**Power BI Dashboard for Customer Support Analytics**

* Developed a comprehensive Power BI dashboard to track and visualize Key Performance Indicators (KPIs) for customer support operations, focusing on metrics like customer satisfaction, call abandonment, average speed of answer, agent performance, and call volume trends.
* Designed interactive visualizations including KPI cards, Guage, donut chart, stacked column chart and slicers to know each agents’ performance (e.g., calls answered vs. average handle time).
* Provided actionable insights to optimize agent performance, reduce abandoned calls, and improve overall service levels by integrating historical and real-time data.
* Successfully optimized dashboard user experience, improving decision-making across customer service teams and leadership by enabling quick, data-driven responses.

**Skills Used**: Power BI, DAX, Data Modeling, Visualization, Performance Analysis, Customer Satisfaction Metrics, Report Automation

A screenshot of a computer

AI-generated content may be incorrect.