# Customer Care Dashboard Analysis

## Project Overview

This project involves analyzing a customer care dataset to understand the performance and efficiency of support operations. The data was sourced from Kaggle, and all analysis was performed using \*\*Microsoft Excel\*\*. This dashboard provides a visual summary of call metrics, customer satisfaction, and agent performance.

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## 🔧 Tools Used

- Microsoft Excel (for data cleaning, analysis, and dashboard creation)

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## 📈 Operations Performed

- Data set was already cleaned

- Descriptive Statistics

- Dashboard Creation (Pivot Tables & Charts)

- Basic Data Visualizations

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## 📊 Key Insights

- \*\*Total Calls Handled:\*\* 1,000

- \*\*Total Amount Collected:\*\* ₹96,623

- \*\*Total Call Duration:\*\* 89,850 seconds

- \*\*Average Customer Rating:\*\* 3.88

- \*\*5-Star Rated Calls:\*\* 307

-\*\*Male vs Female caller \*\*

-\*\*Satisfaction Rating\*\*

-\*\*Monthly and Weekly Trends\*\*

-\*\* Call count & Call Amount of each Representative\*\*

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## 🖼️ Dashboard Snapshots

You can view the full dashboard visuals below:

![Dashboard Overview]( customer care project/Screenshot 2025-08-07 142250.png)

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## 📌 Conclusion

This project helped visualize key metrics in customer support, enabling quicker decision-making through a well-structured Excel dashboard. It serves as a foundational analysis project suitable for entry-level roles in data analytics or operations.

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## 🚀 Future Improvements

- Add automation via Python/Power Query

- Combine with customer feedback data

- Create interactive dashboards using Power BI or Tableau

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## 🔗 Connect with Me

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