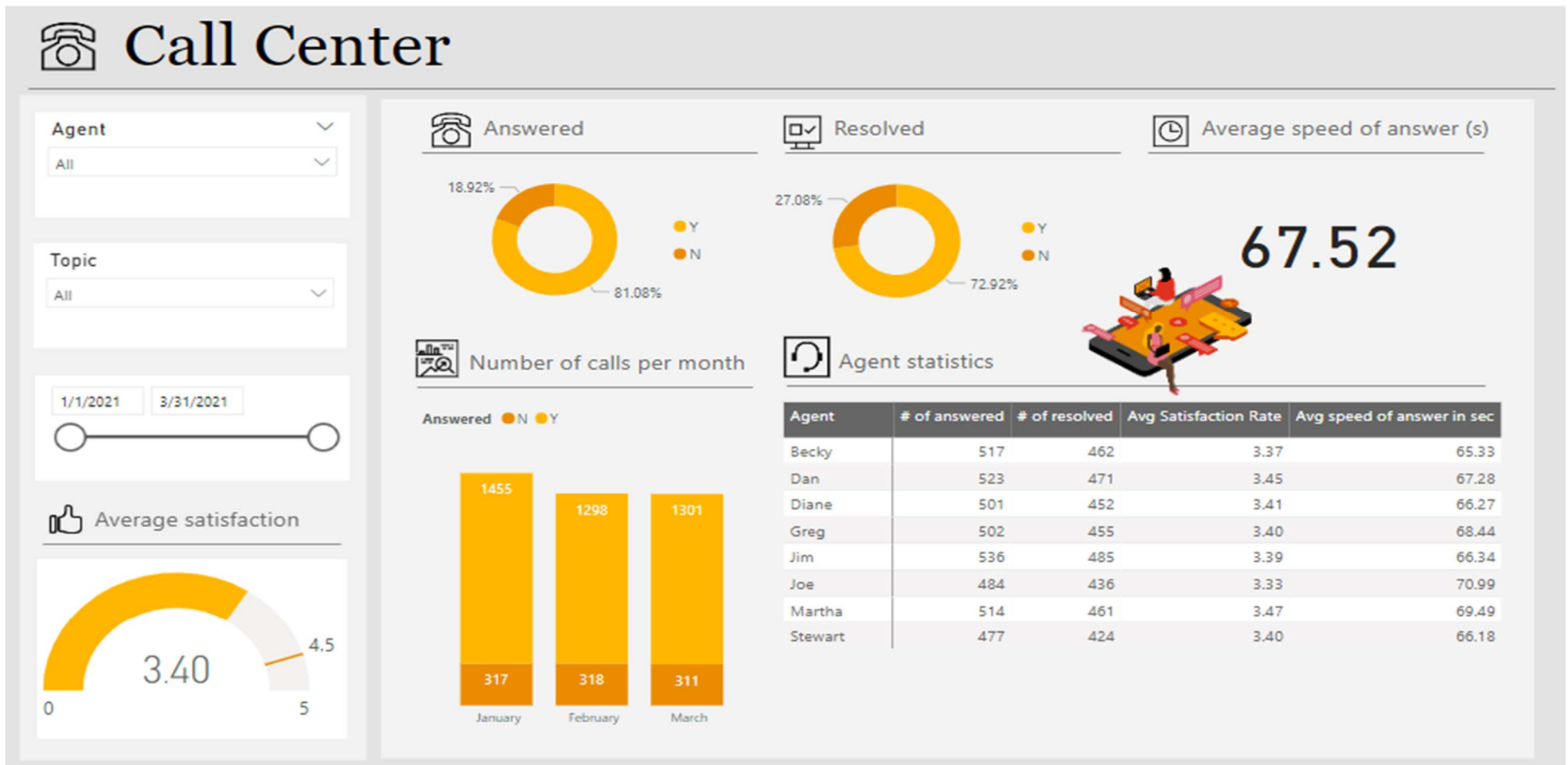
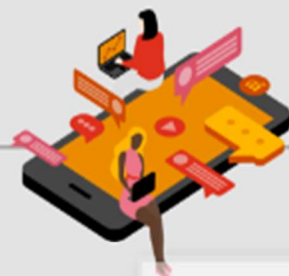


Power BI Project

This Project is based on Telecom Company:

- The Company wants Call Centre Overview of Long-term trends in customer and Agent behaviour.
- We have calculated over all Calls Answered/Abandoned and Customer Satisfaction.
- We have calculated calls by time, average speed of answers, and average talk duration VS calls answered.





Welcome to PhoneNow

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 automatic payments by 5%

Churn Dashboard



- Demographics
- Customer Account Information
- Services

Customer Risk Analysis



- internet service
- type of contract
- payment method





Churn Dashboard



1869

Customers at risk

2173

of Tech Tickets

885

of Admin Tickets

\$2.86M

Yearly Charges

\$139.13K

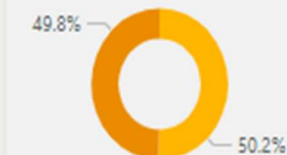
Monthly Charges

This dashboard has a filter with churn = "yes"



Demographics

Female Male



25%

Senior-Citizen

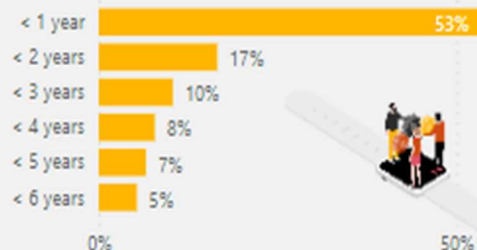
36%

Partner

17%

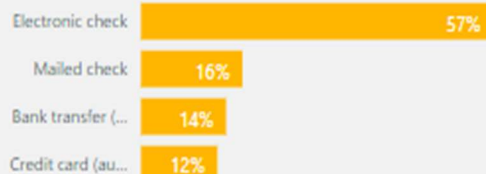
Dependents

Subscription time

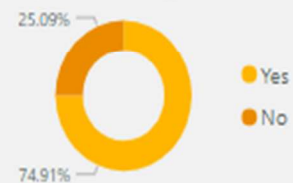


Customer account information

Payment method



Paperless billing



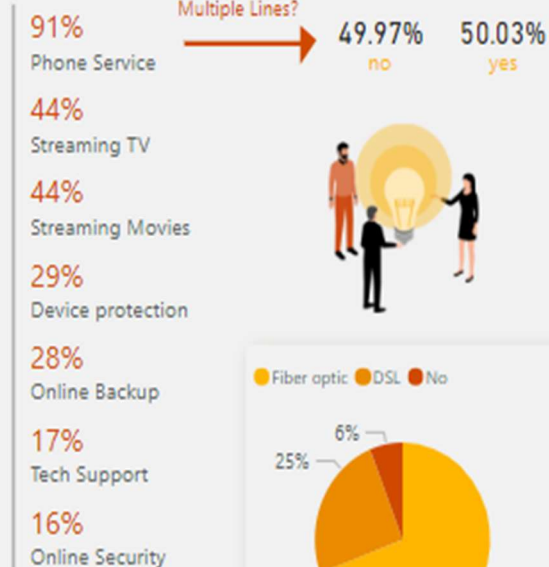
Average charges

\$74.44
Monthly
\$1,531.80
Total

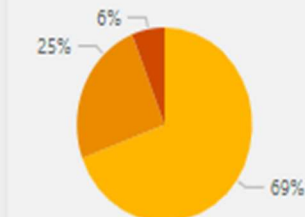
Type of contract



Services customers signed up for



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

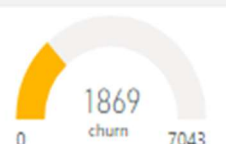


7043

Total customers

26.54%

churn rate %



\$16.06M

Yearly Charges

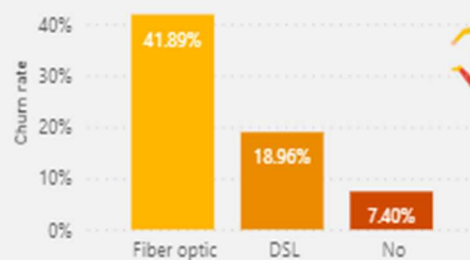
2955

Tech Tickets

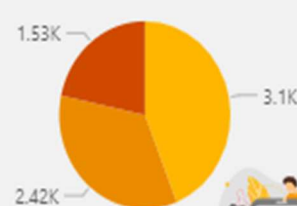
3632

Admin Tickets

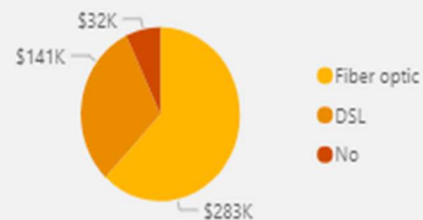
Churn by type of internet service



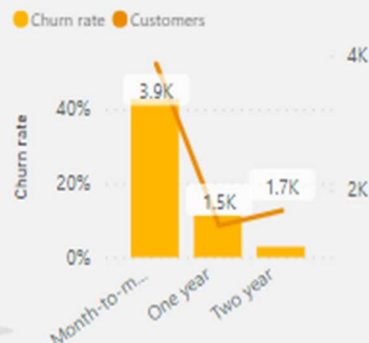
of customers by internet service



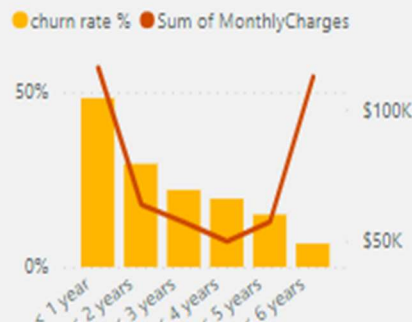
Sum of monthly charges



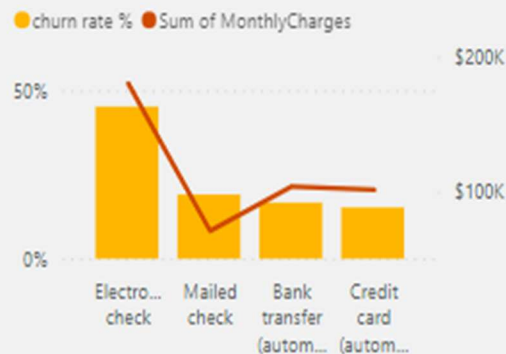
Type of contract



Years of contract



Churn by payment method



Diversity & Inclusion:



Diversity & Inclusion

Department

All

Job Level

All

Age group

All

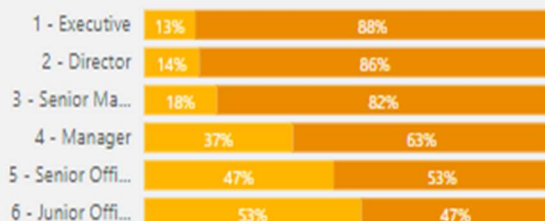
Region group

All



KPI 1 - Hiring

Gender ● Female ● Male



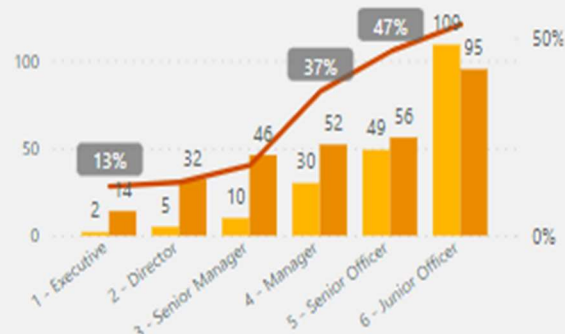
41%

of hires were female

59%

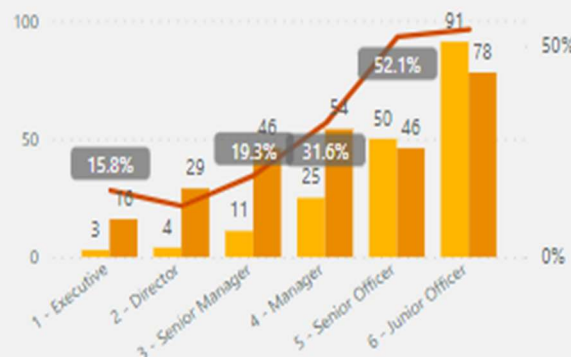
of hires were male

Gender ● Female ● Male ● % of hires women

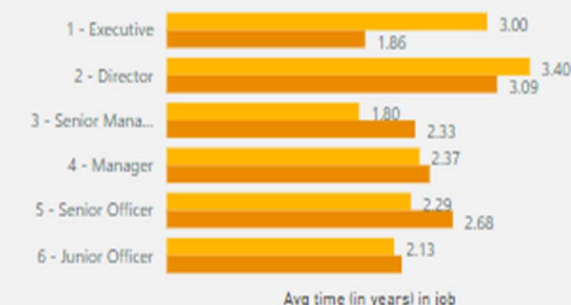


KPI 2 - Promotions (this year)

Gender ● Female ● Male ● % Promotees who were women



Avg. Time in Grade of employees promoted in FY21 (in years)



Gender ● Female ● Male



KPI 3 - Turnover Rate (FY20 leavers)

Average Performance Rating of Leavers vs non-Leavers (WOMEN)

Left this FY? ● No ● Yes



Female

11%

Average Performance Rating of Leavers vs non-Leavers (MEN)

Left this FY? ● No ● Yes



Male

9%



Diversity & Inclusion

Department

All

Job Level

All

Age group

All

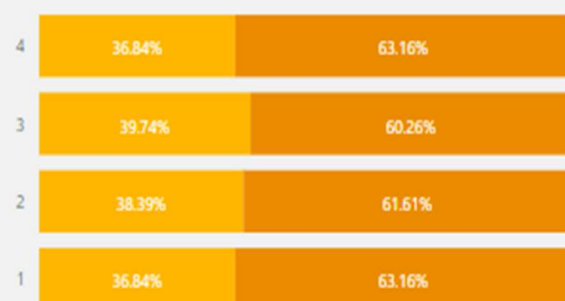
Region group

All



KPI 4 - Performance Rating

Gender ● Female ● Male



2.42

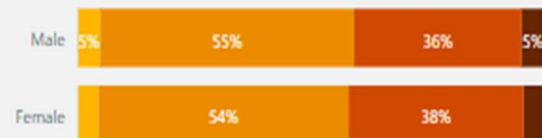
Avg Rating Women

2.41

Avg Rating Men

FY20 Perf. Rating ● 1 ● 2 ● 3 ● 4

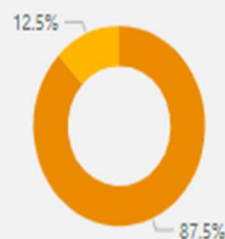
1 = excellent
2 = great
3 = sufficient
4 = bad



KPI 5 - Executive Gender Balance

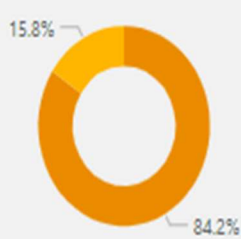
Executive split (FY20)

Gender ● Male ● Female



Executive split (FY21)

Gender ● Male ● Female



Executive Hires (FY20)

Gender ● Male



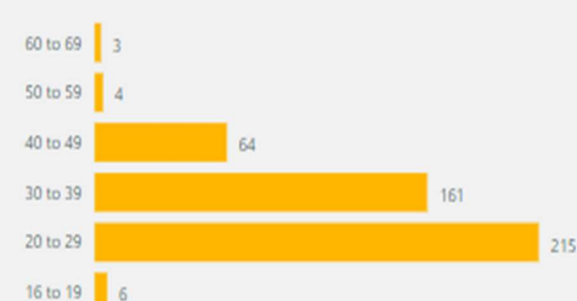
Promotion to Executive (FY20)

Gender ● Male



KPI 6 - Age group

Employees by Age group (end FY20)



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

