# FORGE PWC VIRTUAL INTERNSHIP PROGRAMME
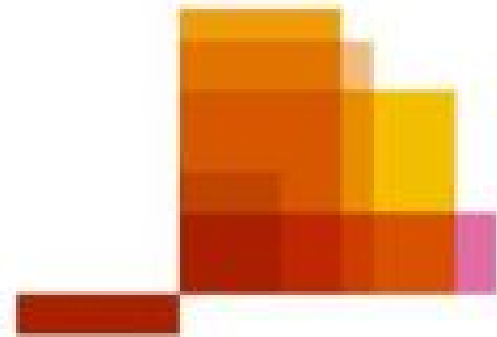
## Problem Statement:

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

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### Request: Call Centre Trends

**Claire (PhoneNow)**
To ● You

<div align="right">↩ Reply    ↩ Reply All    → Forward    …</div>

Hi Digital Accelerator,

May I introduce myself? I'm Claire, Call Centre Manager here at PhoneNow. My colleague suggested I reach out to you. Pleased to meet you.

I'm looking for transparency and insight into the data we have here at the Call Centre. For example: total number of calls answered and abandoned, speed of answer, length of calls, overall customer satisfaction, etc. What I'm after is an accurate overview of long-term trends in customer and agent behaviour.

I was told you are great at visualising data in such a way that important aspects become very clear. That's precisely what I need.
Could you please prepare a dashboard on Call Centre trends that I can use as a basis for discussion with management? I'll provide you with the required data, of course.

Looking forward to hearing from you.

Best regards,
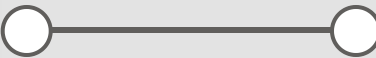Claire

# Call Centre Trends
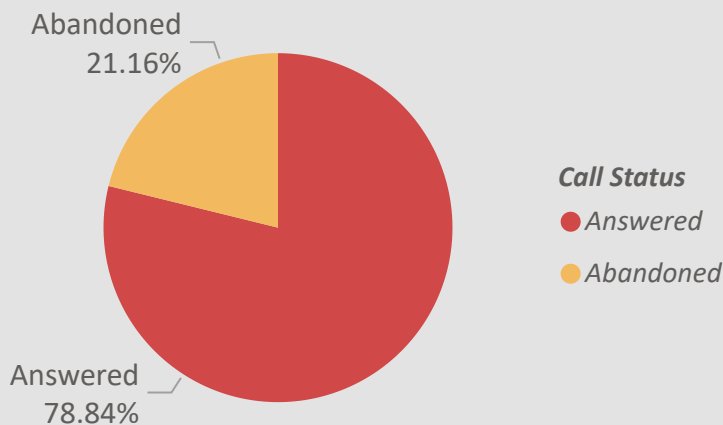
Agent: All

Topic: Technical Support

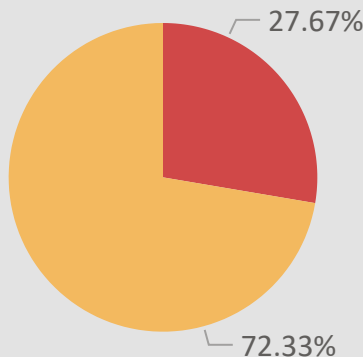1/3/2021 — 3/31/2021

## Overall Calls Answered/Abandoned



Abandoned 21.16%

Answered 78.84%

**Call Status**
- Answered
- Abandoned

## Average of Satisfaction rating



0.00    3.41    5

## 983
### Total Call

## Resolved

Resol... ● N ● Y



27.67%

72.33%

## Total Calls by Agent



| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 138 | 133 | 131 | 118 | 117 | 117 | 115 | 114 |
| Dan | Martha | Jim | Stewart | Diane | Greg | Becky | Joe |
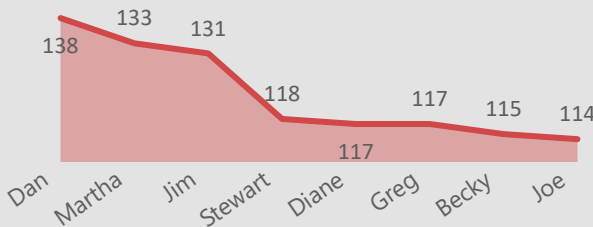
## Avg Speed Answer Call (Sec)

### 68.02

## Overall Customer Satisfaction



Feb 2021    Mar 2021
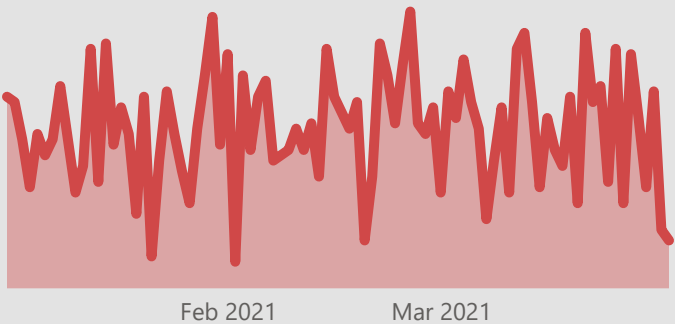
| Answered (Y/N) | | Y | | |
|---|---|---|---|---|
| Agent | Answered | Resolved (Y) | Avg Satisfaction | Avg Speed Ans(Sec) |
| Greg | 88 | 77 | 3.48 | 73.94 |
| Joe | 96 | 85 | 3.27 | 72.75 |
| Martha | 98 | 92 | 3.51 | 71.91 |
| Dan | 114 | 105 | 3.59 | 68.84 |
| Diane | 91 | 82 | 3.38 | 66.96 |
| Stewart | 96 | 92 | 3.38 | 66.72 |
| Jim | 98 | 92 | 3.38 | 61.82 |
| Becky | 94 | 86 | 3.29 | 61.46 |

## Call Trend by Month

Answe... ● N ● Y



| | January | February | March |
|---|---|---|---|
| Y | 244 | 266 | 265 |
| N | 82 | 63 | 63 |
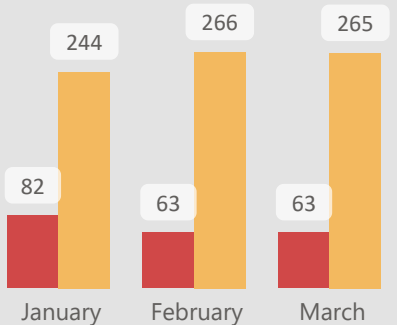
# INSIGHTS

According to data from the Call Centre Trends Report for the period of January to March 2021,

1. Phone Now Call Centre handled a total of 4880 calls, with 3960 calls successfully answered, resulting in an 82% answer rate.
2. The overall average satisfaction rate for calls was 3.4 out of 5, with Martha receiving the highest satisfaction rating from customers.
3. The average speed of answering calls was 67.53 seconds.
4. Jim received the highest number of calls at 650, while Sterwart received the lowest at 568.
5. The technical support topic had the lowest answered call rate at an average speed of 68.02 seconds and also experienced the highest number of abandoned calls.