# CALL CENTRE DASHBOARD

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## Problem Statement

#### ▶ KPI Requirement

- ▶ Total Number of Calls: We need to track and display the total number of calls received by our call center over a specified period.
- ▶ Total Call Duration in Hours: It is crucial to understand the total amount of time our call center staff spend on calls in hours, which can help us in resource allocation and capacity planning
- ▶ Total Call Duration in Minutes: Similar to the total call duration in hours, this KPI provides the total call time but in minutes, offering more granular view of call durations.
- Average Call Duration in Minutes: To assess the efficiency of our agents, we need to calculate and display the average call duration in minutes. This metric can help identify trends in call handling.
- Response time Percentage: Response time is a critical factor in customer satisfaction. This KPI should display the percentage of call answered within a predefined time frame, helping us gauge our ability to provide prompt service

# Dashboard 1: Home

### Chart Requirements

- ▶ Total call by Day (Column Chart): Display a column chart that shows the total number of call on each day over a specified time period.
- ▶ Total calls by state (Filled Map chart): Create a filled map chart that visualizes the total number of call received from different states or regions.
- ▶ Top Reason for Calls (Tree Map): Implement a tree map chart to display the top reasons for calls. Each box in the tree map represents a call reason/
- ▶ Total Calls by Channel (Donut Chart): Create a donut chart to showcase the distribution of calls by different communication channels.
- ▶ Total Calls by Sentiment (Column chart): Utilize a column chart to illustrate the distribution of calls by sentiment (e.g. Positive, Negative, Neutral)
- ▶ Total Calls by Call Centre (Bar Chart): Create a bar chart that presents the total number of call handled by each call centre or department.

## Columns information

- Column information of Data used in Dashboard
  - ▶ Id: Unique Identifier of Call.
  - ▶ Call Timestamp: Date of call made.
  - State: From which State Call is made.
  - Call-Centre City: Represents the city of call Centre.
  - ► City: City of call made.
  - Channel: Channel from which call is made.
  - Customer name: Name of customer who made the call.
  - Reason: Reason of why call is made.
  - Response: Shows response time Within, Below or Above SLA.
  - Sentiment: Sentiment of customer (Negative, Positive, Neutral).
  - ▶ Call Duration: Duration of call in minutes.
  - ▶ CSAT Score: Customer Satisfaction score on scale of 1 to 10.

# Dashboard | HOME

8.26K (25.06%)



Negative Neutral

Very

Negative

Positive

Very

Positive

Total Calls

# Dashboard | GRID

## CALL CENTRE DASHBOARD | GRID

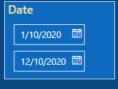


SD |

MENU

Home

Grid



Channel
All

City
All



32.94K



Total Call Duration (Hour)

13.74K



Total Call Duration (Min)

824.22K



Avg call Duration (Min)

25.02



Response Time %

75.26%

ld	Customer Name	Channel	State	Reason	Response Time	City	Total Call Duration (Min)
AAE-56555470-4-160195-FX	Wendall Heinsen	Call-Center	Texas	Payments	Within SLA	Amarillo	45.00
AAT-75307639-3-594254-7W	Angel Durgan	Email	Colorado	Service Outage	Within SLA	Denver	45.00
ABV-19906776-N-361245-yX	Tatum Ledrane	Email	Ohio	Billing Question	Above SLA	Dayton	45.00
ACH-31995608-O-258058-kb	Maisey McKenna	Call-Center	Mississippi	Billing Question	Within SLA	Jackson	45.00
ADJ-83296429-r-777675-Lp	Leroy Shallo	Chatbot	Pennsylvania	Billing Question	Within SLA	Philadelphia	45.00
AET-47639934-U-808176-V0	Mariska L'Homme	Call-Center	Oregon	Billing Question	Below SLA	Portland	45.00
AFQ-21180836-I-202073-p4	Prince Trewartha	Chatbot	New York	<b>Billing Question</b>	Within SLA	Jamaica	45.00
AFX-95708400-G-635254-A7	Camella Birtwhistle	Call-Center	New York	Billing Question	Above SLA	New York City	45.00
AGD-56475681-T-137640-HU	Aldis Moring	Web	New York	Service Outage	Within SLA	Rochester	45.00
AGL-18926193-m-791969-dh	Charity Costar	Call-Center	California	Billing Question	Within SLA	Palo Alto	45.00
AGW-71605126-x-848666-rk	Marlie Dodridge	Call-Center	Ohio	Billing Question	Above SLA	Toledo	45.00
AHG-72040808-J-703860-co	Loreen Lander	Email	Texas	Billing Question	Below SLA	Austin	45.00
AJA-48171746-T-788722-VL	Bernadette Boughton	Web	Texas	Billing Question	Within SLA	Houston	45.00
AJF-59870982-2-287904-Cx	Wesley MacPaik	Email	Michigan	Billing Question	Within SLA	Kalamazoo	45.00
AJF-75012182-K-212513-Yu	Derrek Klementz	Call-Center	lowa	Payments	Below SLA	Des Moines	45.00
AJW-37644818-Y-854940-O5	Mordecai Waslin	Call-Center	Michigan	Billing Question	Below SLA	Kalamazoo	45.00
AKM-47164308-L-055121-oV	Rutledge Flecknell	Web	California	Service Outage	Within SLA	Sacramento	45.00
ALG-59662676-o-400132-oS	Pryce Moggach	Call-Center	North Carolina	Payments	Within SLA	Charlotte	45.00

## FUNCTIONS USED

#### Function Used In Dashboard

- Data Cleaning
- Data Modelling
- Data Processing
- Power Query
- Date Tables
- ▶ Time Intelligence Function
- DAX
- Date Function
- Customize Chart

- ▶ Filter Function
- Calculate
- ► SUM/SUMX
- Creating KPI's
- New Card Visual
- Creating Charts
- Formatting Visuals
- Creating Functions
- Navigations