Performance Analysis

For a sample call centre
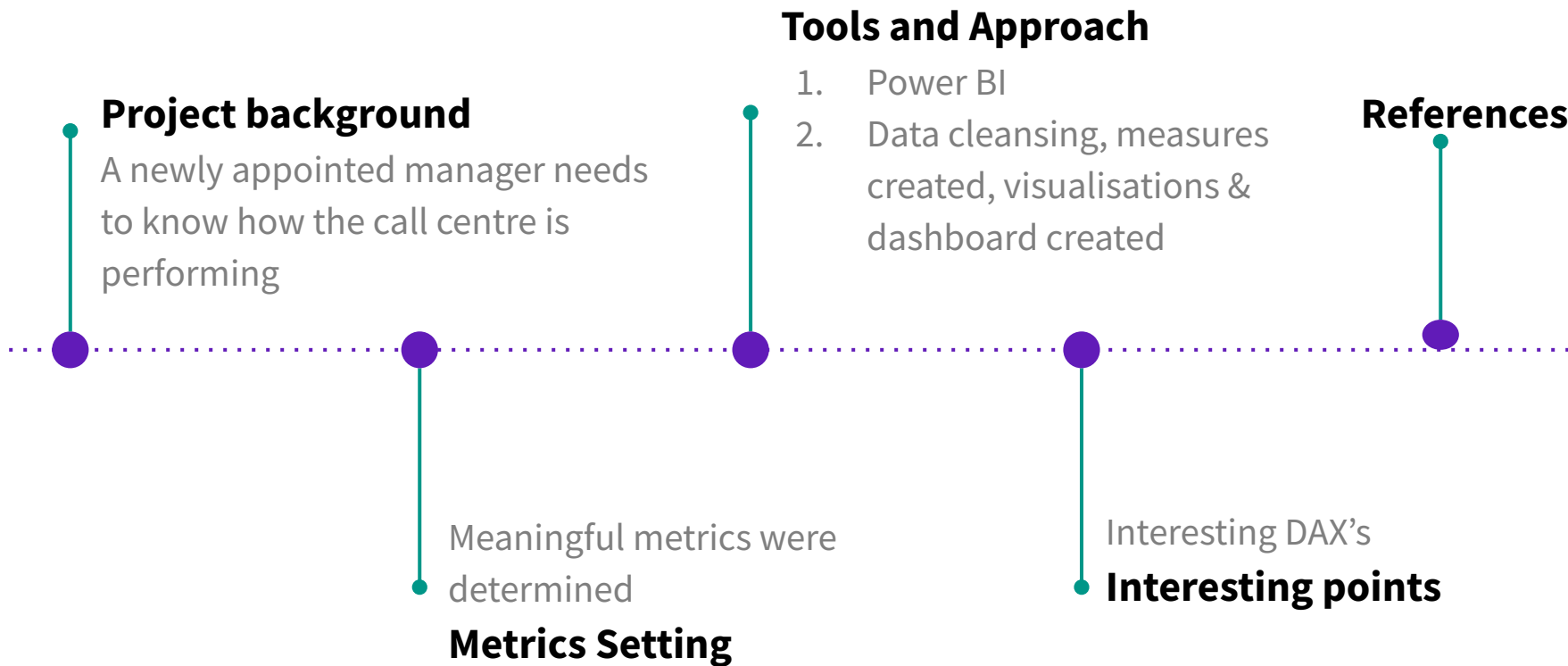
Power BI skills

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Project Outline

Project background
A newly appointed manager needs to know how the call centre is performing

Tools and Approach
1. Power BI
2. Data cleansing, measures created, visualisations & dashboard created

References

Meaningful metrics were determined
Metrics Setting
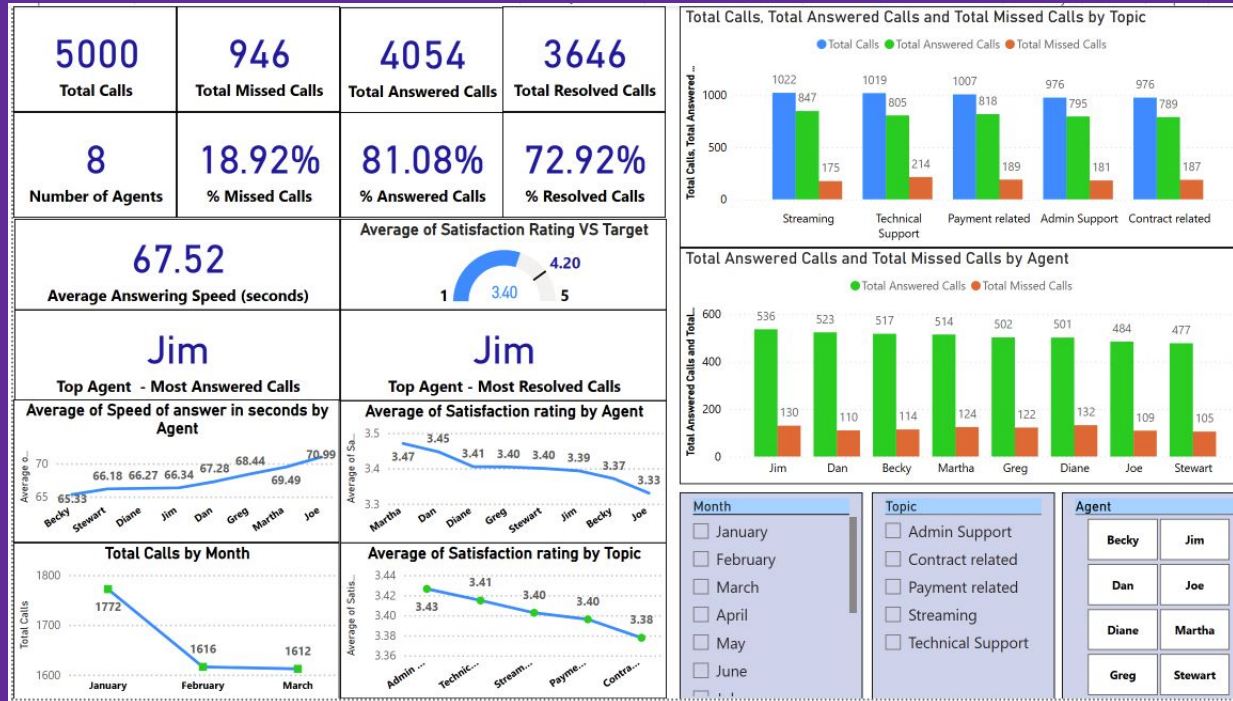
Interesting DAX's
Interesting points

Interesting points & DAXs

When determining measures, I decided to know who (which agent) had the highest number of calls and who had the highest number of calls that resolved customers' queries, the DAX is below:

```
Top Agent  - Most Answered Calls =
VAR RankedAgents =
    TOPN(
        1,
        SUMMARIZE(Sheet1, Sheet1[Agent],
"TotalCallsAnswered", COUNTROWS(FILTER(Sheet1,
Sheet1[Answered (Y/N)] = "Y"))),
        [TotalCallsAnswered],
        DESC
    )

RETURN
    MAXX(RankedAgents, Sheet1[Agent])
```

Reference

Data source: Kaggle - link:
https://www.kaggle.com/datasets/gayatriwagadre/pwc-call-centre-analysis
Accessed on 15/03/2025

Final result can be viewed on my GitHub link:
https://github.com/P8Archer/CallCentrePerformanceAnalysis

Contact

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