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| **Epics** | **User Stories** | **User Acceptance Criteria** |
| KPI functions | As a user, I should be able to view data across daily and monthly calls for the given time period of 3 months | User should be able to view total calls for each and every day |
| User should be able to view percentage of calls answered v/s abandoned |
| User should be able to view number of calls answered v/s abandoned |
| User should be able to view percentage of resolved v/s unresolved issues |
| User should be able to view number of resolved v/s unresolved issues |
| User should be able to view overall customer satisfaction |
| As a user, I should be able to view call metrics for the given time period of 3 months | User should be able to view total calls received, talk duration and average speed of answer in the form of KPI cards |
| Filter functions | As a user, I should be able to filter according to agent, call topics, date and time duration of the call | User should be able to view the filter panes in a clear concise manner to execute their tasks |
| Navigation and general functions | As a user, I should be able to return to default view of the dashboard with just one click | User should be provided with a reset button on top left corner with tooltip |
| User should be able click on reset button which will remove all applied filters on the dashboard |
| As a user, I want drill-down capabilities to explore specific data points in greater detail. | User should be able to activate drill down for data representing trends across different metrics |
| As a user, I want the ability to export data from the dashboard to other tools for further analysis | User should be able to export data in CSV or Excel format |