**AUX Code Analysis and Insights**

**Scenario:**

You are tasked with analyzing AUX code usage in a call center to identify trends, monitor adherence, and provide actionable recommendations for improving productivity.

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| **Productive AUX Code** | **Non-Productive AUX Code** |
| After Contact Work | Break |
| Available | Logged Out |
| Chat | Lunch |
| Email | Training |
| Outbound Call | Non-Training |
| Outreach |  |
| Pre Contact Work |  |

**Tasks:**

1. Create a dashboard **using Tableau** to monitor the AUX distribution based on the data given.
2. What would you interpret from the dashboard?

**Data sources (refer to the Excel files):**

1. Agent AUX Code Data
2. Agent Profile