# **Creating Measures**

**1. Total Call by Day[Column Chart]**

**2. Total Calls by State[Filled Map Chat]**

**3. Total Reason for Cells[Tree Map]**

**4.Total Calls by Channel [Dount Chart]**

**5.Total Calls by Sentiment[Column Chart]**

**6.Total Calls by Call Center[Bar Chart]**

**1. Total Call Duration(mins) = SUM('Call Center\_Call Center'[Call Duration In Minutes])**

**2. Total Call Duration(Hrs) = [Total Call Duration (min)] / 60**

**3. Total Calls = COUNT('Call Center\_Call Center'[Id])**

**4. Response Time % = CALCULATE([Total Calls], 'Call Center\_Call Center'[Response Time] = "Within SLA" || 'Call Center\_Call Center'[Response Time] = "Above SLA") / [Total Calls]**