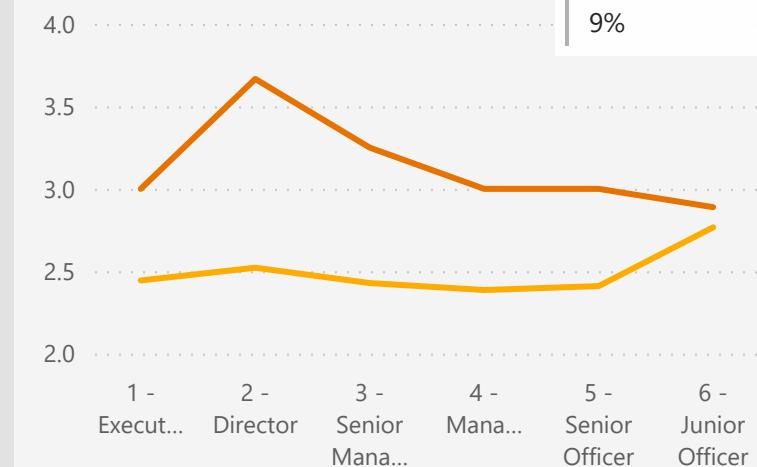
Female
11%



Average Performance Rating of Leavers vs non-Leavers (MEN)

Left this FY? ● No ● Yes

Male
9%





Diversity & Inclusion

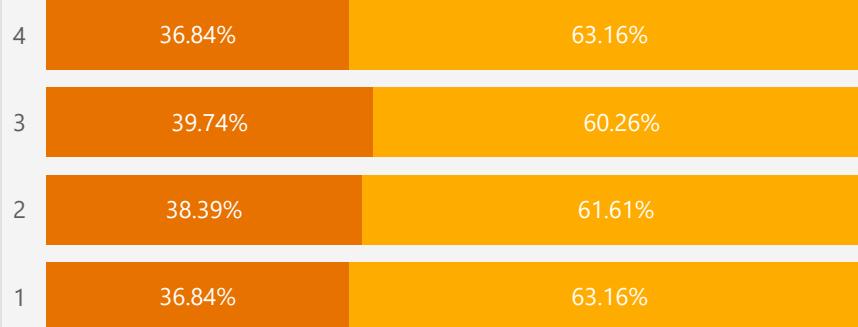


Age group	Department	Age group	Region group
All	All	All	All



KPI 4 - Performance Rating

Gender ● Female ● Male



2.41

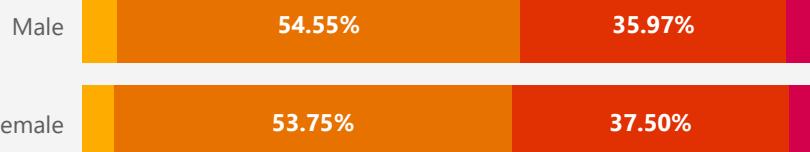
Avg Rating Men

2.42

Avg Rating Women

FY20 Performance

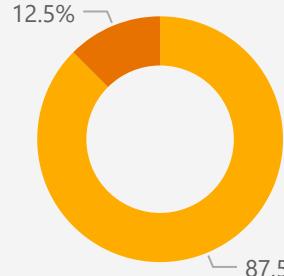
1 = excellent
2 = great
3 = sufficient
4 = bad



KPI 5 - Executive Gender Balance

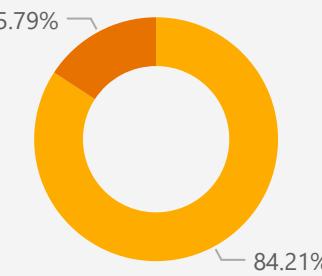
Executive split (FY20)

● Male ● Female



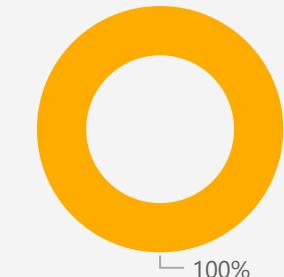
Executive split (FY21)

● Male ● Female



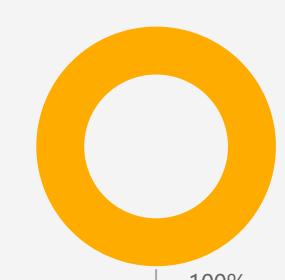
Executive Hires (FY20)

● Male



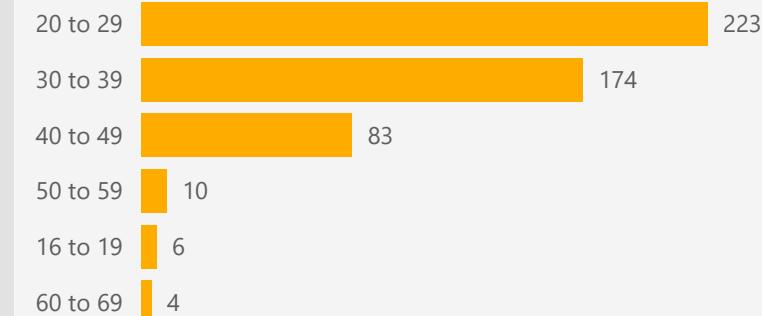
Promotion to Executive (FY20)

● Male



KPI 6 - Age group

Employees by Age group (end FY20)



Age group ● 16 to 19 ● 20 to 29 ● 30 to 39 ● 40 to 49 ▶

