CASE STUDY: Over the course of two months, a debt collection team was tasked with recovering NGN10 million for a rapidly expanding fintech lender. The data on debtors for more than 4 weeks, including information on the loan obtained and repayment details, is included.

You must respond to the following inquiries using your knowledge of business intelligence:

1) What percentage of calls resulted in a promise to pay?
2) What was the week-on-week repayment growth rate?
3) What was the performance of buckets in the last week of the month and how does it compare to the first week of the month?
4) What is the relationship, if any, between connected calls and repayments?
5) What is the main difference in repayment patterns between buckets?
6) Which bucket has the highest average repayment value?
7) Which region has the highest repayment rate?
8) What was the average delinquent amount per account by weeks Considering the reasons for delinquency provided by customers, how do you propose engaging them in the future?
9) Share your recommendations to the team on how to improve performance.

You are to present your response, in power bi & power point, in an easily comprehensible form that shows all relevant highlights.