## Call Center Trend Analysis Dashboard

## Description

The Call Center Trend Analysis Dashboard provides insights into call center performance, focusing on agent efficiency, answered calls, and resolution metrics. This dashboard helps in monitoring trends, analyzing performance, and identifying areas of improvement..

## Key Performance Indicators (KPIs)

## Average Speed of Answered Calls: Measures the average time taken for calls to be answered, providing insights into responsiveness.

## Visualizations

**1.Bar Chart:** Shows the total number of answered and resolved calls by agent, helping identify top performers

**2.Pie Chart:** Illustrates the proportion of answered versus unanswered calls.

3. **Matrix:** Provides a detailed breakdown of calls by agent, status, and date

## Slicers

* **Agent Slicer:** Filters data by agent name, allowing analysis of individual agent performance.
* **Answered Calls Slicer (Yes/No):** Filters data to show calls that were answered or not.
* **Resolved Slicer (Yes/No):** Filters data to display calls that were resolved or not.
* **Date Slicer:** Allows filtering by specific date ranges for time-based analysis.

## Data Source

The dataset includes call records with details of agent names, call statuses (answered or resolved), and dates. This data enables a comprehensive analysis of agent performance and call outcomes.

## Requirements

* Power BI Desktop (Version May 2024 or later recommended).
* No additional dependencies.

## Usage Instructions

1. Opening the File: Download and open the Power BI dashboard file using Power BI Desktop.
2. **Interacting with the Dashboard:** Use the agent, answered calls, resolved, and date slicers to filter data and focus on specific aspects of call center operations.
3. Customization: Adjust filters to explore agent-specific data or trends over different periods.

## Insights

* The agent slicer helps in evaluating the performance of individual agents.
* The answered calls slicer provides insights into the responsiveness of the call center
* The resolved slicer helps in understanding the efficiency of resolving customer issues.
* The date slicer enables trend analysis over specific time frames.

## Future Enhancements

* Incorporating customer satisfaction metrics to provide a complete view of call center performance.
* Adding a detailed breakdown of call types to further understand agent efficiency..