

# Analytics Dashboard

**Capital Insurance Group**

# Personnel

- Kyle Hays
- Will Carrara
- Idama Okumagba
- Quentin-Allen Fernandez

## MEMBERS

- Philip Pletcher (ATS)
- Mario Federico (PPM)
- Samantha Slater (TCS)

## MENTORS

## Motivation

**Capital Insurance Group has subcontracted two different companies to report statistics on claim handling. Each reports these metrics differently across multiple platforms.**

**This inconsistency causes confusion and reduces efficiency for their employees.**

## Objective

**Create a simple and intuitive online dashboard which provides useful metrics using data from the external API's currently under contract.**

## Obstacles

**Due to the limitations of Mitel we were not able to access their call center database. This reduced the project from two external systems to one.**

**We also faced issues with our initial project architecture based on R-shiny. At the suggestion of our mentors we transitioned platforms.**

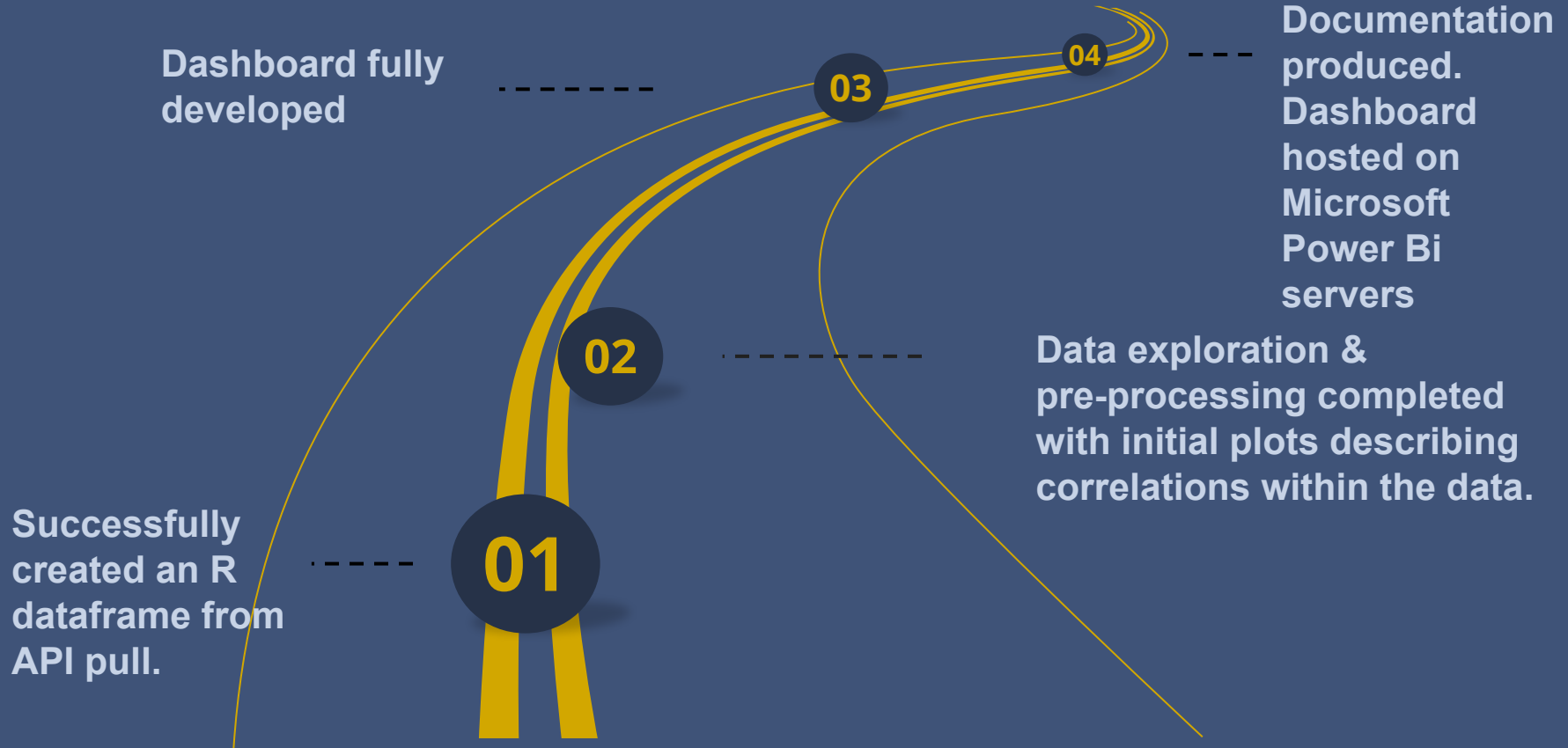
## Approach

 R Studio

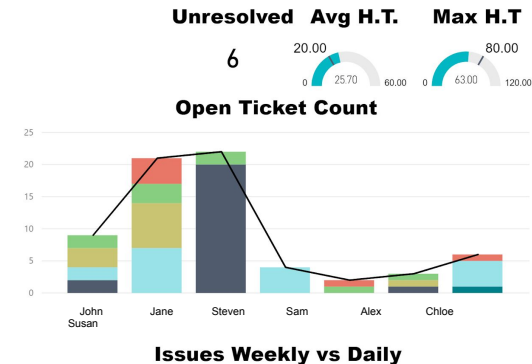
 Jira Software

 Power BI

# Project Roadmap Analytics Dashboard

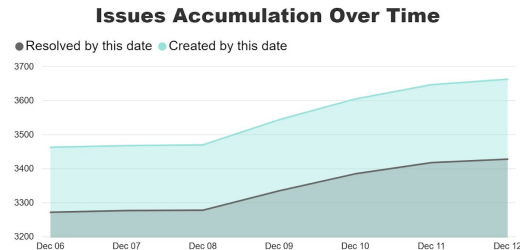
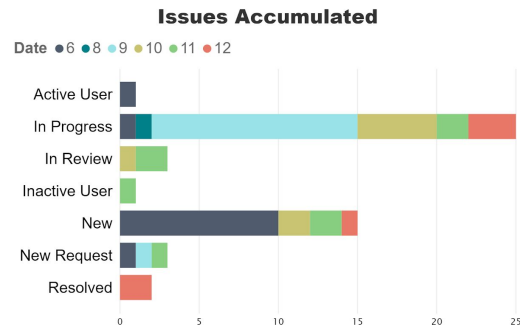
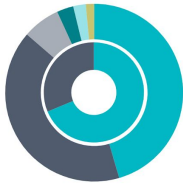


# Microsoft Power Bi



issue type

- Technical Support
- Production Task
- Systems & Infrastructure
- Employee Change Form
- ATS
- Security



- Average handle time
- Maximum handle time
- Issues accumulated by week by employee
- Issues accumulated over time (resolved/open)

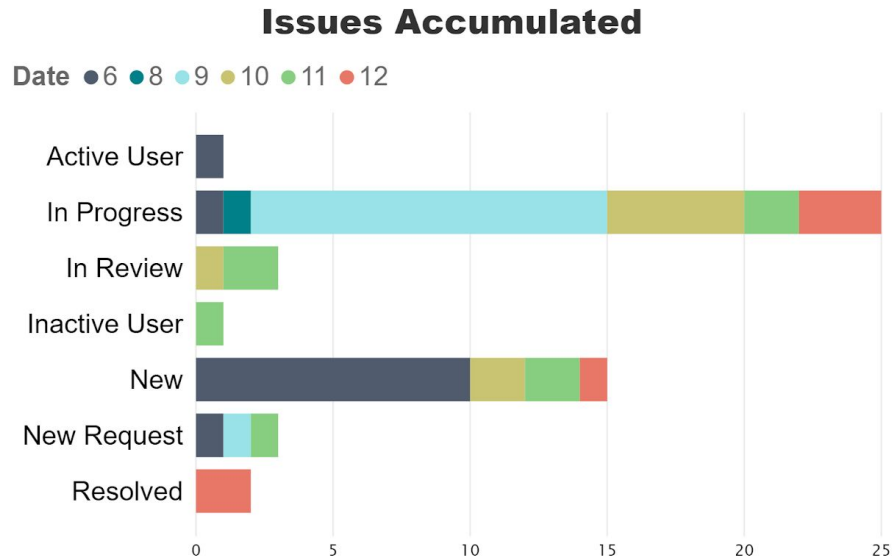


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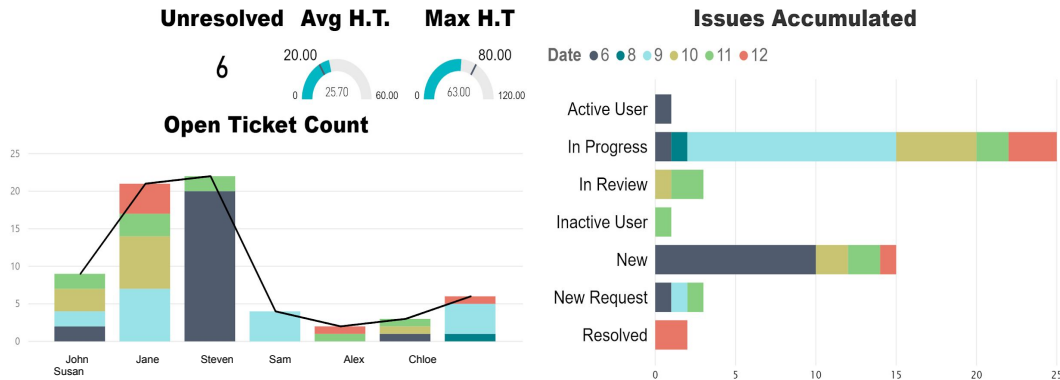
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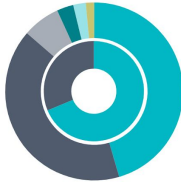
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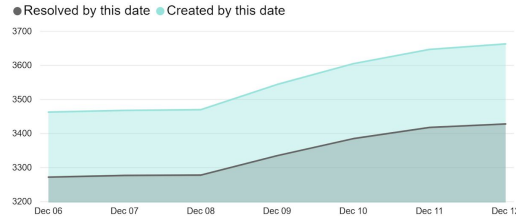
Issues Weekly vs Daily

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Issues Accumulation Over Time



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- Maximum handle time
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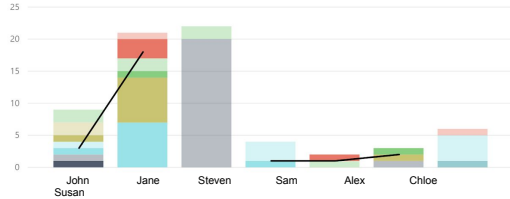
# Microsoft Power Bi

Unresolved Avg H.T. Max H.T.

4



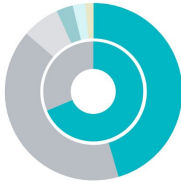
Open Ticket Count



Issues Weekly vs Daily

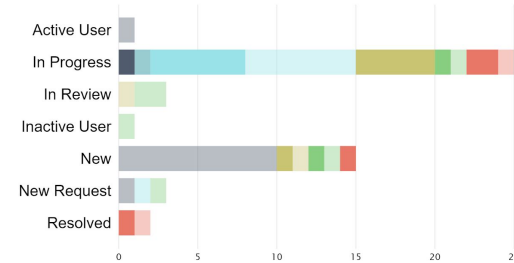
issuetype

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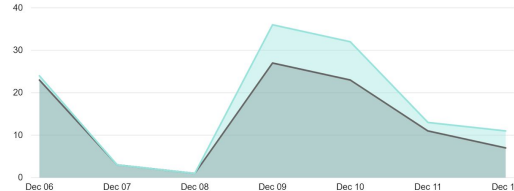
Issues Accumulated

Date 6 8 9 10 11 12



Issues Accumulation Over Time

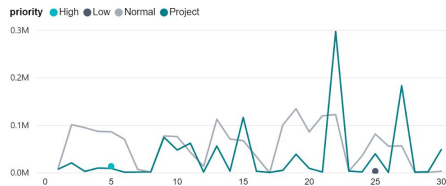
Resolved by this date Created by this date



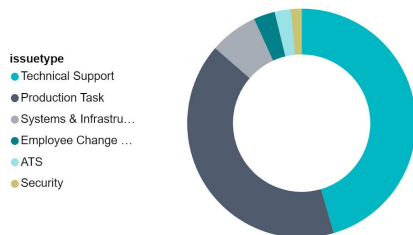
- Filtering by any field
- Allows for narrowing down of information by issuetype

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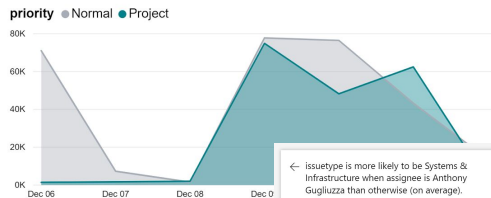
sum timespent per Day and priority



Issues

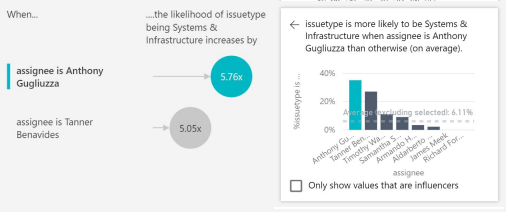


Sum aggTimespent



Key influencers Top segments

What influences issue type to be Systems & Infrastru...



- Monthly dashboard
- Comparison of time spent on activities
- Key influencers on issue type

# Thank you

Will | Kyle | Idama | Quentin