[**PWC - Call Centre Trend**](https://github.com/yogeshkasar778/PWC_task_1-Call_Centre_trends-dashboard/blob/main/README.md#pwc-power-bi-virtual-work-experience--call-centre-trends) **Analysis with Power BI**

This analysis was done to find trends and insights using some visuals and understand the performance of this particular “Call Centre” for the first quarter of the year using some key performance indicators (KPI’s).

**Data Collection**

Dataset used for this task was presented by PWC

Dataset: Call Centre Trends

**Data Preparation**

* Call centre trends dataset which has 10 columns and 5000 rows of observation.
* Data cleaning for the dataset was done in the excel and power query editor as follows:
* Replacing the null values in some columns with 0, removed unnecessary columns, removed unnecessary rows and each of the columns in the table were validated to have the correct data type.
* Completed the data transformation in power query and the dataset loaded into Microsoft power bi desktop for data visualization

**Data Visualization**

* The dashboard’s structure included certain cards to display some of the measures (Key Performance Indicators) that were created, as well as slicers to filter the charts to be displayed.
* For the analysis, six visuals were made to understand some trends in the Call Centre and some of the visuals created were:
* Stacked Bar Chart, Stacked Column Chart, Line Chart, Pie Chart, Tree Map

**Insights**

* Total calls received during the first quarter of 2021 were 5,000.
* Out of 5000 calls, 4054 were successfully answered, and 946 were abandoned before being answered.
* The percentage of issues resolved in January was the highest, with a dip in February. It increased again in March.
* The average speed of the answer is 67.52.
* The highest call receipts were on Week Day.
* On Monday and Saturday, the number of calls received was high.
* The highest call answer was from agent Jim.
* Most of the satisfaction ratings from each call are above 3.
* The majority of calls come in the morning.
* Jim received the highest number of calls (666 out of which he answered 536 and 130 were not answered).