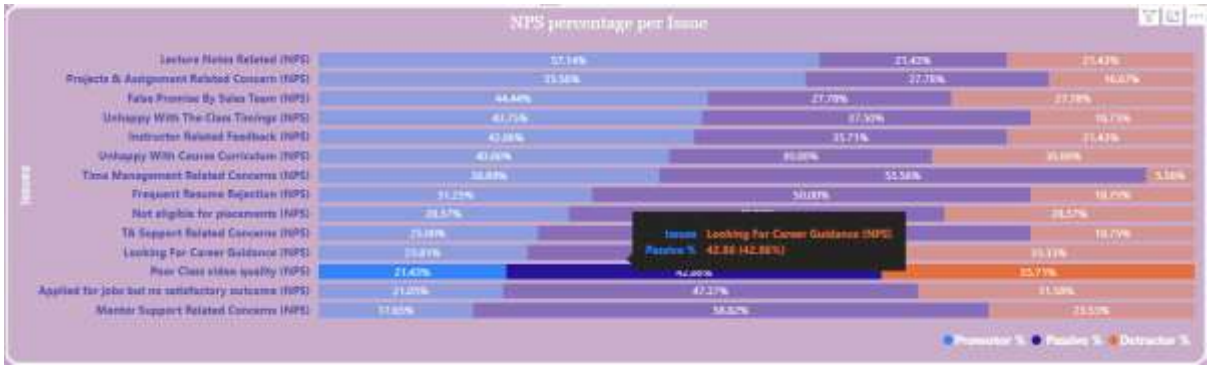
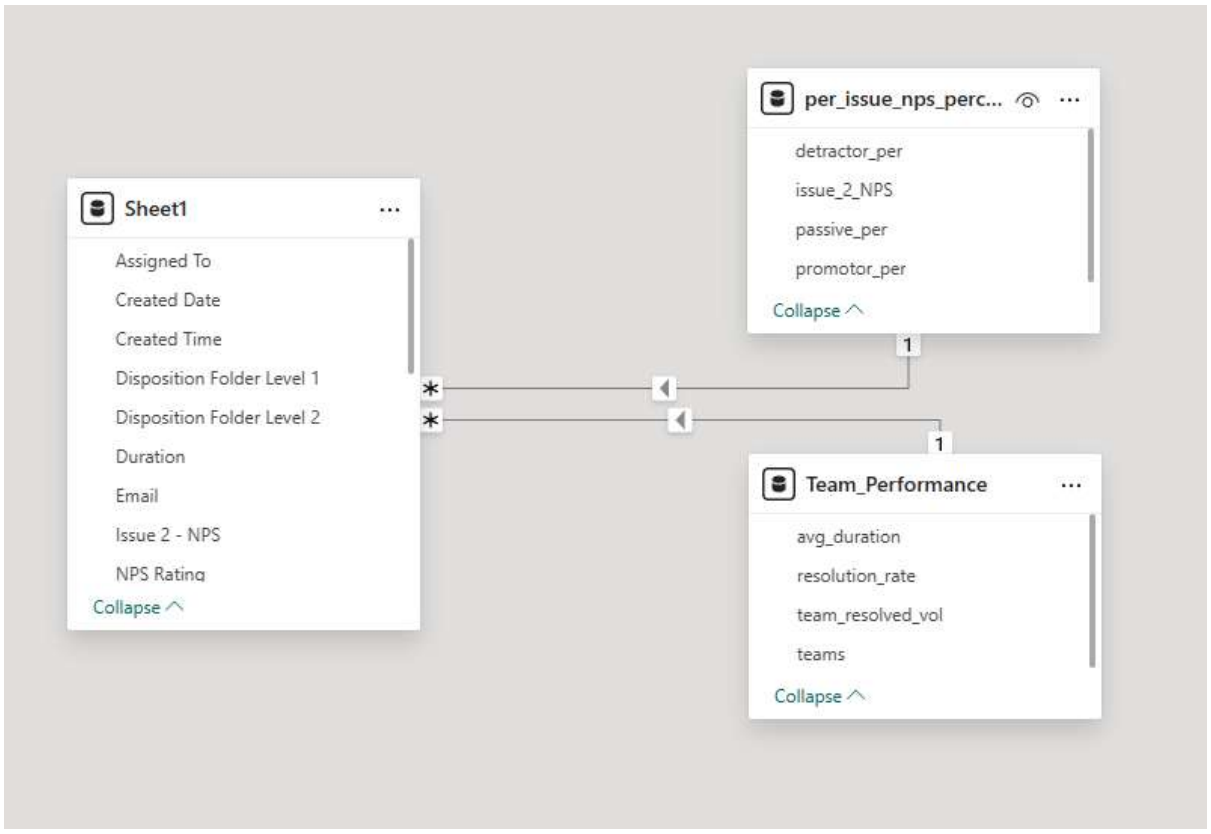
New Tables Calculated

```
NPS_Per_Issue =
SUMMARIZE (
    sheet1,
    sheet1[issue 2 - NPS],
    "Promoter %",
        VAR TotalCount =
            CALCULATE (
                COUNTROWS ( sheet1 ),
                FILTER ( sheet1, sheet1[issue 2 - NPS] = EARLIER ( sheet1[issue 2 - NPS] )
)
            )
        VAR Promoters =
            CALCULATE (
                COUNTROWS ( sheet1 ),
                FILTER (
                    sheet1,
                    sheet1[issue 2 - NPS] = EARLIER ( sheet1[issue 2 - NPS] )
                        && Sheet1[NPS Rating] IN { 9, 10 }
                )
            )
        RETURN DIVIDE ( Promoters, TotalCount ) * 100,
    "Passive %",
        VAR TotalCount2 =
            CALCULATE (
                COUNTROWS ( sheet1 ),
                FILTER ( sheet1, sheet1[issue 2 - NPS] = EARLIER ( sheet1[issue 2 - NPS] )
)
            )
        VAR Passives =
            CALCULATE (
                COUNTROWS ( sheet1 ),
                FILTER (
                    sheet1,
                    sheet1[issue 2 - NPS] = EARLIER ( sheet1[issue 2 - NPS] )
                        && Sheet1[NPS Rating] IN { 7, 8 }
                )
            )
        RETURN DIVIDE ( Passives, TotalCount2 ) * 100,
    "Detractor %",
        VAR TotalCount3 =
            CALCULATE (
                COUNTROWS ( sheet1 ),
                FILTER ( sheet1, sheet1[issue 2 - NPS] = EARLIER ( sheet1[issue 2 - NPS] )
)
            )
        VAR Detractors =
            CALCULATE (
                COUNTROWS ( sheet1 ),
                FILTER (
                    sheet1,
                    sheet1[issue 2 - NPS] = EARLIER ( sheet1[issue 2 - NPS] )
                        && Sheet1[NPS Rating] IN { 1, 2, 3, 4, 5, 6 }
                )
            )
        RETURN DIVIDE ( Detractors, TotalCount3 ) * 100
```

Issue 2 - NPS	Promoter %	Passive %	Detractor %
Projects & Assignment Related Concern (NPS)	*55.5555555555556*	*27.7777777777778*	*16.6666666666667*
Time Management Related Concerns (NPS)	*38.8888888888889*	*55.5555555555556*	*5.55555555555556*
False Promise By Sales Team (NPS)	*44.4444444444444*	*27.7777777777778*	*27.7777777777778*
Looking For Career Guidance (NPS)	*23.8095238095238*	*42.8571428571429*	*33.3333333333333*
TA Support Related Concerns (NPS)	*25*	*56.25*	*18.75*
Not eligible for placements (NPS)	*28.5714285714286*	*42.8571428571429*	*28.5714285714286*
Instructor Related Feedback (NPS)	*42.8571428571429*	*35.7142857142857*	*21.4285714285714*
Unhappy With The Class Timings (NPS)	*43.75*	*37.5*	*18.75*
Applied for jobs but no satisfactory outcome (NPS)	*21.0526315789474*	*47.3684210526316*	*31.5789473684211*
Mentor Support Related Concerns (NPS)	*17.6470588235294*	*58.8235294117647*	*23.5294117647059*
Frequent Resume Rejection (NPS)	*31.25*	*50*	*18.75*
Lecture Notes Related (NPS)	*57.1428571428571*	*21.4285714285714*	*21.4285714285714*
Unhappy With Course Curriculum (NPS)	*40*	*30*	*30*
Poor Class video quality (NPS)	*21.4285714285714*	*42.8571428571429*	*35.7142857142857*

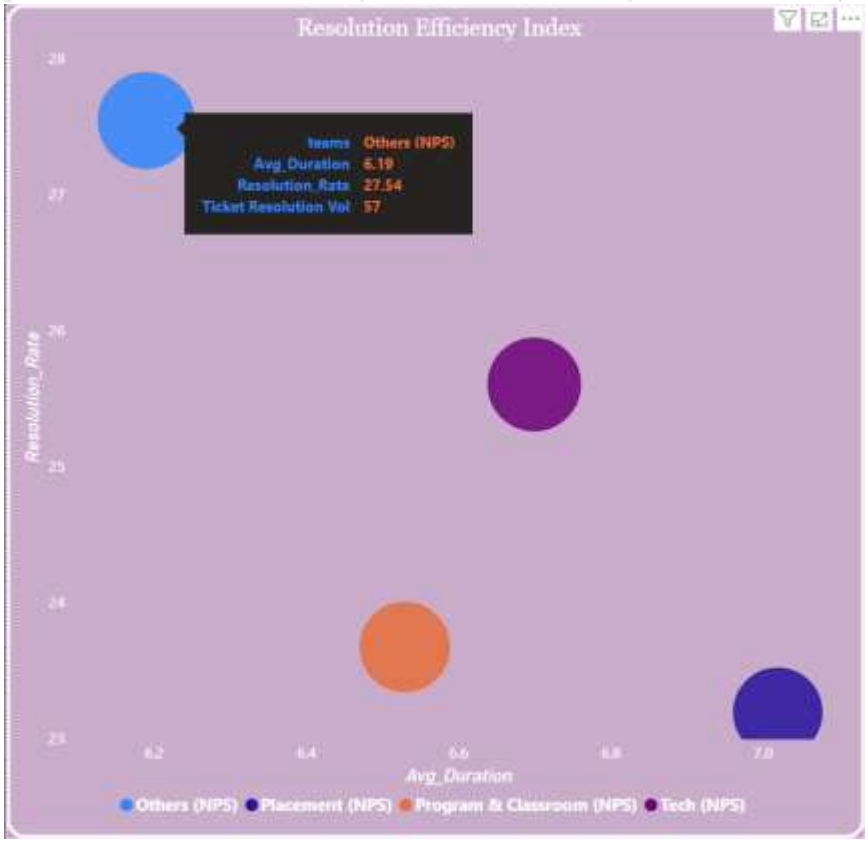

NPS percentage per Issue
Issue
Looking For Career Guidance (NPS)
Passive %
Promotor %
Passive %
Detractor %


per_issue_nps_perc...
detractor_per
issue_2_NPS
passive_per
promotor_per
Collapse
Sheet1
Assigned To
Created Date
Created Time
Disposition Folder Level 1
Disposition Folder Level 2
Duration
Email
Issue 2 - NPS
NPS Rating
Collapse
1
*
*
1
Team_Performance
avg_duration
resolution_rate
team_resolved_vol
teams
Collapse

```
Team_Performance_dax =
VAR TotalResolved =
    CALCULATE (
        COUNT ( Sheet1[Ticket No] ),
        sheet1[status] = "Complete"
    )
RETURN
    ADDCOLUMNS (
        SUMMARIZE (
            FILTER ( sheet1, sheet1[status] = "Complete" ),
            Sheet1[Disposition Folder Level 2],
            "team_resolved_vol", COUNT ( Sheet1[Ticket No] ),
            "avg_duration", ROUND ( AVERAGE ( sheet1[duration] ), 2 )
        ),
        "resolution_rate",
            ROUND (
                DIVIDE (
                    [team_resolved_vol],
                    TotalResolved
                ) * 100,
                2
            )
    )

```

Disposition Folder Level 2	team_resolved_vol	avg_duration	resolution_rate
Others (NPS)	57	6.19	27.54
Placement (NPS)	48	7.02	23.19
Tech (NPS)	53	6.7	25.6
Program & Classroom (NPS)	49	6.53	23.67



```
NPS Score =
VAR TotalResponses =
    COUNTROWS(Sheet1)
VAR Promoters =
    CALCULATE(
        COUNTROWS(sheet1),
        sheet1[NPS Rating] IN {9, 10}
    )
VAR Detractors =
    CALCULATE(
        COUNTROWS(sheet1),
        sheet1[NPS Rating] IN {0, 1, 2, 3, 4, 5, 6}
    )
VAR Per_Promoters =
    DIVIDE(Promoters, TotalResponses, 0) * 100
VAR Per_Detractors =
    DIVIDE(Detractors, TotalResponses, 0) * 100
RETURN
    ROUND(Per_Promoters - Per_Detractors, 0)

```

```
Per_Passive =
VAR TotalResponses =
    COUNTROWS(Sheet1)
VAR Passive =
    CALCULATE(
        COUNTROWS(sheet1),
        sheet1[NPS Rating] IN {7, 8}
    )
VAR Per_Passive =
    DIVIDE(Passive, TotalResponses, 0) * 100
RETURN
    Per_Passive
```

```
Per_Detractor =
VAR TotalResponses =
    COUNTROWS(Sheet1)
VAR Detractors =
    CALCULATE(
        COUNTROWS(sheet1),
        sheet1[NPS Rating] IN {0, 1, 2, 3, 4, 5, 6}
    )
VAR Per_Detractors =
    DIVIDE(Detractors, TotalResponses, 0) * 100
RETURN
    Per_Detractors

```

```
Per_Promoter = VAR TotalResponses =
    COUNTROWS(Sheet1)
VAR Promoters =
    CALCULATE(
        COUNTROWS(sheet1),
        sheet1[NPS Rating] IN {9, 10}
    )
VAR Per_Promoters =
    DIVIDE(Promoters, TotalResponses, 0) * 100
RETURN
    Per_Promoters


```