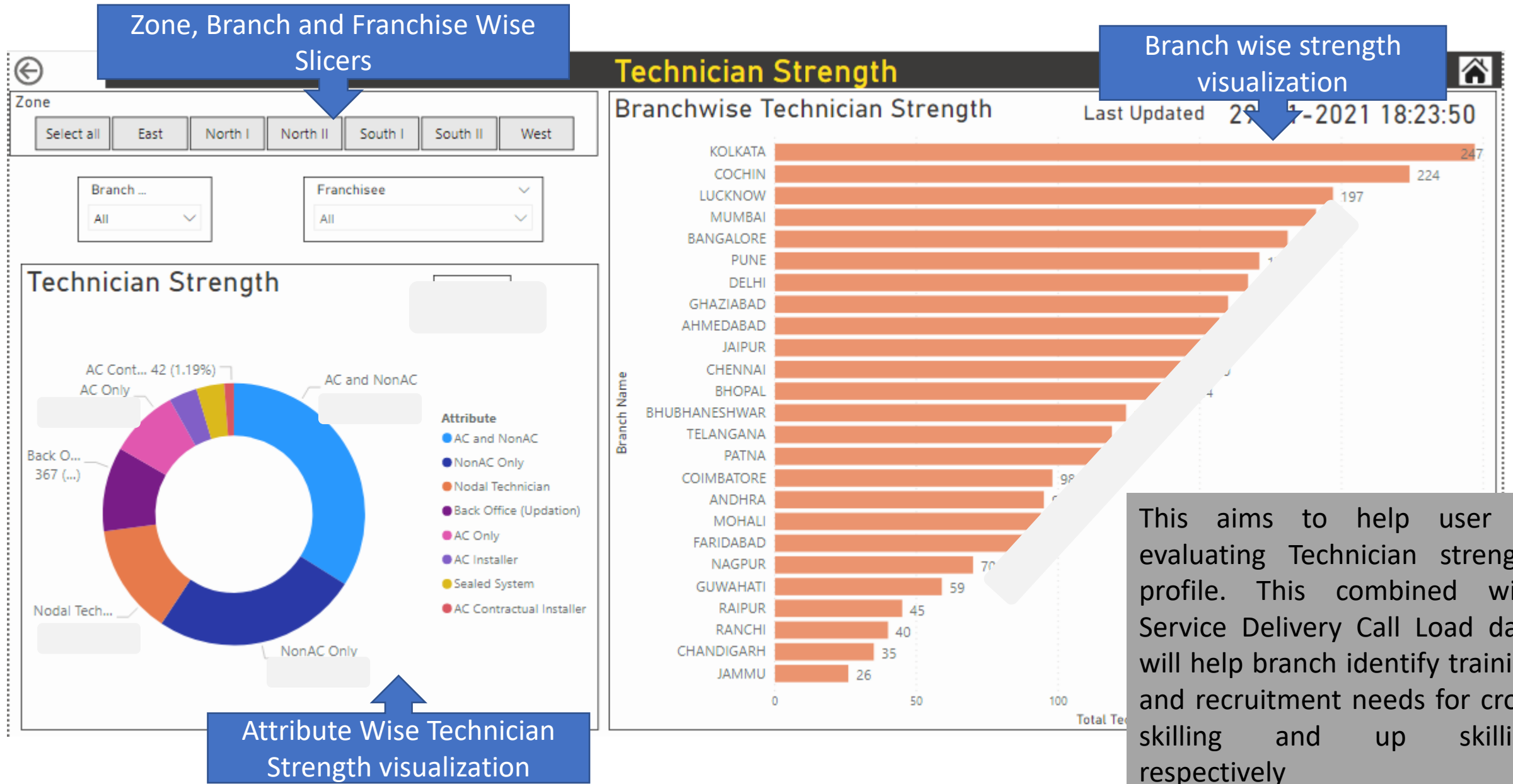


Service Training and Quality Parameters mapped on Dashboard

1. Technician Strength
2. Experience Profile
3. Star Rating
4. Training Mandays
5. CSAT Survey Reports
6. PRA
7. FTF
8. Spare Replaced
9. Monthly Repeat
10. Annual Repeat

1. Technician Strength



2. Technician Experience Profile

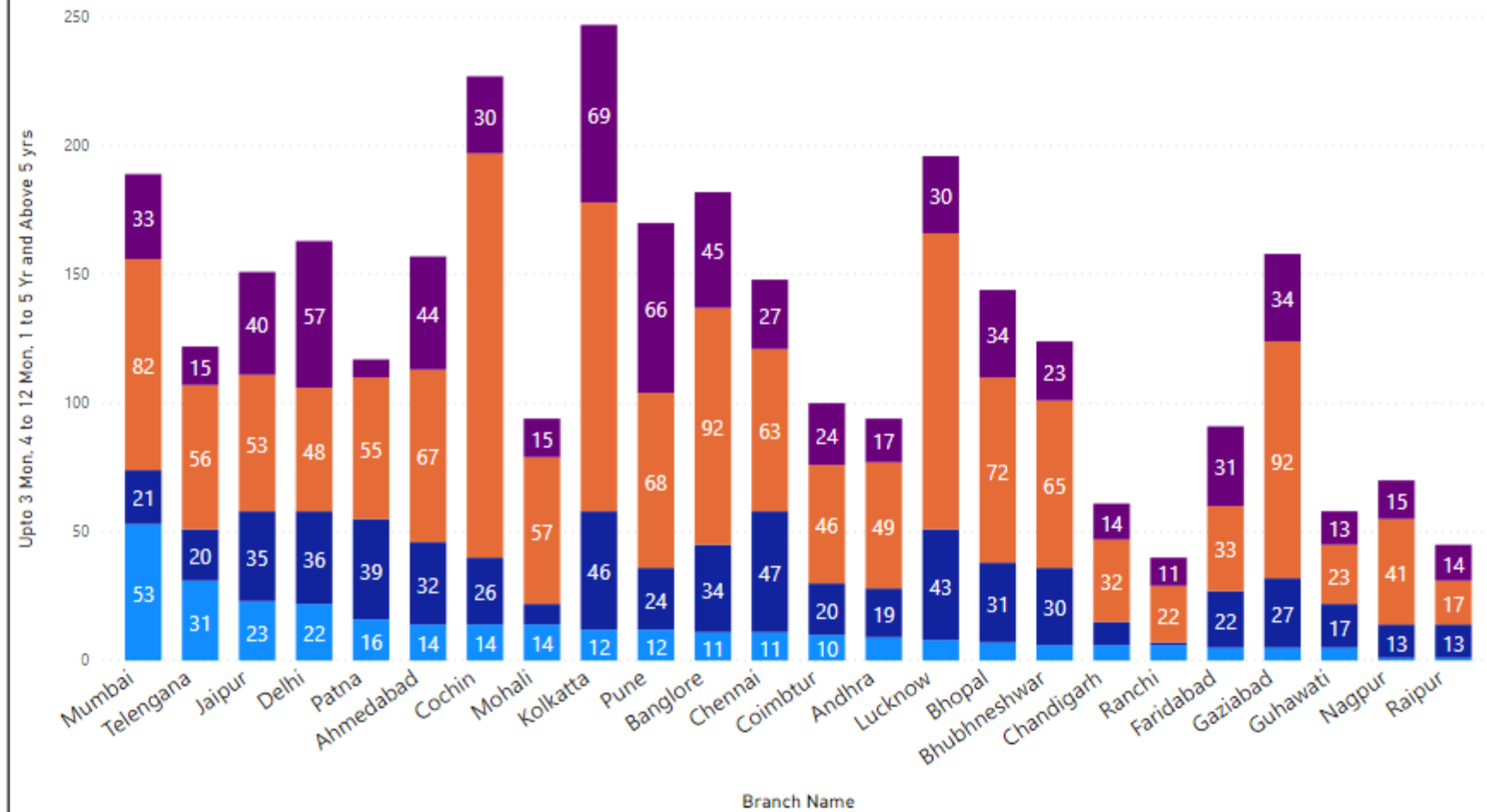
Technician Experience

Branch Name	Upto 3 Mon	4 to 12 Mon	1 to 5 Yr	Above 5 yrs
Ahmedabad	14	32	67	44
Andhra	9	19	49	17
Banglore	11	34	92	45
Bhopal	7	31	72	34
Bhubhneshwar	6	30	65	23
Chandigarh	6	9	32	14
Chennai				
Cochin				
Coimbtur				
Delhi				
Faridabad				
Gaziabad				
Guhawati				
Jaipur				
Kolkatta				
Lucknow				
Mohali				
Mumbai				
Nagpur				
Patna				
Pune				
Raipur	1	13	17	14
Ranchi	6	1	22	11
Telangana	31	20	56	15
Total				

Technician Experience Profile

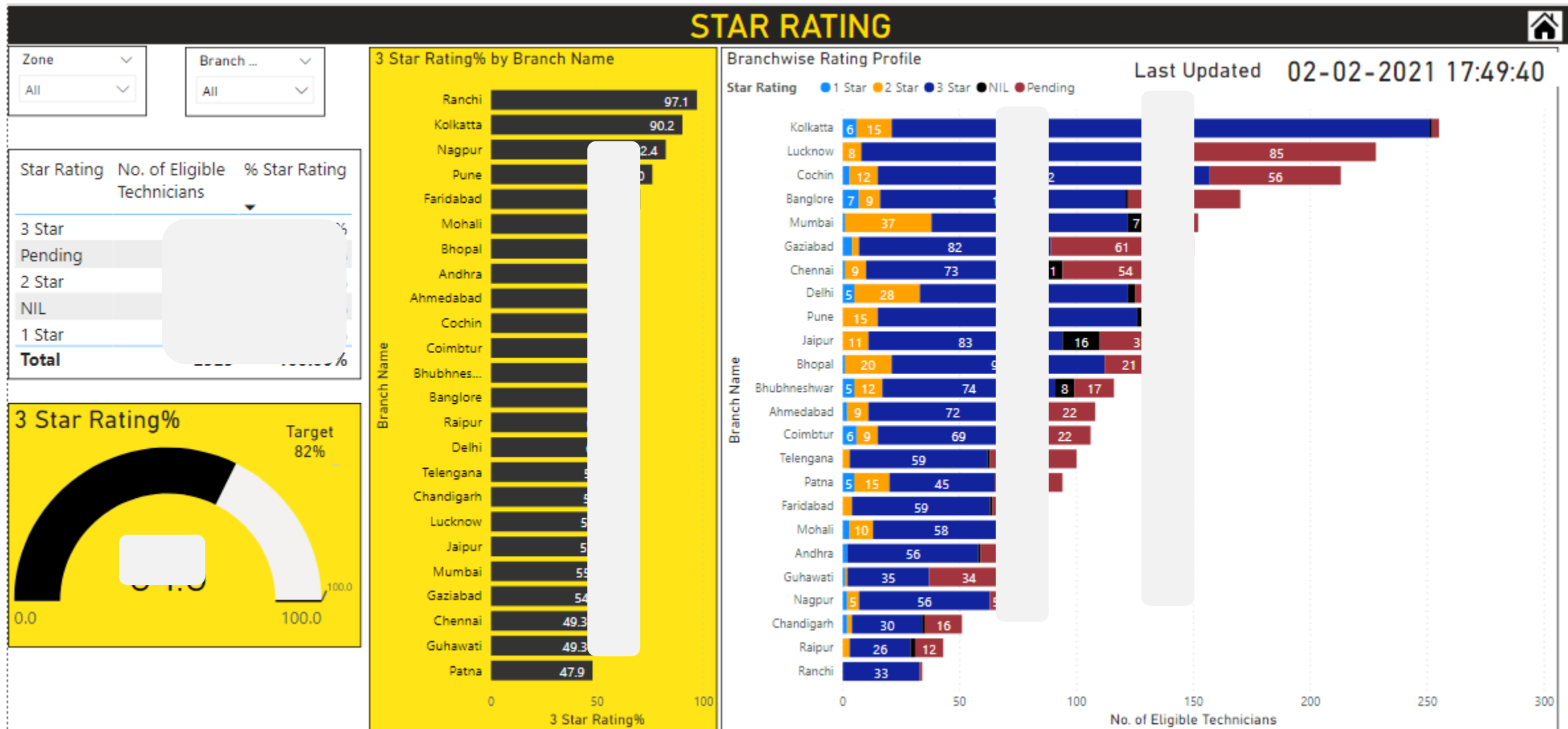
Last Updated 02-02-2021 17:49:40

● Upto 3 Mon ● 4 to 12 Mon ● 1 to 5 Yr ● Above 5 yrs



This aims to help branch in incentivization calculation and retention subsequently

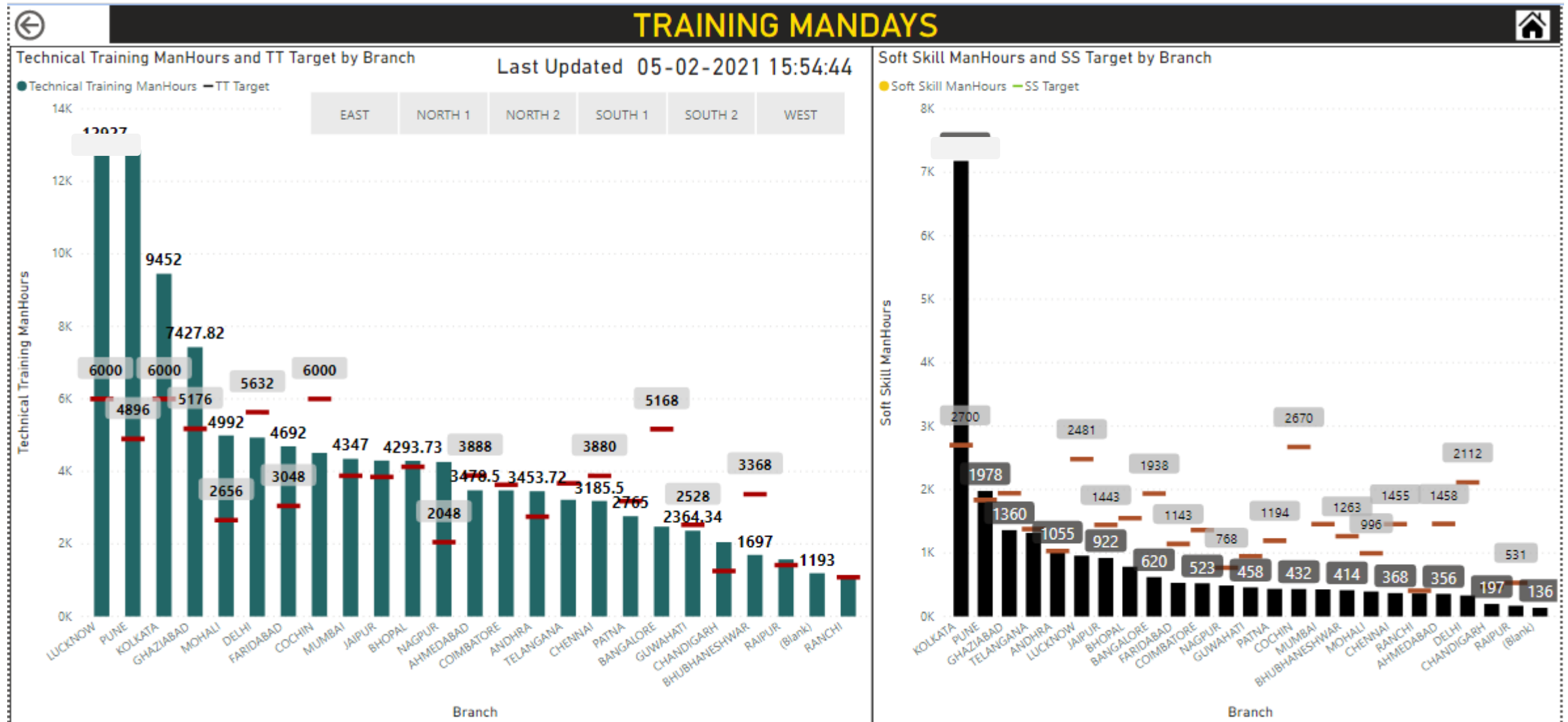
3. Star Rating



This helps branch to know Star Rating status, Plan Tests and Training for achieving 3 Star Rating Targets

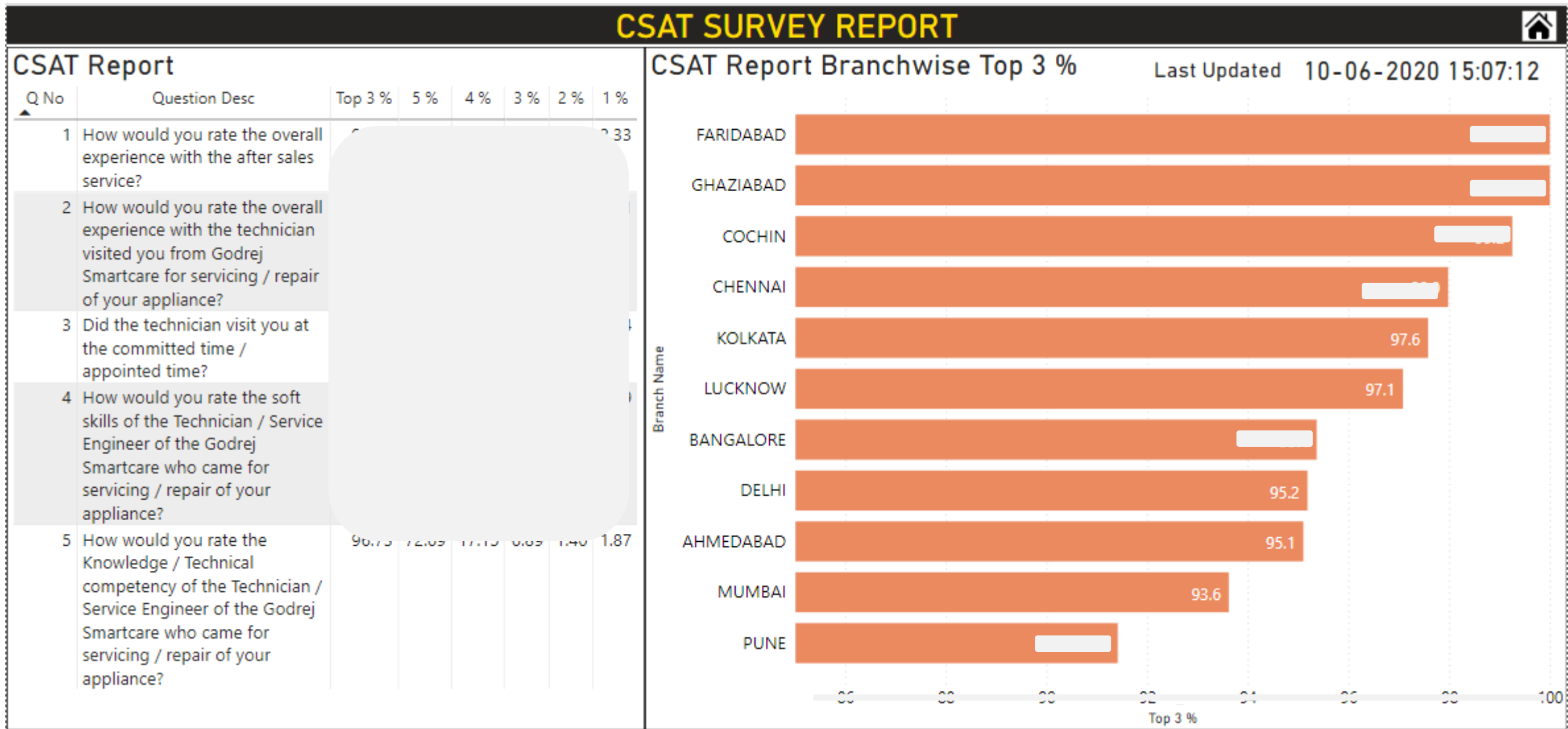
4. Mandays

Internal



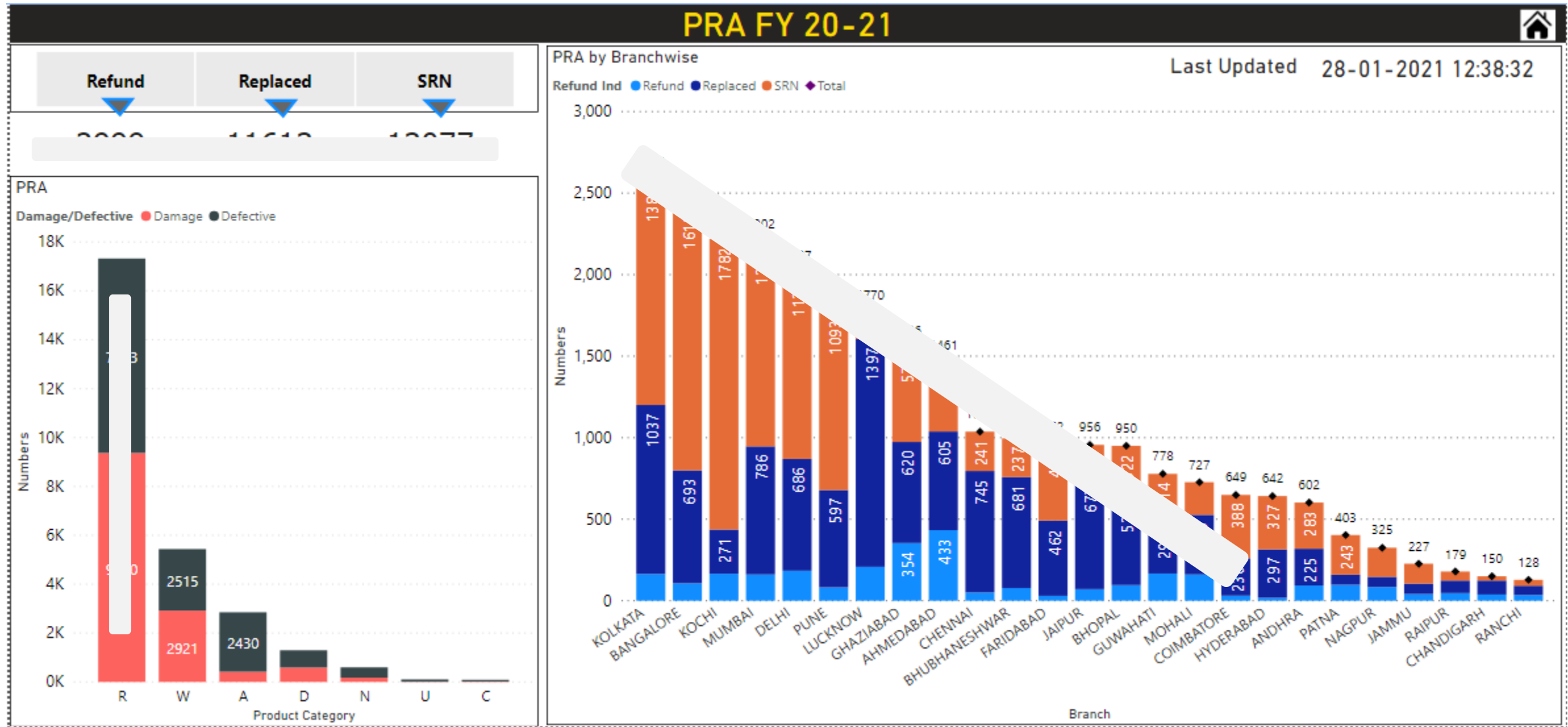
This helps branch to know Training Status and achieve Mandays Targets

5. CSAT Survey Report



This helps branch to know CSAT Status and achieve CSAT Targets

6.1 PRA Status



Branch can easily monitor PRA limit consumed, Proportion of Damage vs Defective and Refund Indication

11. Monthly Repeat

Month Wise and Branch
Wise Slicers

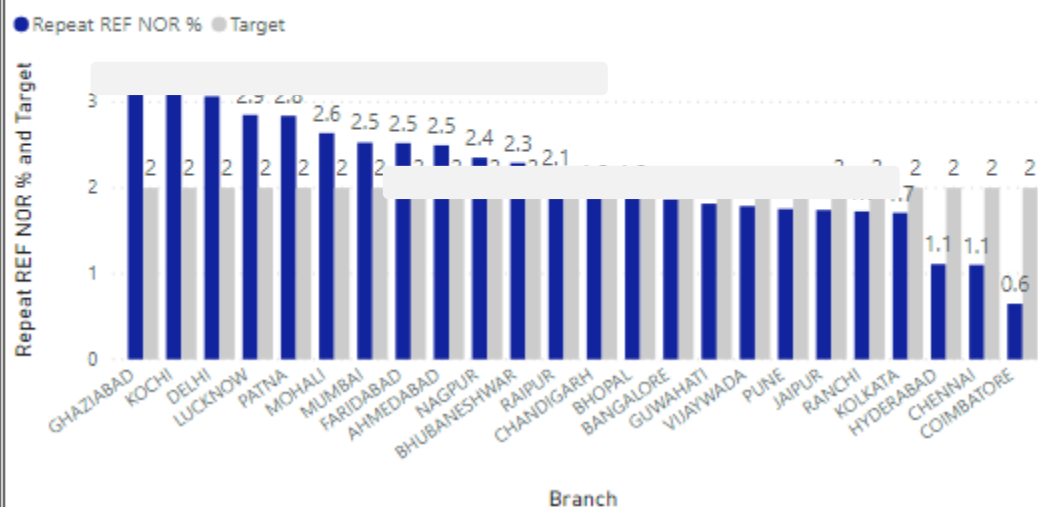
REPEAT REFG FY 20-21



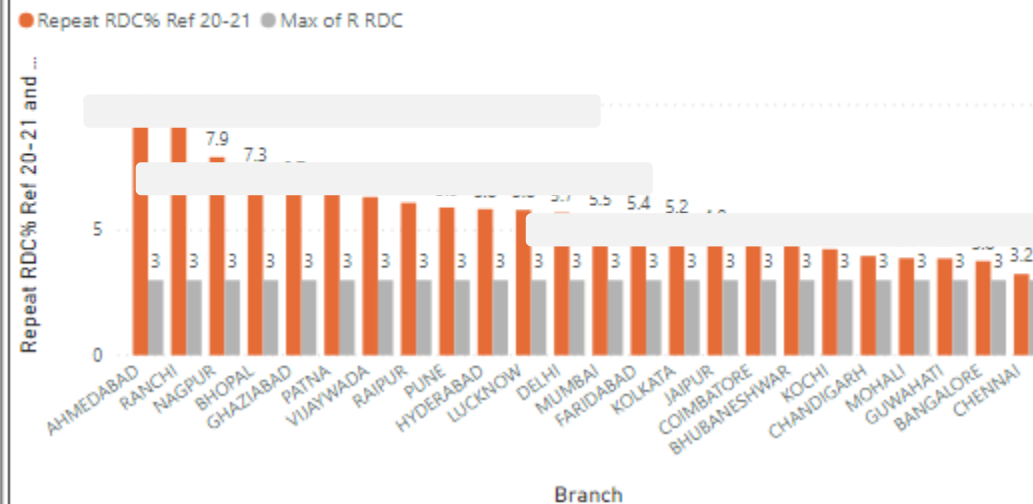
Month

- ☐ April
- ☐ January
- ☐ May
- ☐ June
- ☐ July
- ☐ August
- ☐ September
- ☐ October
- ☐ November
- ☐ December

Repeat(general) % by Branch



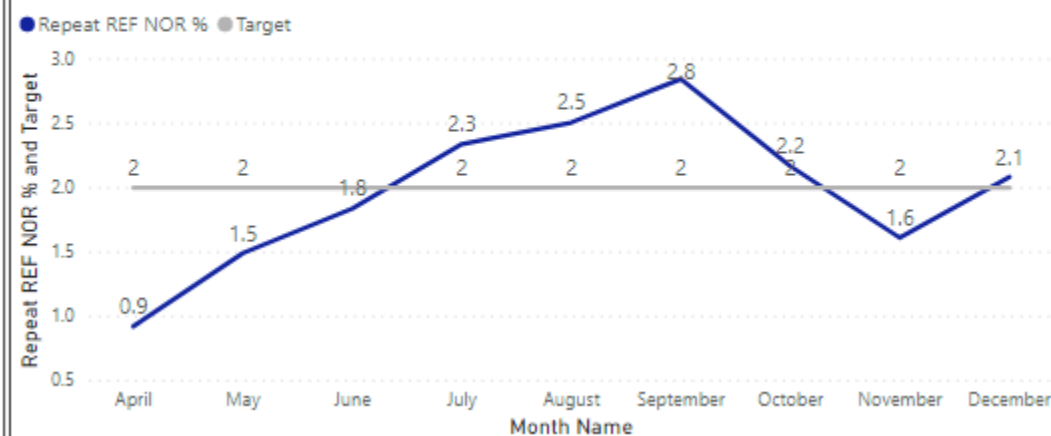
Repeat(RDC) % by Branch



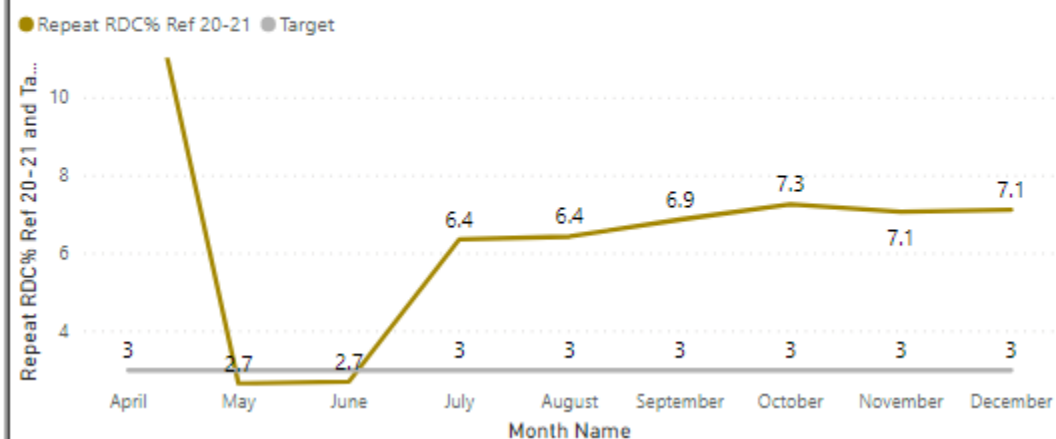
Branch

- ☐ AHMEDABAD
- ☐ BANGALORE
- ☐ BHOPAL
- ☐ BHUBANESHWAR
- ☐ CHANDIGARH
- ☐ CHENNAI
- ☐ COIMBATORE
- ☐ DELHI
- ☐ FARIDABAD
- ☐ GHAZIABAD
- ☐ GUWAHATI
- ☐ HYDERABAD
- ☐ JAIPUR

Repeat(general) % by Branch

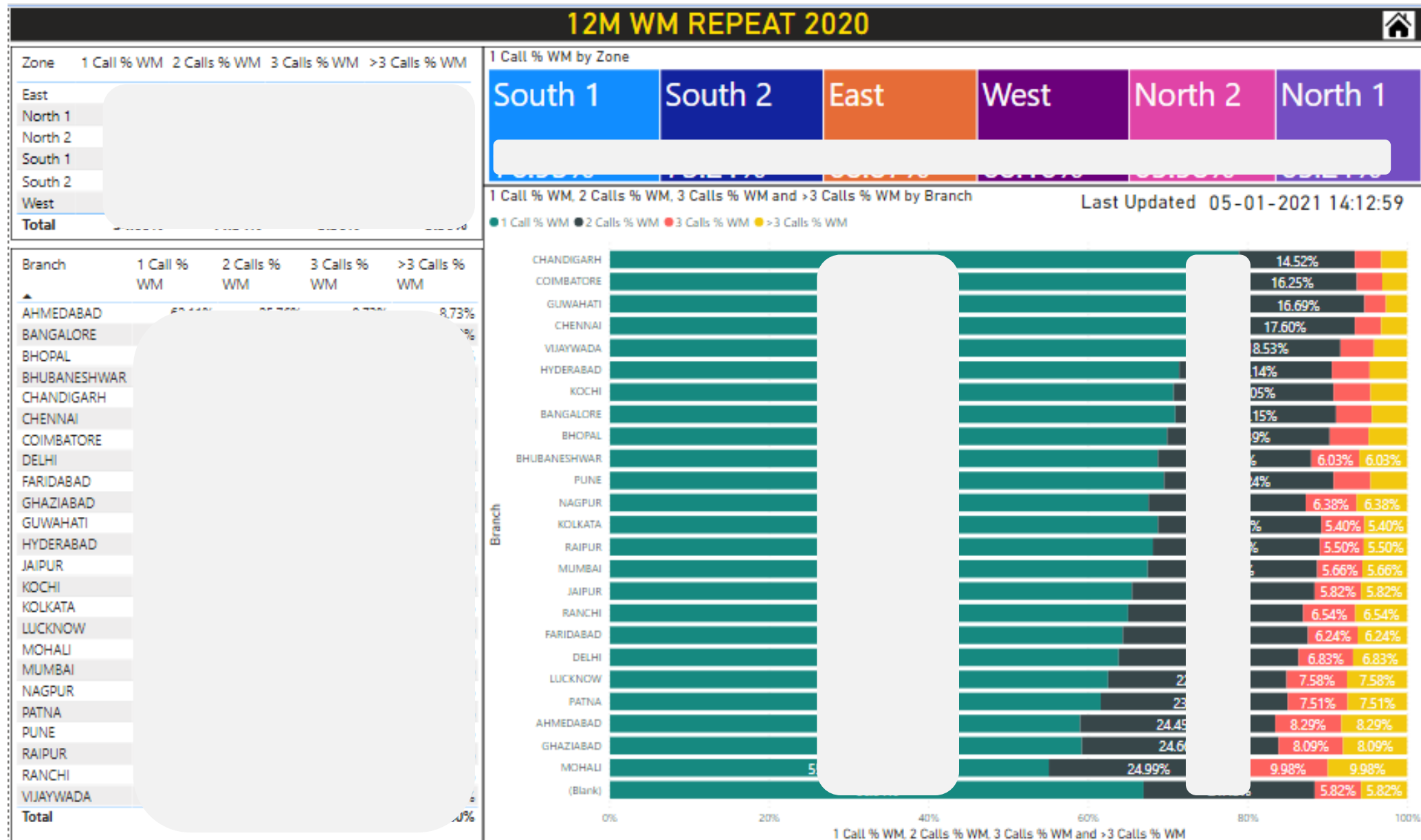


Repeat(RDC) % by Branch



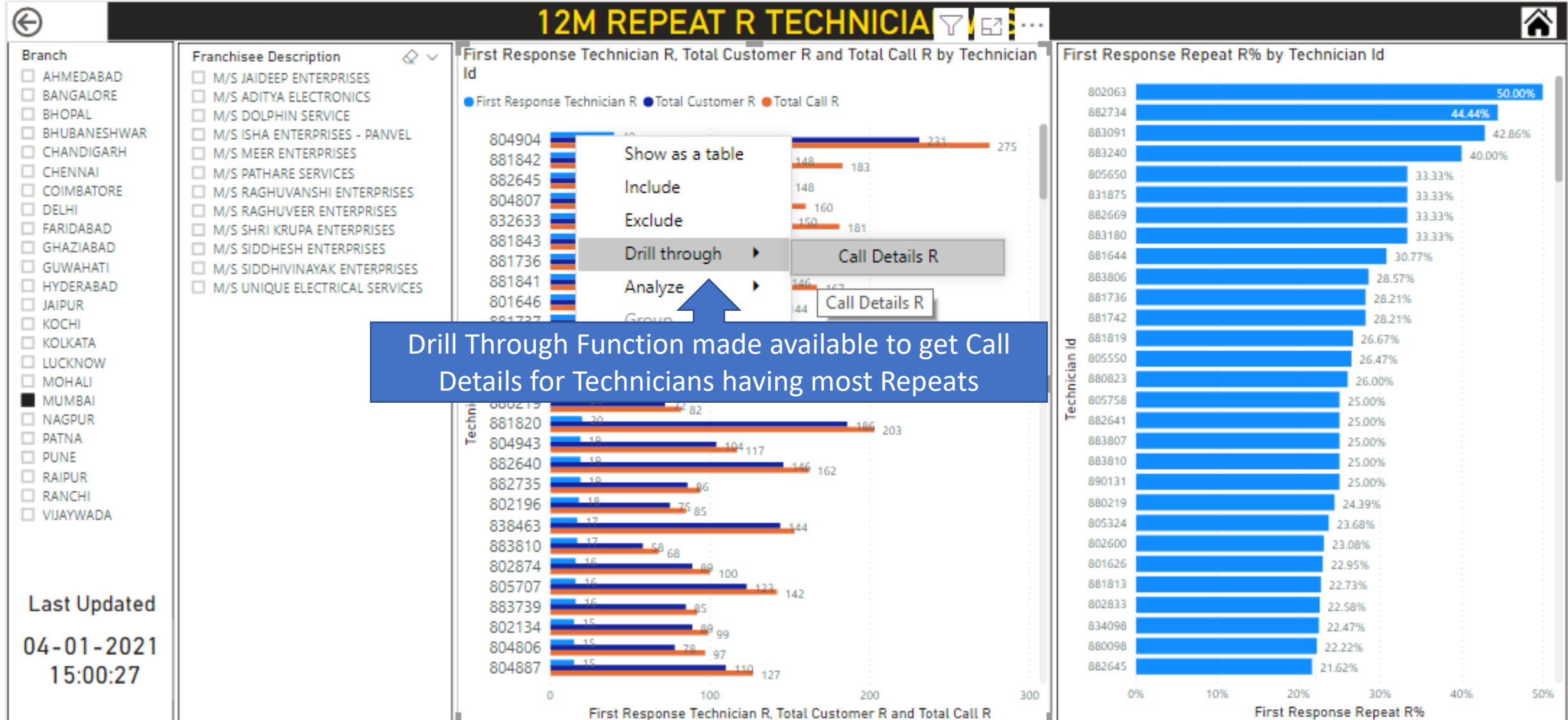
Monthly Repeat Performance can be monitored and analysed for Normal and RDC calls in One Page.

12.1 Annual Repeat – Zone and Branch Wise



12.3 Annual Repeat – Technician Wise

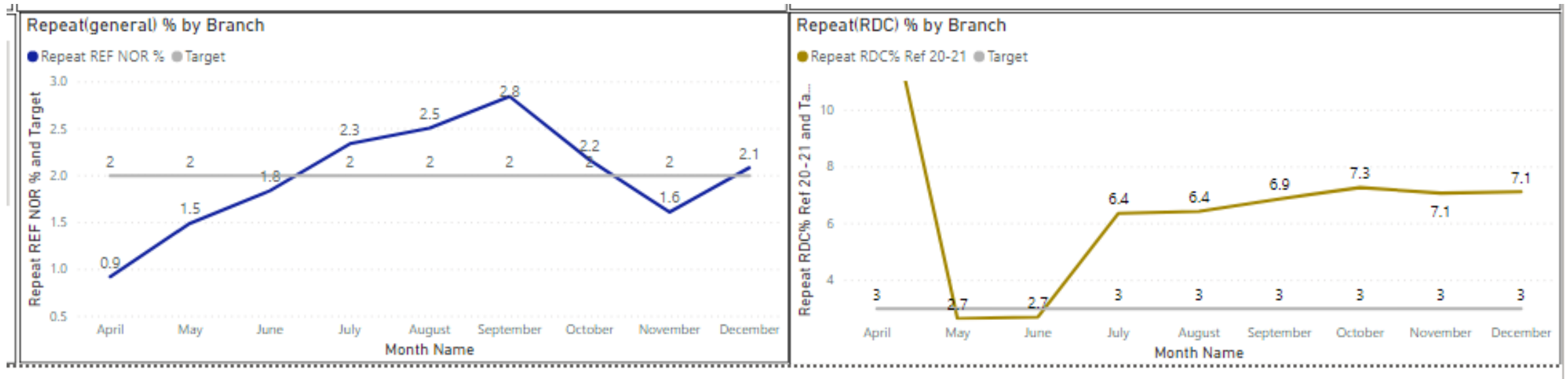
Internal



169

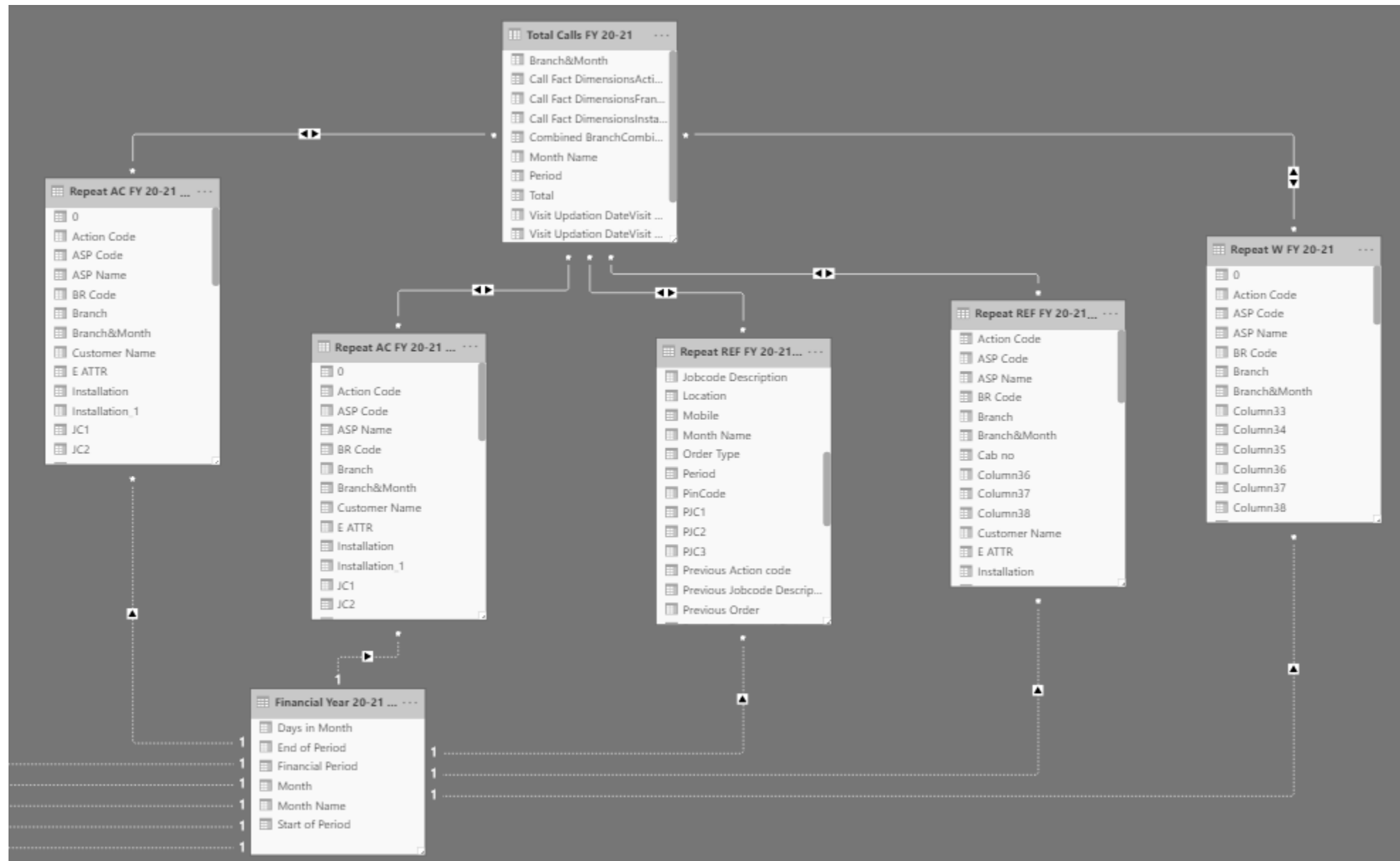
Unique things about this dashboard

Recognition of Month as per Financial Year



Power BI sorts month as per **Calendar year**. Logic developed to sort the same as per **Financial Year**

Multiple cross report and cross visualization linkages enabling useful insights



Manual data cleansing and calculation steps are mapped in Power Query

The screenshot displays a Power Query interface. On the left, a data table is visible with columns: RPT INDEX, Reported Date, RPT INDEX.Total, RPT INDEX.Repeat Count, and RPT INDEX.RPT INDEX. The table contains 25 rows of data. On the right, the 'Query Settings' pane is open, showing the 'APPLIED STEPS' section. A red dashed box highlights the 'APPLIED STEPS' list, which includes the following steps: Source, Navigation, Promoted Headers, Changed Type, Removed Top Rows, Promoted Headers1, Changed Type with Locale, Sorted Rows, Grouped Rows, Added Custom, Removed Columns, Removed Other Columns, Expanded RPT INDEX, and Filtered Rows. The 'Filtered Rows' step is currently selected.

	RPT INDEX	Reported Date	RPT INDEX.Total	RPT INDEX.Repeat Count	RPT INDEX.RPT INDEX
1		01-12-2019	1	1	1
2		01-12-2019	1	1	1
3		01-12-2019	1	1	1
4		01-12-2019	1	1	1
5		01-12-2019	1	3	1
6		01-12-2019	1	1	1
7		01-12-2019	1	1	1
8		01-12-2019	1	1	1
9		01-12-2019	1	1	1
10		01-12-2019	1	1	1
11		01-12-2019	1	1	1
12		01-12-2019	1	1	1
13		01-12-2019	1	1	1
14		01-12-2019	1	2	1
15		01-12-2019	1	1	1
16		01-12-2019	1	1	1
17		01-12-2019	1	1	1
18		01-12-2019	1	1	1
19		01-12-2019	1	1	1
20		01-12-2019	1	1	1
21		01-12-2019	1	1	1
22		01-12-2019	1	1	1
23		01-12-2019	1	1	1
24		01-12-2019	1	1	1
25					

Query Settings

PROPERTIES

Name

1 Call Repeat AC T Level 2020

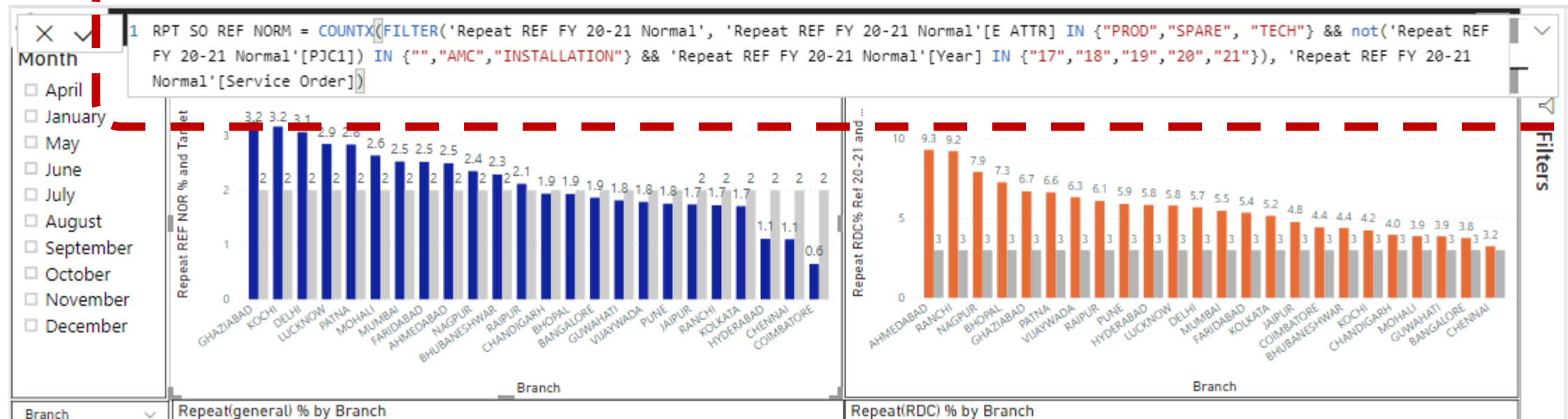
All Properties

APPLIED STEPS

- Source
- Navigation
- Promoted Headers
- Changed Type
- Removed Top Rows
- Promoted Headers1
- Changed Type with Locale
- Sorted Rows
- Grouped Rows
- Added Custom
- Removed Columns
- Removed Other Columns
- Expanded RPT INDEX
- Filtered Rows

This helps avoid redundancy of the same upon updation

Filters at Dax Level instead of usual Visual or Page Level



This allows to free other variables of the calculation from these filters thereby allowing complex calculation automated. In absence of this many manual steps may have been added rendering the updation of parameter cumbersome and time taking.

Last Source File Updation Date displayed on Dashboard Page

