

1. Load & Inspect Data

- Load the data into Power BI
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2. Clean & Transform

- Home > Transform Data
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3. Replace nulls

- Select column → Transform > Replace Values → Replace null with "N" .
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4. Created DAX Columns and Measures

Create Answered_Flag Column

Modeling > New Column: DAX

Answered_Flag = IF('Table_1'[Answered (Y/N)] = "Y", 1, 0)

Resolved_Flag Column DAX

Resolved_Flag = IF('Table_1'[Resolved] = "Y", 1, 0)

Create Key Measures

Total Calls DAX

Total Calls = COUNT('Table_1'[Call ID])

Answered Calls DAX

Answered Calls = SUM('Table_1'[Answered_Flag])

Resolution Calls DAX

Resolved Calls = SUM('Table_1'[Resolved_Flag])

Answer Rate (%) DAX

Answer Rate = DIVIDE([Answered Calls], [Total Calls])

Resolution Rate (%) DAX

Resolution Rate = DIVIDE([Resolved Calls], [Total Calls])

Avg Speed of Answer DAX

Avg Speed of Answer = AVERAGEX(FILTER('Table_1', NOT(ISBLANK('Table_1'[Speed of Answer]))), 'Table_1'[Speed of Answer])

Avg Talk Duration DAX

Avg Talk Duration = AVERAGEX(FILTER('Table_1', NOT(ISBLANK('Table_1'[AvgTalkDuration]))), 'Table_1'[AvgTalkDuration])

Avg Satisfaction DAX

Avg Satisfaction = AVERAGEX(FILTER('Table_1', NOT(ISBLANK('Table_1'[Satisfaction rating]))), 'Table_1'[Satisfaction rating])

5. Buildded Dashboard and add Filter/Slicers... Accordingly