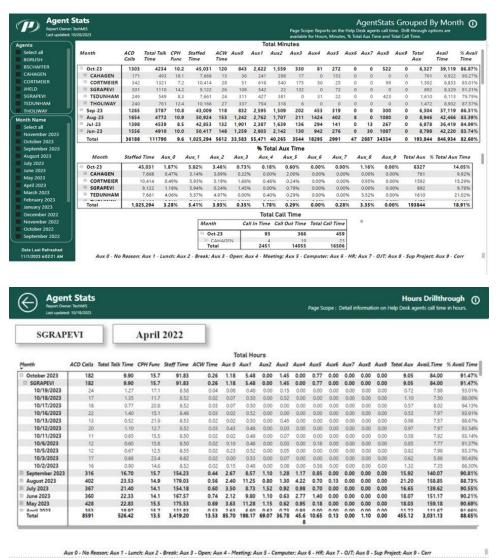
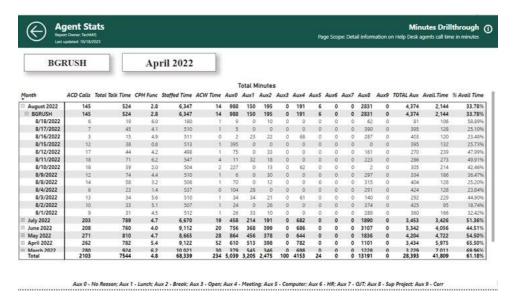


Agent stats Power BI Report

Migrating Helpdesk Stats Report from Micrsoft report builder to Power BI desktop connecting with on-premises SQL server and cloud server Snowflake Datawarehouse and published on Power BI service using advanced DAX features, calculated columns, measures, and drill through/slicers/Filters





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