**Comprehensive Bot Performance Dashboard for the HR Department**

**Introduction:**

Reports have been developed for various departments within a telecom company to ensure accessibility for both English and Arabic-speaking users. Utilizing advanced editor functionalities like row-level security (RLS) and scheduled refreshes, the reporting process was enhanced. These reports provide a comprehensive analysis based on data collected over time, offering insights to support decision-making and strategic financial initiatives. The primary goal is to provide the client with a clear understanding of bot performance, tracking success, failure, and performance metrics of the chatbot, including associated costs and API usage.

**Objective:**

Develop a comprehensive Power BI dashboard to analyze the performance of the bot within the HR department.

**Key Data Columns:**

1. Date: Date of data entry.
2. Full/part: Indicates if the employee is full-time or part-time.
3. Query category type: Classification of query types (e.g., product distribution, customer acquisition, frequently asked topics).
4. Response time: Time taken for bot responses.
5. Tokens generated and consumed: Metrics indicating the volume of tokens generated and consumed.
6. Response details: Details of the bot's response.
7. OpenAI call: Indicator of OpenAI call.
8. OpenAI cost: Cost associated with OpenAI call.
9. ChatGPT call count: Number of ChatGPT model calls.
10. Ada call count: Number of Ada model calls.
11. Prompt word input: Input word prompting conversation.
12. Word generated: Total Word generated in response.

**Dashboard Features:**

1. **Performance Overview:**

* Summary of bot performance metrics such as total queries, average response time, and success/failure distribution.

1. **Query Trends:**

* Response Time Analysis:
* Categorization of queries by response time for further examination.

1. **User Engagement Metrics:**

* Evaluation of customer retention and total sessions to understand user engagement.
* Product Distribution Insights:
* Analysis of query category types to gain insights into product distribution, customer acquisition, and frequently asked topics.

1. **Cost Analysis:**

* Visualization of OpenAI call costs and breakdown of API usage by model (ChatGPT, Ada).