

Call Center Dashboard

Tasks Done :

1. Displayed some important kpi's (total calls,average satisfaction rating,Average speed of answers)
2. Created a bar chart to show number of calls that are answered or not.
3. Created a pi chart to display no. of resolved and unresolved calls.
4. Added a slicer to show how different agents are performing .

Purpose of the project :

To showcase the business working of a call center.