













# THE PIZZA BUN CAFE

## Owners

-  Miss. Pinapia → Experience Master
-  Miss. Strawbia → Financial Wizard
-  Miss. Guapriya → Product Expert
-  Mr. Orangesingh → Market Expert




## Delicious variety of pizza

-  Paneer Tikka Pizzabun
-  Crispy Chole Pizzabun
-  Large Paneer Tikka Pizzabun
-  Medium Crispy Chol Pizzabun
-  Minty Pizzabun
-  Aloo Shots Pizzabun

## Departments

-  Customer Service Department
-  Financial Department
-  Order Department

## Agents of Cafe

-  Adrien Martin
-  Albain Forestier
-  Roch Cousineau



# Customer Service Dashboard



Total no. of Customers

794



Months

Jun

Jul

Aug

Sep



Is It for an Order ?

No

Yes



Average Customer Satisfaction with respect to Agent

7.3



Adrien Martin

6.9



Albain Forestier

6.9



Roch Cousineau

Every Agent's No of Interactions with customers

255



Adrien Martin

254



Albain Forestier

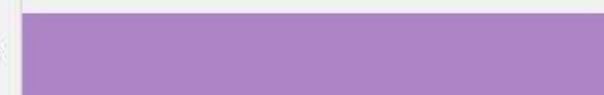
285



Roch Cousineau

Average Customer Satisfaction for every contact type

Request



7.2

Query



6.9

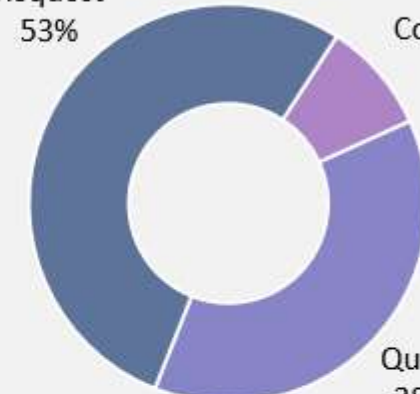
Complaint



6.6

No of Interactions for every contact type

Request  
53%



Complaint  
9%

Query  
38%

Day wise Customer Satisfaction



Day wise Customer Interaction



## Insights:

- \* Adrien Martin excelled in satisfying customers, demonstrating outstanding performance.
- \* Roch Cousineau demonstrated exemplary performance in customer interactions.
- \* The frequency of interactions for customer requests exceeded that of other contact types.
- \* Customer satisfaction, on average, was highest for requests, followed by queries and complaints.
- \* Notably, customer satisfaction showed a decline towards the end of July.
- \* Similarly, the volume of customer interactions exhibited a decrease in activity as July came to a close.





Months

- Jun
- Jul
- Aug
- Sep

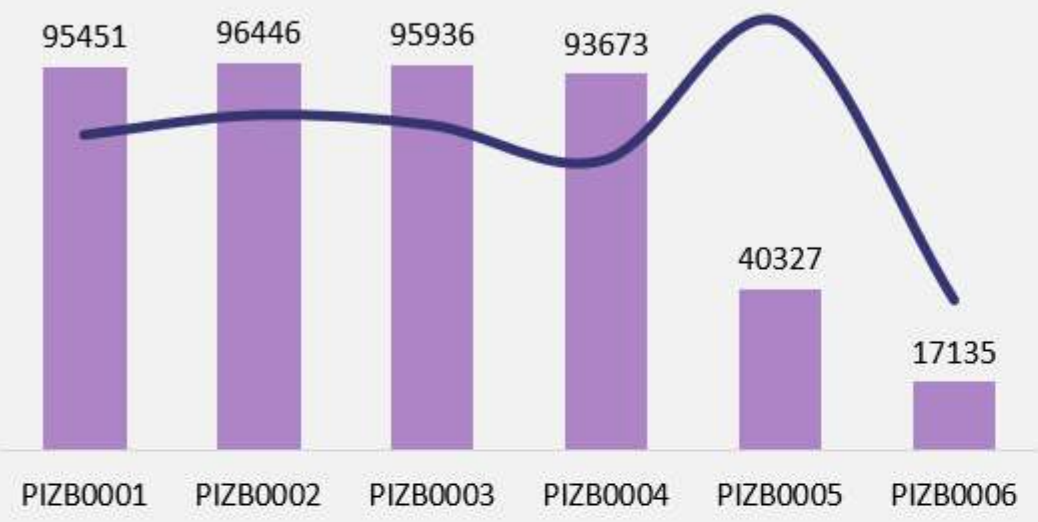


Region

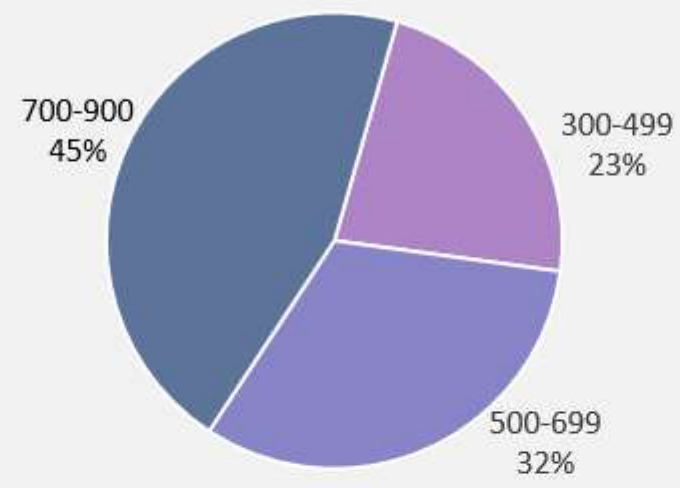
- East
- North
- South
- West



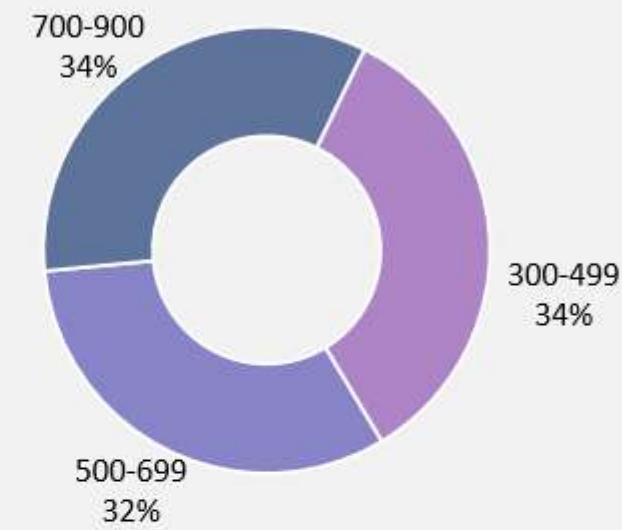
A comparison for each product's sales value and their average prices



Sales Amount for 300 to 500, 500 to 700, 700 to 900



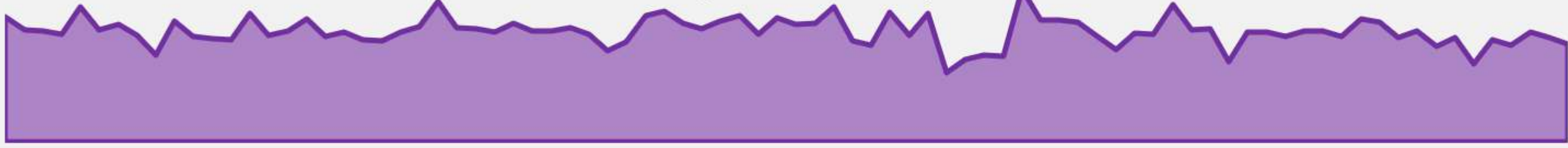
number of sold products for 300 to 500, 500 to 700, 700 to 900



Insights:

- \* When comparing overall sales and average sales, a decrease in overall sales corresponds to a decrease in average sales.
- \* Products 5 and 6 exhibit notably lower sales compared to other products.
- \* The range of sales amounts between 700 and 900 shows higher overall sales compared to other ranges.
- \* Starting from the end of July, there is a decreasing trend in overall sales values.
- \* The average sales value remains consistent without any noticeable fluctuations.
- \* In the Eastern and Northern zones, product 3 holds the highest sales
- \* For the Western and Southern zones, products 2 and 4 lead in sales .
- \* In the Western zone, overall sales show a decline in the first two weeks of August, followed by a significant increase in the middle of August until the end of the month; however, in September, they decline once again.

Average Sales Value for Each Day



Overall Sales value for Each Day







# Order Fulfilment Dashboard

Total Order

794

Total Revenue

96518

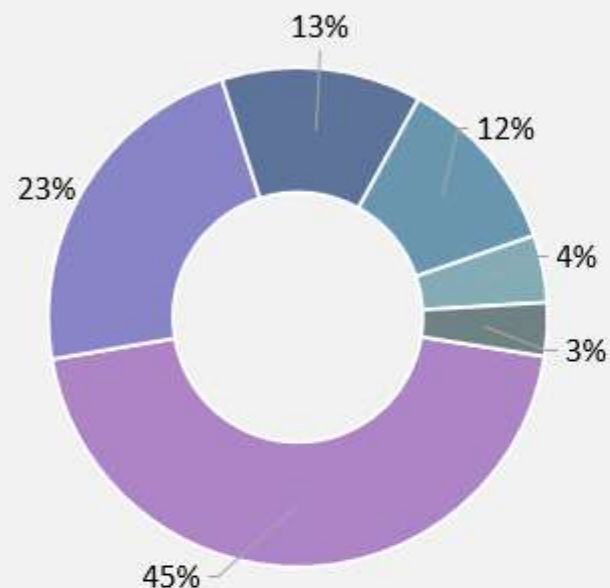
Avg. Revenue

121.6

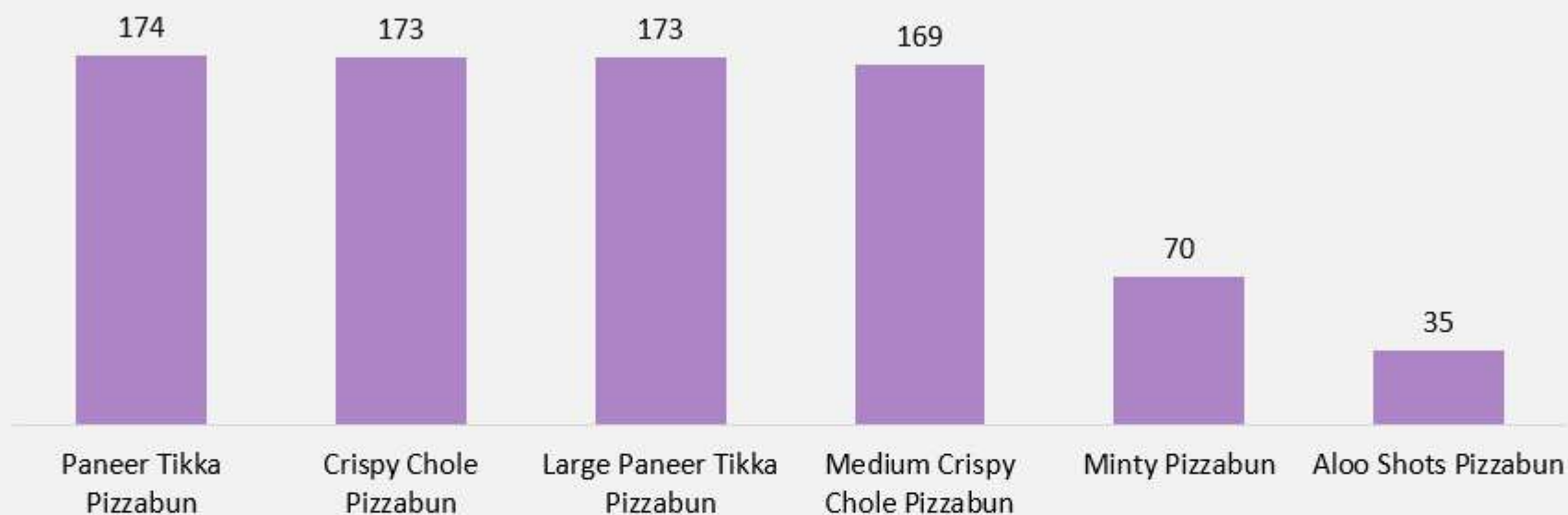
Avg. Discount

0.5

Revenue Generated for Each Product



Most Ordered Products



No. of Sales for Each Day



Revenue Generated for each day



Order Type

Online

Physical Visit

Agent

Adrien Martin

Albain Forestier

Roch Cousineau

Months

Jun

Jul

Aug

Sep

## Insights:

\* Among the Pizza Bun offerings, the most ordered products are Paneer Tikka Pizzabun, Crispy Chole Pizzabun, Large Paneer Tikka Pizzabun, and Medium Crispy Chole Pizzabun. This holds true for both online and offline sales.

\* The number of sales and revenue shows a decline from the end of July onwards.

\* Sales and revenue are higher in offline sales compared to online sales.

\* The revenue generated from Large Paneer Tikka Pizzabun is significantly high, accounting for nearly 50% of the total.

\* The sales and revenue for Aloo Shot Pizzabun are exceedingly low.