**REQUIREMENTS:**

**DASHBOARD 1: HOME**

**KPI’S REQUIREMENTS:**

**1.Total Number of Calls:** we need to track and display the total number of calls received by our call center a specified period.

2.**Total call duration in hour:** It is crucial to understand the total amount of time our call center staff spends on calls in hours, which can help us in resource allocation and capacity planning.

**3.Total call duration in minutes:** Similar to the total call duration in hours, this KPI provides the total call time but in minutes, offering a more granular view of call durations.

**4.Average call duration in minutes:** To assess the efficiency of our agents, we need to calculate and display the average call duration in minutes. This metric can help identify trends in call handling.

**5.Responce time percentage:** Response time is a critical factor in customer satisfaction. This KPI should display the percentage of calls answered within a predefined time frame, helping us gauge our ability to provide prompt service.

**CHART’S REQUIREMENTS:**

**1.Total Call by Day (Column Chart):** Display a column chart that shows the total number of calls on each day over a specified time period.

**2.Total Calls by State (Map Chart):** Create a map chart that visualizes the total number of calls received from different state or regions.

**3.Top Reason for Calls (Tree Map):** Implement a tree map chart to display the top reasons for calls. Each box in the tree map represents a call reason.

**4.Total Calls by Channel (Donut Chart):** Create a donut chart to showcase the distribution of calls by different communication channels.

**5.Total Calls by Sentiment (Column Chart):** Utilize a column chart to illustrate the distribution of calls by sentiment.

**6.Total Calls by Call Center (Bar Chart):** Create a bar chart that presents the total number of calls handled by each call center or department.

**DASHBOARD 2: GRID**

**1.**Create a grid view dashboard displaying a table of all call details in Power BI.

**2.**This should allow a user to expert the grid for various filters applied.