

Agent stats Power BI Report

Agent Stats
Report Owner: TechMIS
Last updated: 10/18/2023

Minutes Drillthrough ⓘ
Page Scope: Detail information on Help Desk agents call time in minutes

BGRUSH

April 2022

Month	ACD Calls	Total Talk Time	CPH Func	Staffed Time	ACW Time	Total Minutes										TOTAL Aux	Avail Time	% Avail Time
						Aux0	Aux1	Aux2	Aux3	Aux4	Aux5	Aux6	Aux7	Aux8	Aux9			
August 2022	145	524	2.8	6,347	14	988	150	195	0	191	6	0	0	2831	0	4,374	2,144	33.78%
BGRUSH	145	524	2.8	6,347	14	988	150	195	0	191	6	0	0	2831	0	4,374	2,144	33.78%
8/18/2022	6	19	6.0	180	1	9	0	10	0	0	0	0	0	62	0	81	106	58.89%
8/17/2022	7	45	4.1	510	1	5	0	0	0	0	0	0	0	390	0	395	128	25.10%
8/16/2022	3	15	4.9	511	0	2	23	22	0	68	0	0	0	287	0	403	120	23.48%
8/15/2022	12	38	0.8	513	1	395	0	0	0	0	0	0	0	0	0	395	132	25.73%
8/12/2022	17	44	4.2	498	1	75	0	33	0	0	0	0	0	161	0	270	239	47.99%
8/11/2022	18	71	6.2	547	4	11	32	18	0	0	0	0	0	223	0	286	273	49.91%
8/10/2022	18	39	2.0	504	2	227	0	13	0	62	0	0	0	2	0	305	214	42.46%
8/9/2022	12	74	4.4	510	1	6	0	30	0	0	0	0	0	297	0	334	186	36.47%
8/8/2022	14	58	3.2	508	1	70	0	12	0	6	0	0	0	315	0	404	128	25.20%
8/4/2022	6	23	1.4	527	0	104	28	0	0	0	0	0	0	291	0	424	128	23.84%
8/3/2022	13	34	5.6	510	1	34	34	21	0	61	0	0	0	140	0	292	229	44.90%
8/2/2022	10	33	5.1	507	1	24	0	26	0	0	0	0	0	374	0	425	95	18.74%
8/1/2022	9	31	4.5	512	1	26	33	10	0	0	0	0	0	289	0	360	166	32.42%
July 2022	203	789	4.7	6,670	19	458	214	191	0	682	0	0	0	1890	0	3,453	3,426	51.36%
June 2022	208	760	4.0	9,112	20	756	368	399	0	686	0	0	0	3107	0	5,342	4,056	44.51%
May 2022	271	810	4.7	8,665	28	864	456	378	0	644	0	0	0	1836	0	4,204	4,722	54.50%
April 2022	262	782	5.4	9,122	52	610	513	398	0	782	0	0	0	1101	0	3,434	5,975	65.50%
March 2022	280	824	6.2	10,021	30	376	645	346	0	688	0	0	0	1228	0	3,226	7,011	69.06%
Total	2103	7544	4.8	68,339	234	5,039	3,205	2,475	100	4153	24	0	0	13191	0	28,393	41,809	61.18%

Aux 0 - No Reason; Aux 1 - Lunch; Aux 2 - Break; Aux 3 - Open; Aux 4 - Meeting; Aux 5 - Computer; Aux 6 - HR; Aux 7 - OJT; Aux 8 - Sup Project; Aux 9 - Corr

Data Sources and Cleaning:

Data was pulled from both SQL Server and Snowflake, a hybrid data source scenario, which is common in organizations with diverse data storage systems.

Data cleaning was performed on both SQL Server and Power Query, where handling missing values, removing duplicates, and transforming data types to ensure consistency.

Schema and Tools

STAR schema was followed. STAR schema is a type of database schema where a central fact table is connected to one or more-dimension tables via foreign key relationships. This design simplifies queries and provides better performance.

CMS Agent Stats table and Timeviewdim table were used. These represent fact and dimension tables, respectively, in the STAR schema.

Challenges and Solutions

Challenges such as data mismatches were handled with functions in Power Query. This involved using Power Query functions to clean and transform data, ensuring consistency and accuracy.

Power BI Features – Desktop/Service

Power BI features like DAX (Data Analysis Expressions) calculated measures were utilized. DAX is a formula language for Power BI that enables users to create custom calculations in Power BI.

Slicers and advanced filter functionalities were implemented. Slicers are visual controls that allow users to quickly filter data, and advanced filter functionalities involve complex conditions and logic in filtering data.

Drill through was used to calculate Agent stats based on Hours, Minutes, and Percentages. Drill through allows users to navigate from a summary report to detailed information, helping to analyze data at a granular level.

Data Migration

PH data tool was used to convert SQL Server to Snowflake. This suggests a data migration process where data was moved from SQL Server to Snowflake using a specific tool, PH data tool.

Results

The user can view CMS agent stats details including hours/time and the process involved leveraging the capabilities of both SQL Server and Snowflake, cleaning and transforming data using Power Query, implementing a STAR schema for efficient data modeling, and utilizing advanced features of Power BI like DAX, slicers, filters, and drill through to enhance the reporting capabilities

