**Call Centre Analysis**

**Step 1 - Gathering data**

Get data 🡪 excel workbook 🡪 select Call centre csv file 🡪select sheet 1🡪 Clean on Transform and load data

**Step 2 – Data Cleaning**

In the power query 🡪

Click on transform tab 🡪 select Time column 🡪click on Date Type: Time dropdown 🡪click on Time 🡪 Click on Replace Current

Click on transform tab 🡪 select AvgTalkDuration column 🡪click on Date Type: Time dropdown 🡪click on Time 🡪 Click on Replace Current

**Step 3 - Data Visualization**

1. **Slicers** –

**First**

In the Build a visual 🡪 Slicer 🡪Field = Agent

In the Format/ Brush 🡪 Slicer settings 🡪 Options 🡪 style = Dropdown

**Second**

In the Build a visual 🡪 Slicer 🡪Field = Topic

In the Format/ Brush 🡪 Slicer settings 🡪 Options 🡪 style = Dropdown

**Third**

In the Build a visual 🡪 Slicer 🡪Field = Topic

In the Format/ Brush 🡪 Slicer settings 🡪 Options 🡪 style = Dropdown

1. **Gauge** –

In the Build a visual 🡪 Guage 🡪Value = Satisfaction rating 🡪 Right click 🡪Average

Maximum Value = Satisfaction rating🡪 Right click 🡪Max

In the Format/ Brush 🡪 Guage Axis 🡪 Target = 4.5

🡪 Title 🡪 turned off

From Home tab 🡪 Text box = Average Satisfaction Rating

1. **Donut Chart –**

**First**

In the Build a visual 🡪Donut Chart 🡪 Legend = Answered(Y/N),Value = Answered(Y/N)

In the Format/ Brush 🡪 Title 🡪 turned of

🡪 Legends🡪 Title 🡪 turned of

🡪 Detail labels🡪 Options 🡪 Label content 🡪Percent of total

**Second -**

In the Build a visual 🡪Donut Chart 🡪 Legend = Resolved

Value = Resolved

In the Format/ Brush 🡪 Title 🡪 turned off

🡪 Legends🡪 Title 🡪 turned off

🡪 Detail labels🡪 Options 🡪 Label content 🡪Percent of total

1. **Card –**

In the Build a visual 🡪Card 🡪 Field = Speed of Answer🡪 Right click 🡪Average

In the Format/ Brush 🡪 Title 🡪 turned off

1. **Stalked Column Chart –**

In the Build a visual 🡪Stalked Column Chart🡪 X- axis = Month (From date hierarchy),

Legend = Answered(Y/N), Y- axis = Answered(Y/N)

In the Format/ Brush 🡪 Title 🡪 turned off , Y- axis 🡪 turned off , Data labels 🡪 turned on

Legend 🡪Title = Answered, X- axis🡪 Title 🡪 turned off

1. **Matrix -**

In the Build a visual 🡪Matrix🡪 Rows = Agent, Columns

Values = Answered [New measure], Resolved (Y) [New measure],

Satisfaction rating 🡪 Right click 🡪Average

🡪Doble click 🡪 rename = Avg Satisfaction Rating,

Speed of Answer 🡪 Right click 🡪Average

🡪Doble click 🡪 rename = Avg SOA(in sec)

DAX-

Right click on 3 dos near Sheet 1 🡪 Click on New Measure 🡪 in the formula bar 🡪

Answered = CALCULATE(COUNT(Sheet1[Call Id]),FILTER(Sheet1,Sheet1[Answered (Y/N)]= "Y"))

Resolved (Y) = CALCULATE(COUNT(Sheet1[Call Id]), FILTER(Sheet1, Sheet1[Resolved]= "Y" ))

After this we created some text boxes to design and define different sections of the dashboard.

Insert tab 🡪 text box 🡪 Call Centre, Answered, Resolved, Average speed of answer (In sec), Agent statistics, Number of calls per month, etc.

Then we can download various icons from google and add them to the dashboard to enhance the view. For example, <https://icons8.com/icon/set/call-center/group-decorative> this website.

Insert tab 🡪 Image🡪select needed.