Call Center Performance Dashboard

Duration: June 2025 - July 2025

Tools & Technologies Used:

- Microsoft Excel

- Power Pivot

- Pivot Tables

- Slicers

- Conditional Formatting

Project Overview:

A self-initiated Excel dashboard project built using dummy data to monitor and visualize call center performance. The dashboard highlights metrics such as total calls, average call time, customer satisfaction ratings, and gender/region-wise patterns.

Key Features:

- Interactive slicers for filtering by region and gender

- Power Pivot for efficient data modeling

- Visual KPIs with automated summaries

- Conditional formatting to emphasize key insights

- Structured with Dataset, Pivot Table, and Dashboard sheets

Purpose:

To demonstrate Excel-based data analysis and dashboard-building skills in a business context.

GitHub Repository:

github.com/Riya20arora/Call-Center-Performance-Dashboard