\*\*\*\* Create a dashboard in Power BI for Claire that reflects all relevant Key Performance Indicators (KPIs) and metrics in the dataset. Get creative!

**Possible KPIs include (to get you started, but not limited to):**

* Overall customer satisfaction
* Overall calls answered/abandoned
* Calls by time
* Average speed of answer
* Agent’s performance quadrant -> average handle time (talk duration) vs calls answered

Here is a hint: Calculating the following **measures** could help to define proper KPIs:

* # of men
* # of women
* # of leavers
* % employees promoted (FY21)
* % of women promoted
* % of hires men
* % of hires women
* % turnover
* Average performance rating: men
* Average Performance rating: women