

Task 1: Call Centre

Example DAX Transformations

Total Calls = COUNT(Sheet1[Call Id])

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"))

Avg. Calls Resolved = Sheet1[Resolved (Y)] / Sheet1[Total Calls] * 100

Abandoned (Not answered) = CALCULATE(Sheet1[Total Calls] - Sheet1[Answered])

Call Length ⌚ = AVERAGE(Sheet1[AvgTalkDuration]) * 24 * 60

// OR

Avg. Length of call ⌚ (M) = MINUTE(Sheet1[AvgTalkDuration]) +

SECOND(Sheet1[AvgTalkDuration]) / 60