

# PwC Switzerland Power BI Job Simulation

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How: Highlight text, click on the link symbol on the toolbar, and select the page in your presentation that you want to connect.

*Kindly delete this note after editing this page.  
Thank you!*

# Agenda

Topics Covered

- Introduction
- Dashboards
- Conclusion

# Introduction

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The PwC Switzerland Power BI Job Simulation emphasizes the importance of digital transformation and upskilling in today's business world. As part of the Digital Accelerator Program, this simulation equips participants with data visualization and analytical skills to solve real-world client challenges.

By creating interactive Power BI dashboards, participants learn to extract insights, identify trends, and provide data-driven recommendations, enhancing their expertise in business intelligence and decision-making.

Agent

All

Topic

All

Date

01-01-2021

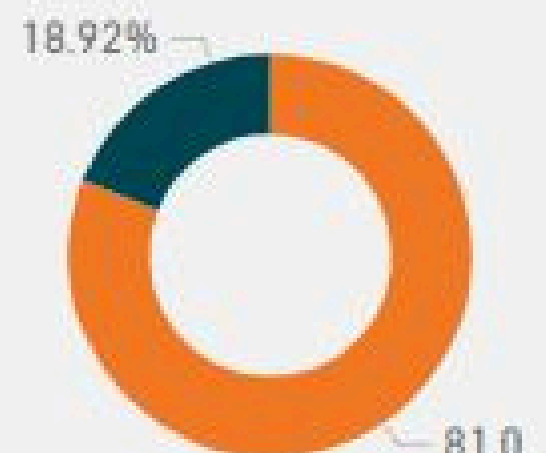
31-03-2021



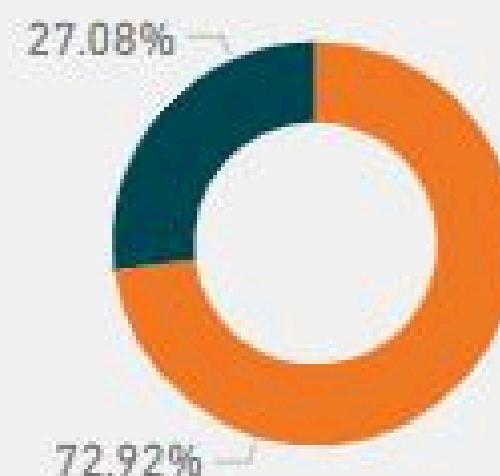
Average satisfaction



Answered

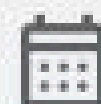


Resolved



Average speed of answer

67.52



Number of calls per

● N ● Y



Agent statistics

Agent	Answered	Resolved (Y)	Avg Satisfaction	Avg SOA (in secs)
Joe	484	436	3.33	70.99
Martha	514	461	3.47	69.49
Greg	502	455	3.40	68.44
Dan	523	471	3.45	67.28
Jim	536	485	3.39	66.34
Diane	501	452	3.41	66.27
Stewart	477	424	3.40	66.18
Becky	517	462	3.37	65.33

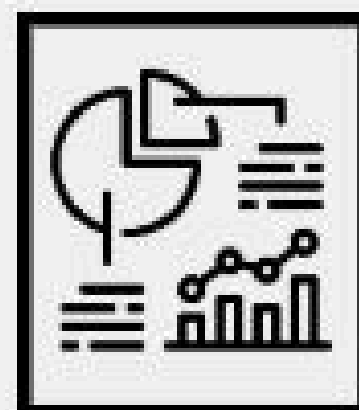
# Welcome to Phone Now

Click on the items below to drill into the analytics

## Key Performance Indicators

- 1) Increase Tech support capacity for Fiber optic customers and lower tech tickets per customer to 0.5
- 2) Increase sale of 1 and 2 year contracts by 5% each
- 3) Yearly increase of

## Churn Dashboard



- Demographics
- Customer Account Information
- Services

## Customer risk analysis



- Internet Service
- Type of Contract
- Payment Method





# Churn Dashboard



Customer at risk

1869

# of Tech tickets

885

# of Admin tickets

2173



Monthly charges

139.13K

Yearly charges

2.86M



## Demographics

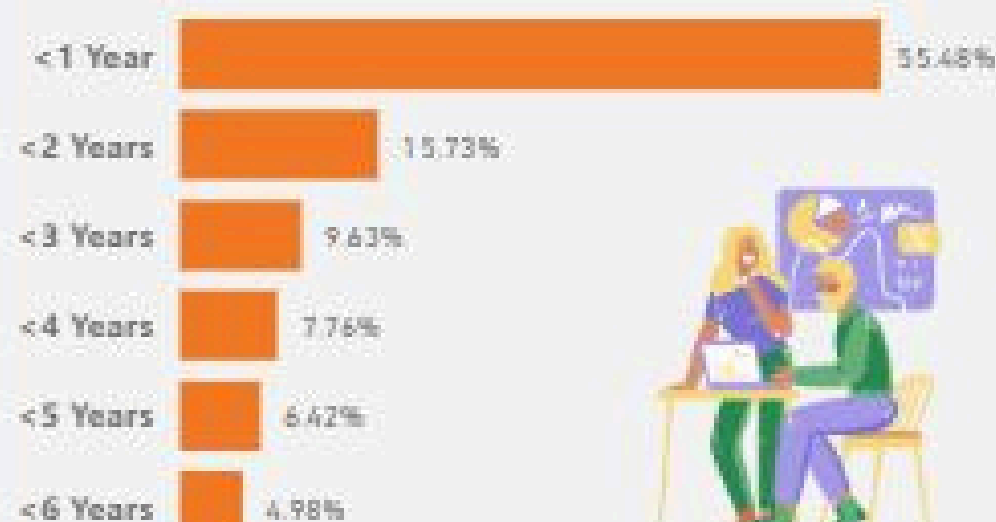
● F ● M



25%  
Senior citizen

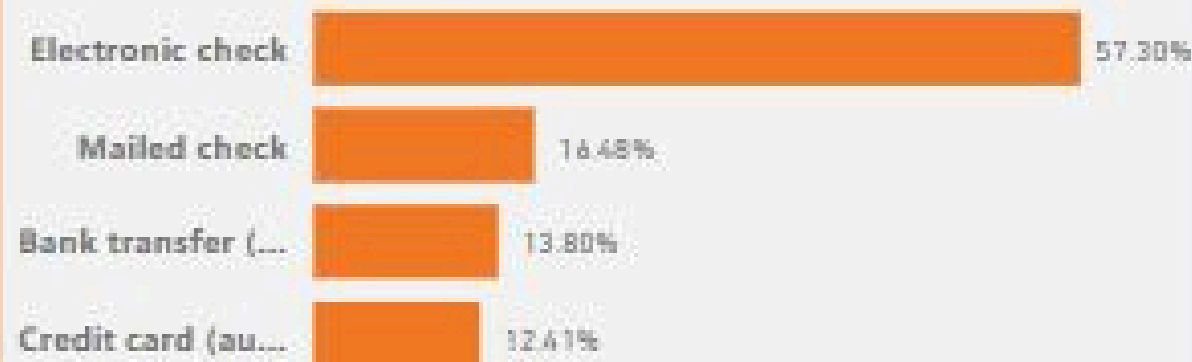
17%  
Dependents  
36%  
Partner

## Subscription time



## Customer Account Information

### Payment method



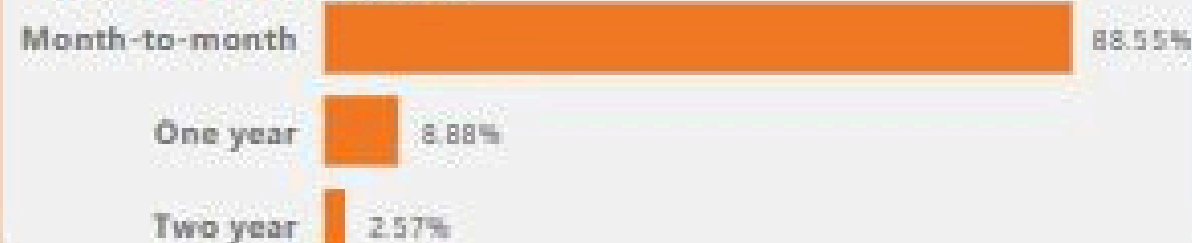
### Paperless billing



### Average Charges

\$74.44  
Monthly  
\$1,531.80  
Total

### Types of contract



## Services Customers signed up for

91% Phone Service

Multiple Lines

49.97% No  
50.03% Yes

44% Streaming TV

44% Streaming Movies

29% Device Protection

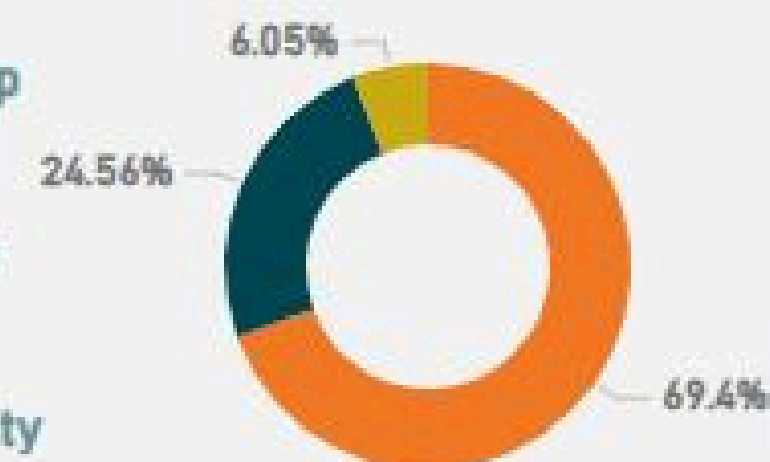
28% Online Backup

17% Tech Support

16% Online Security



● Fiber optic ● DSL ● No





# Customer Risk Analysis



## Risk of Churn



No



Yes



## Internet Service



DSL



Fiber optic



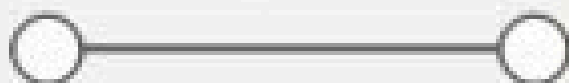
No



## Months Subscribed

0

72



## Contract type



Month-to-month



One year



Two year



7043  
Total customers

26.54%  
Churn rate%



\$16.06M  
Yearly charges

2955  
TechTickets  
3632  
AdminTickets

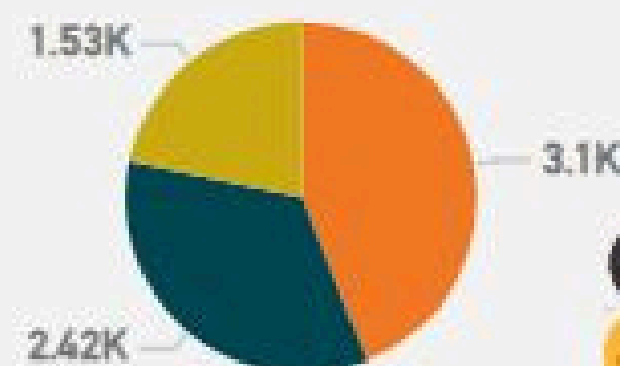


## Churn by type of Internet service



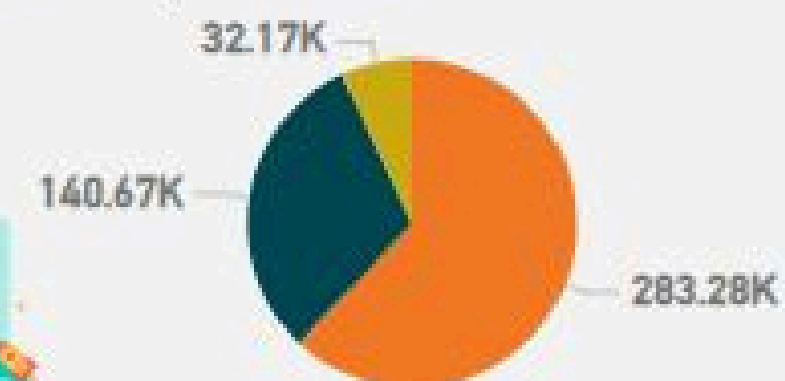
## # of customers by internet service

Fiber optic DSL No



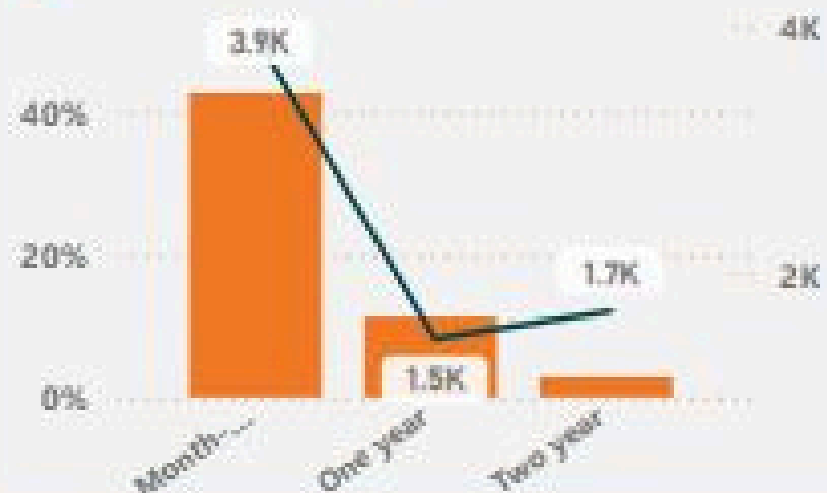
## Sum of monthly charges

Fiber optic DSL No



## Type of Contract

Churn rate Customers



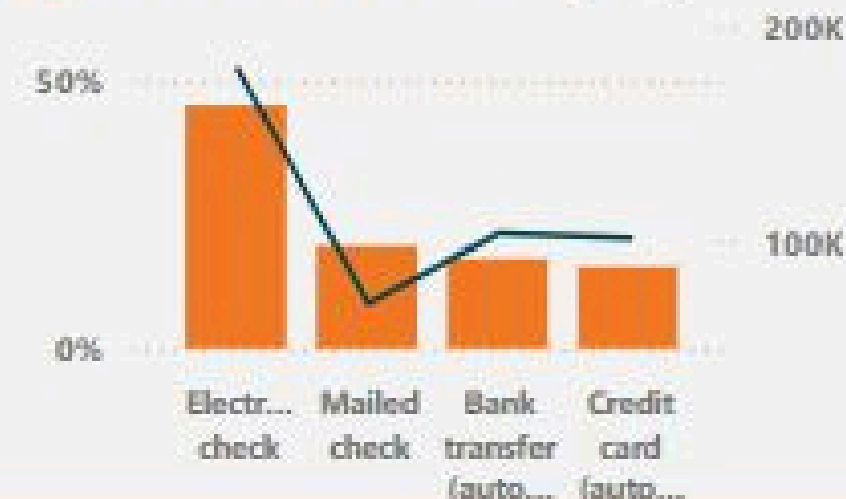
## Years of Contract

%Churn rate Monthly Charges



## Churn by payment method

%Churn rate Sum of Monthly Charges



# Diversity & Inclusion



Department

All

Job Level

All

Age group

All

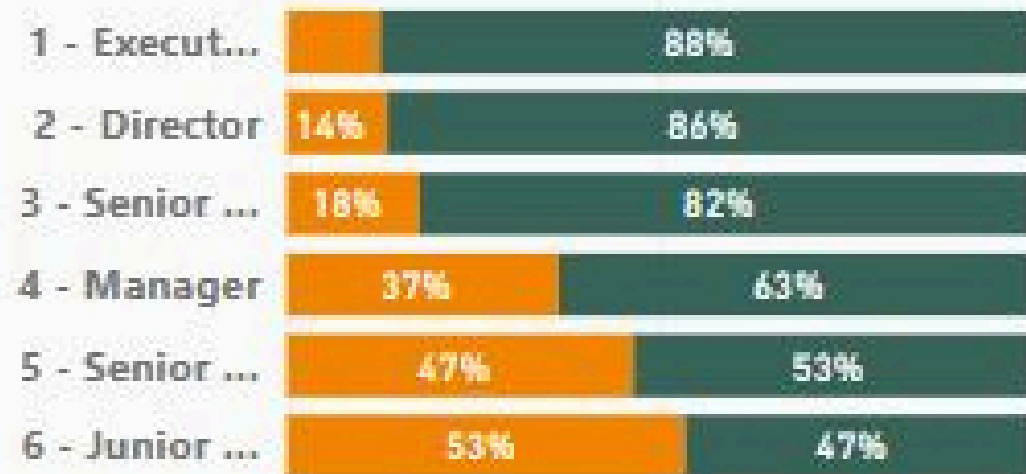
Region group

All



## KP1 - Hiring

Female Male



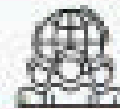
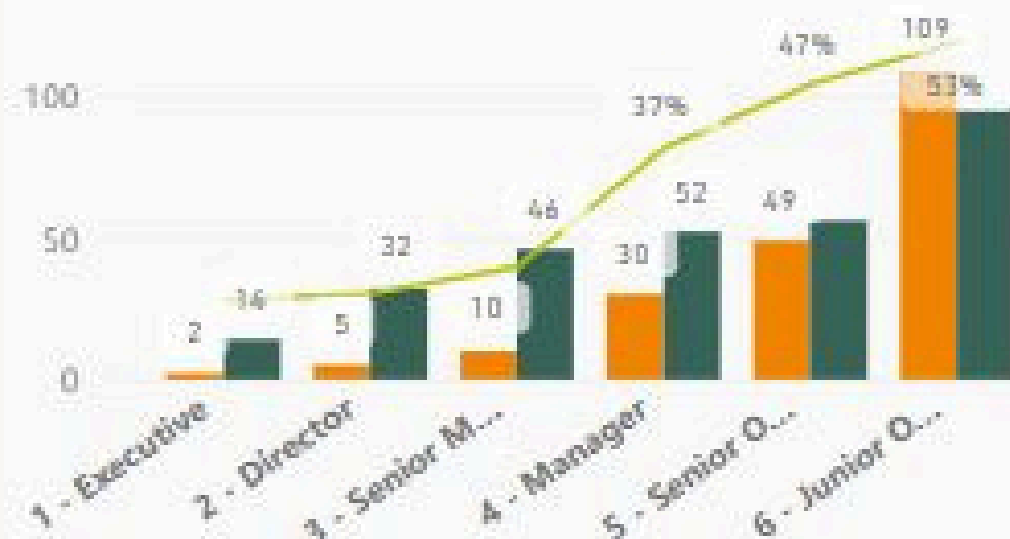
41%

of Hires were Female

59%

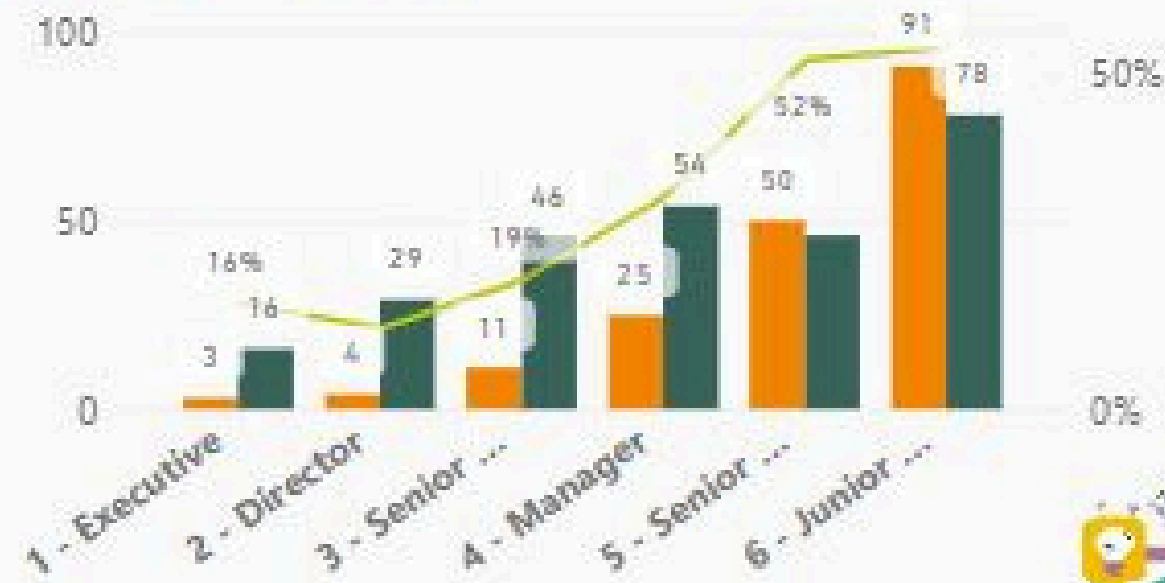
of Hires were Male

Female Male %female



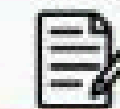
## KP2 - Promotions (This year)

Female Male %female



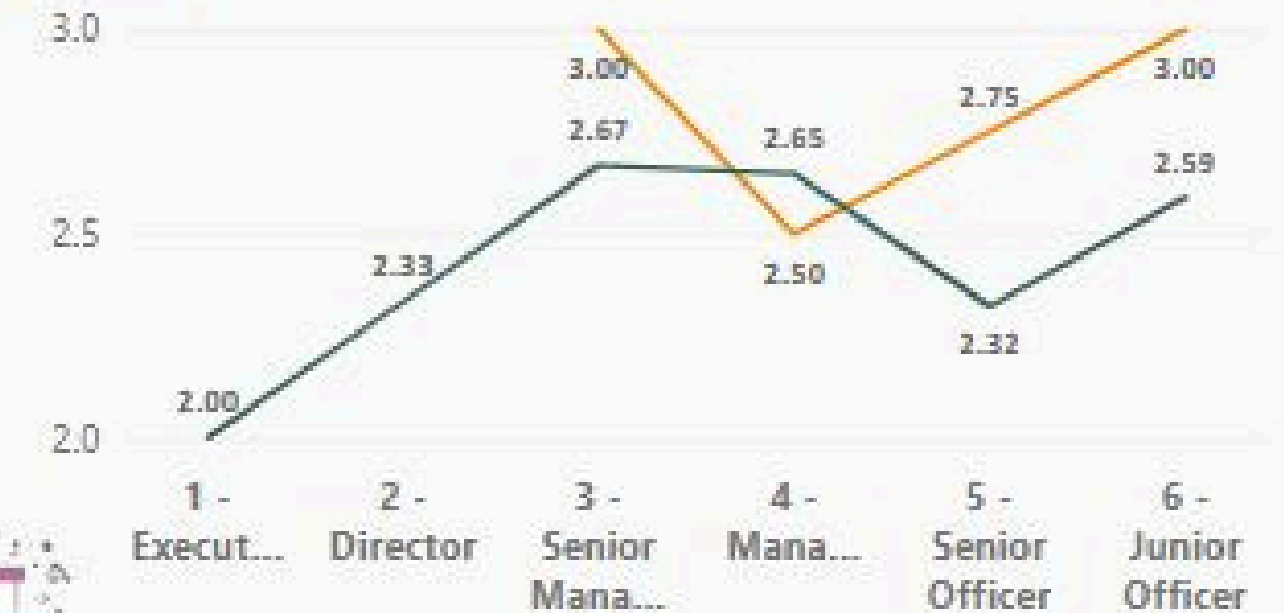
Avg of Time in Job Level after FY20 promotions and Gender

Female Male



## KP3 - Turnover Rate (FY20 leavers)

Yes No



Yes No







# Diversity & Inclusion



Department

All

Job Level

All

Age group

All

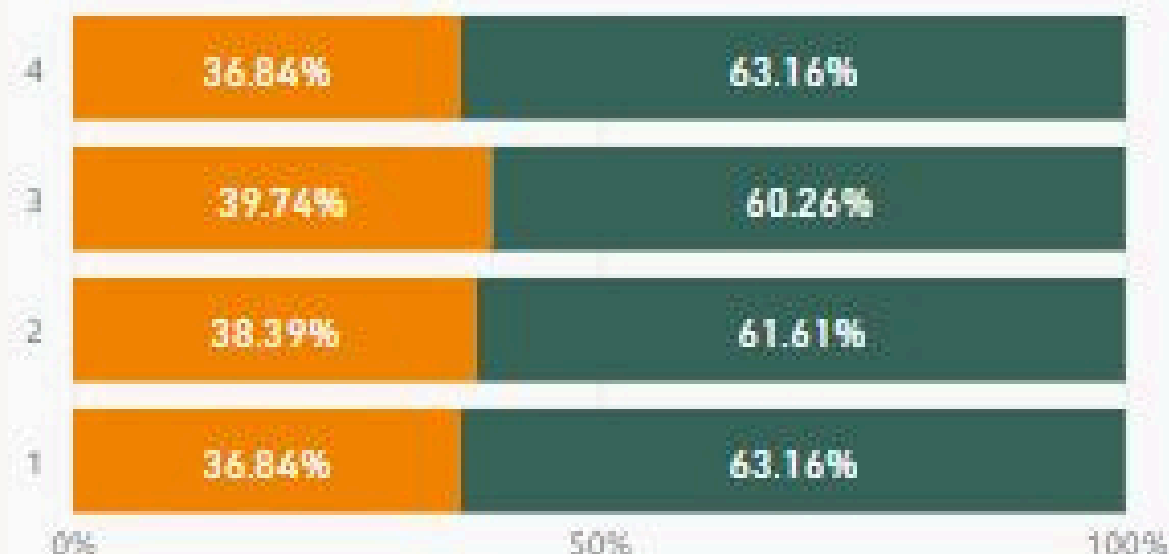
Region group

All



## KP4 - Performance Rating

Female Male



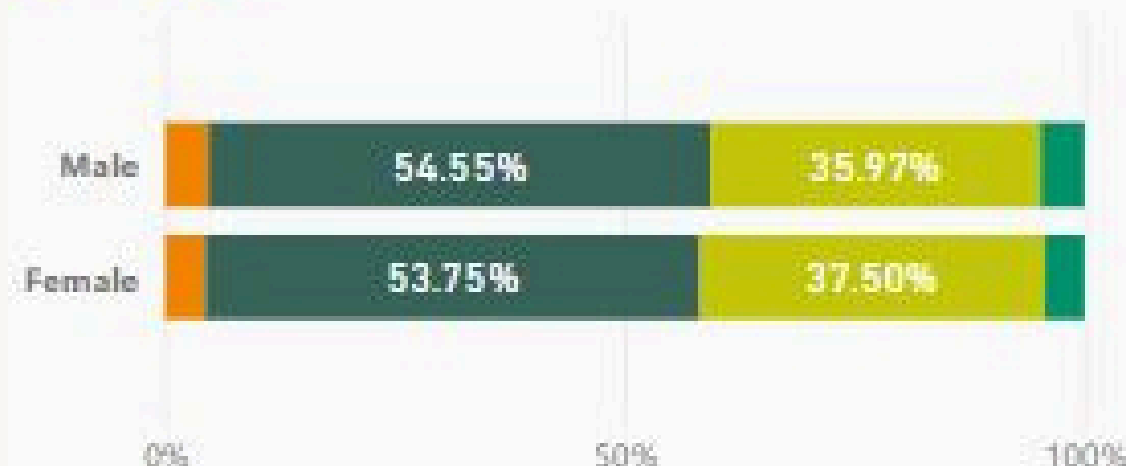
2.42

# Avg rating Women

2.41

# Avg rating Men

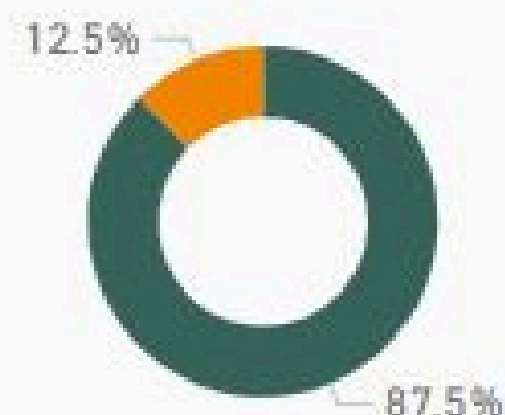
1 2 3 4



## KP5 - Executive Gender Balance

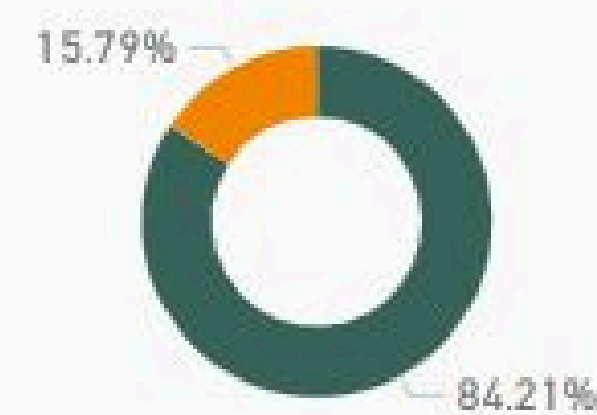
Executive split (FY20)

Male Female



Executive split (FY21)

Male Female



Executive Hires (FY20)

Male

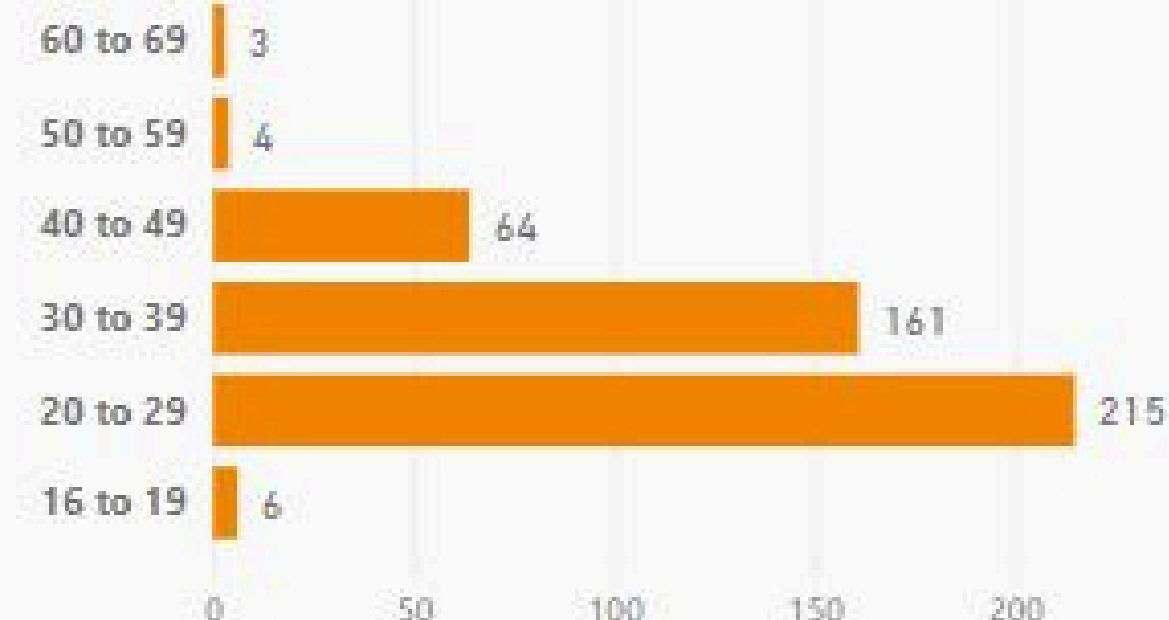


Promotion to Executive (FY20)

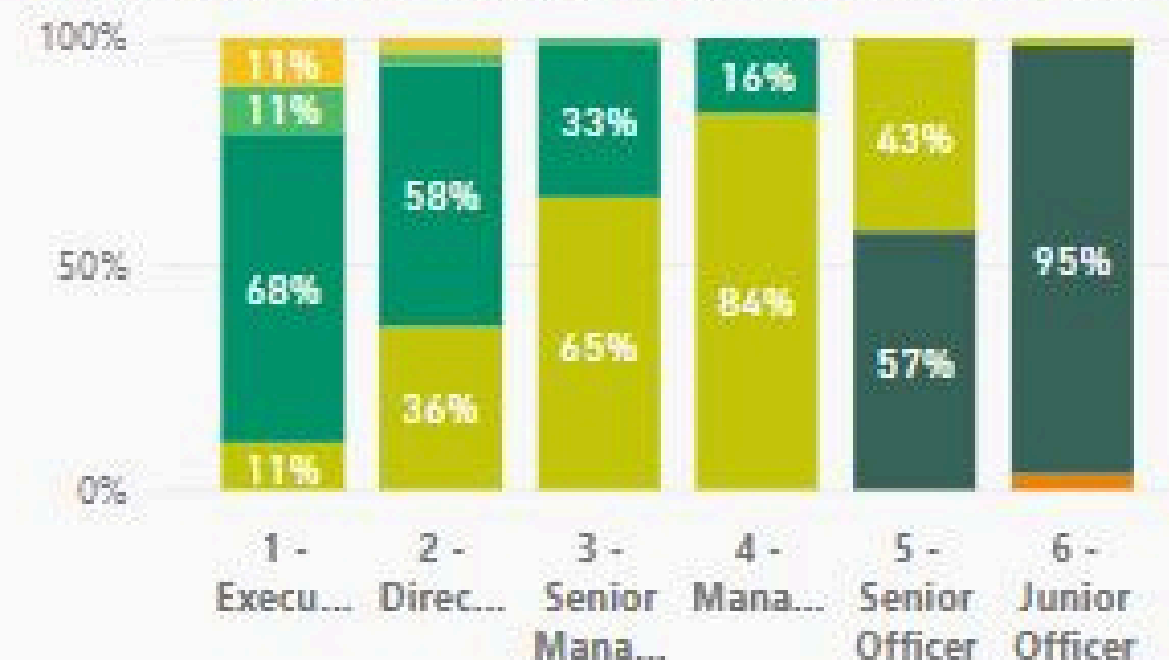
Male



## KP6 - Age Group



16 to 19 20 to 29 30 to 39 40 to 49 50 to 59 60 to 69





# Diversity & Inclusion



500

Total Employee



295

#Male



205

#Female



47

#Leaver



87

#Promoted FY20

Department

All

Job Level

All

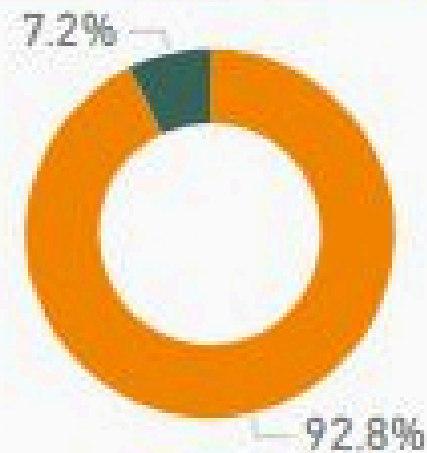
Age group

All

Region group

All

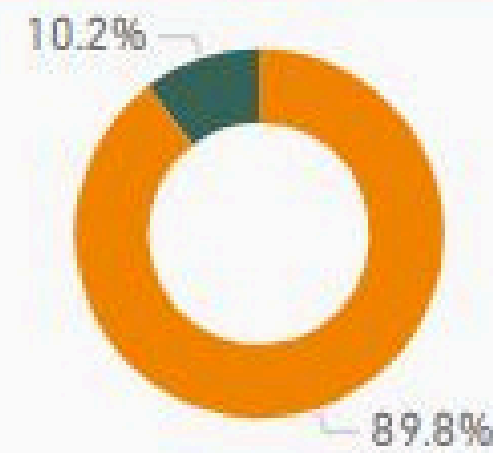
## Promotion in FY20



## Total promotion by gender



## Promotion in FY21

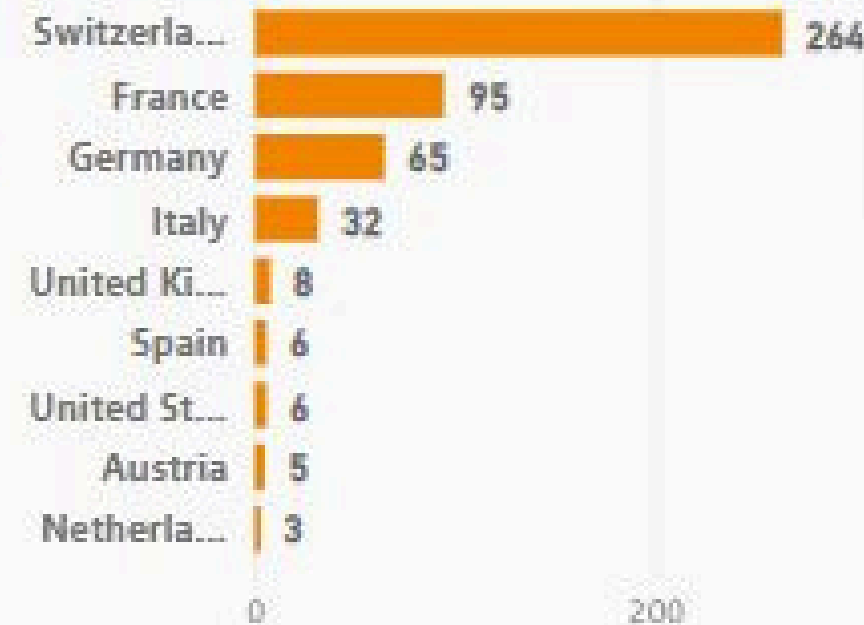


## Employee turnover rate

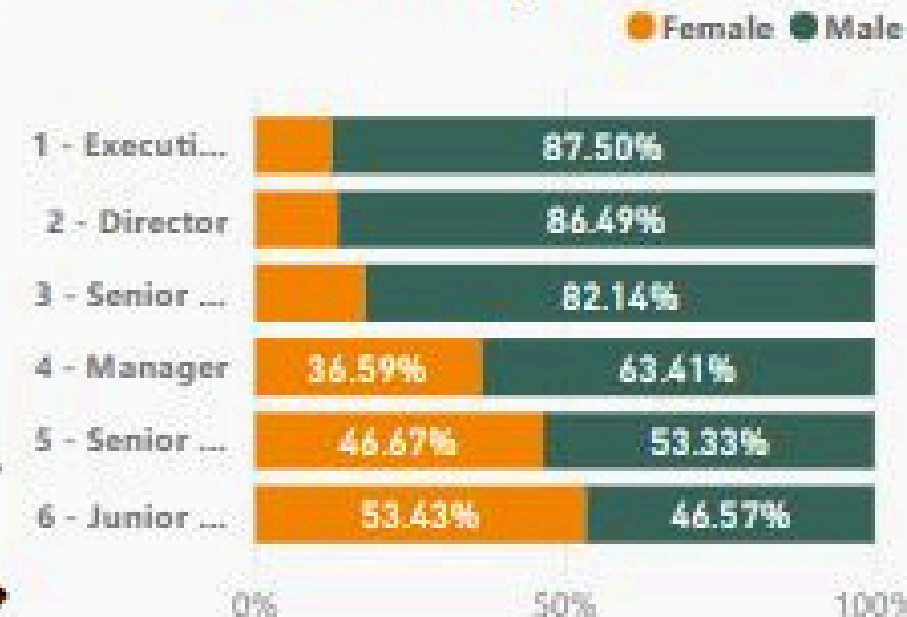
9.40%



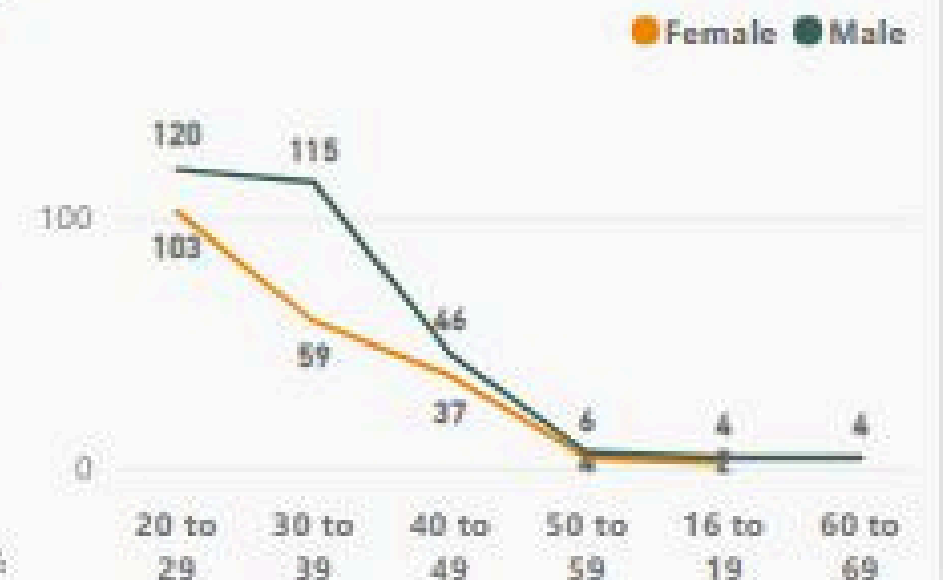
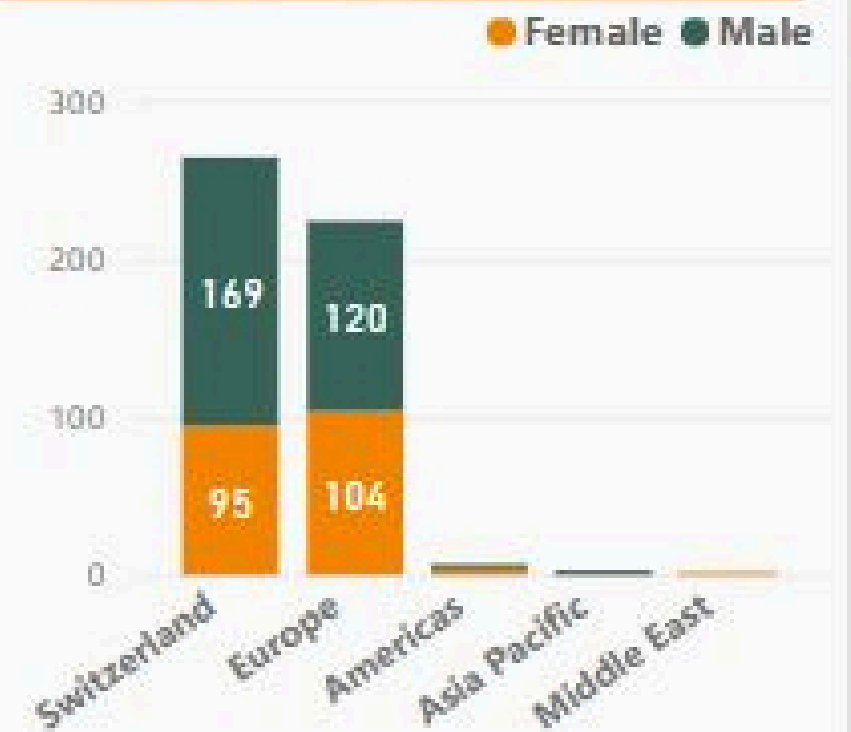
## Nationality of Employees



## Job Diversity



## Regional Diversity



# CONCLUSION

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- Completed a job simulation where I strengthened my PowerBI skills to better understand clients and their data visualisation needs.
- Demonstrated expertise in data visualization through the creation of Power BI dashboards that effectively conveyed KPIs, showcasing the ability to respond to client requests with well-designed solutions.
- Strong communication skills reflected in the concise and informative email communication with engagement partners, delivering valuable insights and actionable suggestions based on data analysis.
- Leveraged analytical problem-solving skills to examine HR data, particularly focusing on gender-related KPIs, and identified root causes for gender balance issues at the executive management level, highlighting a commitment to data-driven decision-making.