

Power BI Project

ServiceSpot, an IT company, contacted you in order to help them analyze their call center data.

They receive daily calls from their customers and would like to know how things are going.

The data is split across multiple files, and they are unable to make good use of it.

Your mission is to provide them with a complete solution which will help them analyze through nice looking reports.

Power BI seems to be the perfect tool for that mission (what a coincidence) !

Goals and Weight of the project:

| TOPIC | WEIGHT |
|--|--------|
| Retrieve data from the many sources | 10% |
| Apply necessary transformations in Power Query | 20% |
| Design a proper data model | 20% |
| Create any necessary measure that will answer business questions | 20% |
| Design a really nice-looking reports, that provides all the answers the business needs | 30% |

You have an extra 10% to the grade if you send all the laboratories done in class by email to:

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DELIVERY EXPECTED:

- Power BI Report File
- PDF document 1 page with an explanation about the findings in the report.