PROBLEM STATEMENT

DASHBOARD 1 : HOME

Chart's Requirement

1. Total Call by Day (Column Chart): Display a column chart that shows the total number of calls on each day over a specified time period.

2. Total Calls by State (Filled Map Chart): Create a filled map chart that visualizes the total number of calls received from different states or regions.

3. 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.

4. Total Calls by Channel (Donut Chart): Create a donut chart to showcase the distribution of calls by different communication channels.

5. Total Calls by Sentiment (Column Chart): Utilize a column chart to illustrate the distribution of calls by sentiment (e.g., positive, negative, neutral).

6. Total Calls by Call Centre (Bar Chart): Create a bar chart that presents the total number of calls handled by each call center or department.