



Forage

Inspiring and empowering
future professionals

Vivek Upadhyay

New world. New skills: Power BI Virtual Case Experience

Certificate of Completion
September 2nd, 2021

Over the period of August 2021 to September 2021, Vivek Upadhyay has completed practical task modules in:

Introduction
Call Centre Trends
Customer Retention
Diversity & Inclusion

**Natalie Vogel |
Elisabeth Ziller**
HC Marketing &
Recruitment Leaders

Tom Brunskill
CEO, Co-Founder of
Forage

Task 2 : PWC Virtual case Experience Call Centre Trends



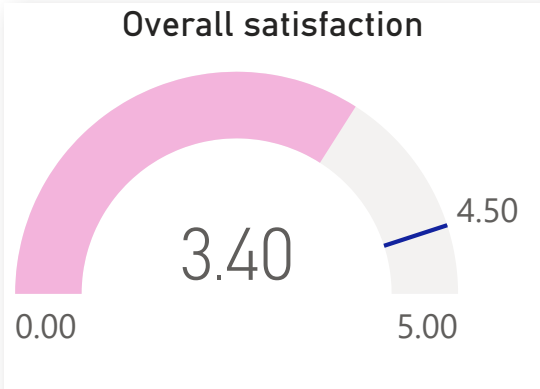
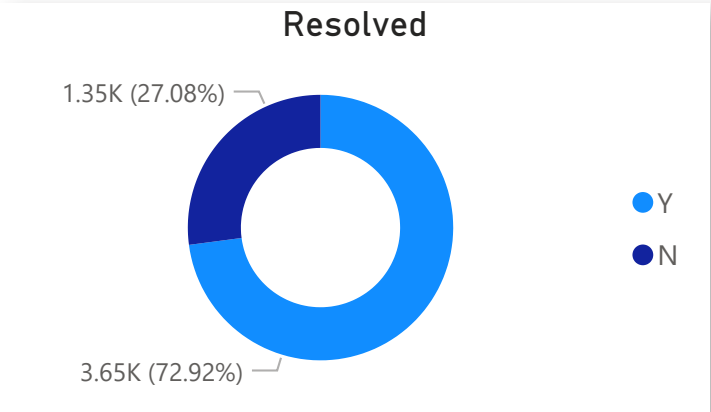
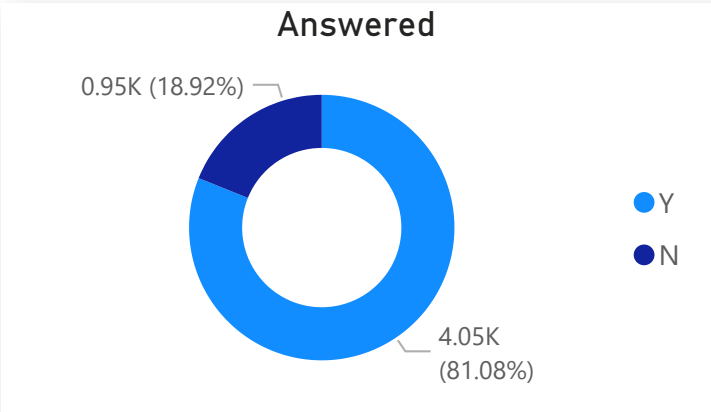
Agent

All

Topic

All

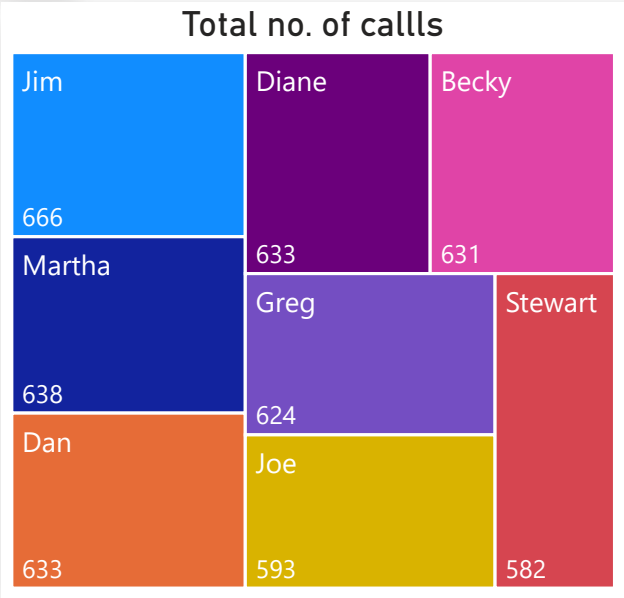
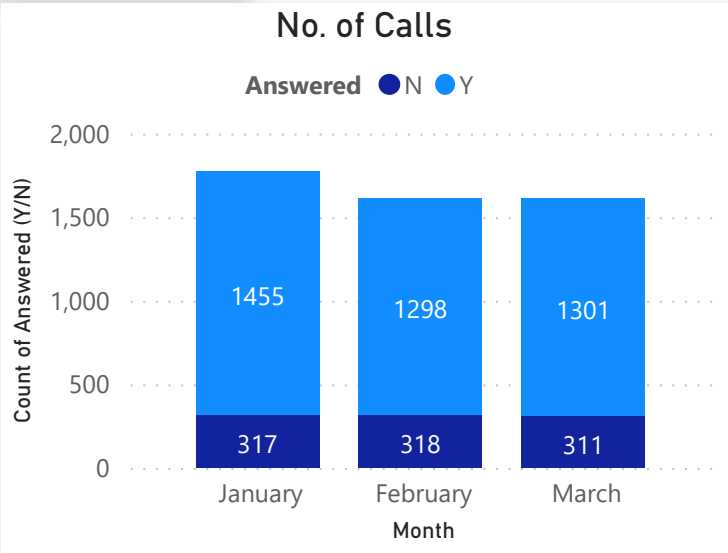
01-01-202131-03-2021



67.52

Average speed of answers

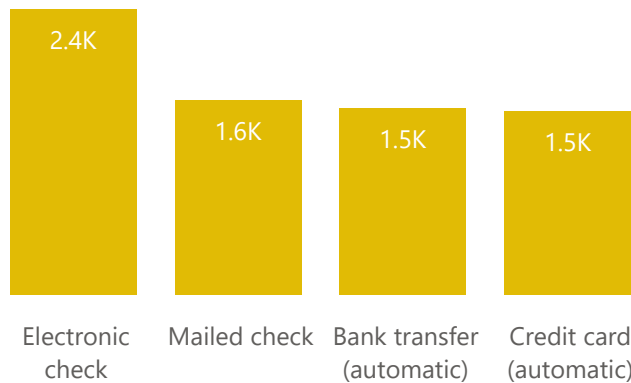
Agent	Customer answered	Customer NOT answered	overall satisfaction	AVG talk
Jim	536	130	3.39	228
Dan	523	110	3.45	231
Becky	517	114	3.37	220
Martha	514	124	3.47	224
Greg	502	122	3.40	227
Diane	501	132	3.41	219
Joe	484	109	3.33	224
Total	4054	946	3.40	225





Task:3 Customer Retention

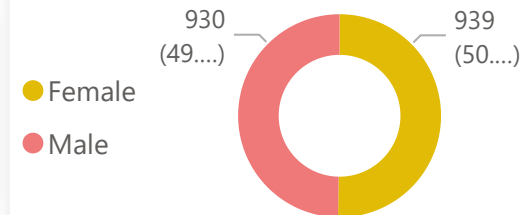
Payment Method



Subscription Type

All

Total customer at risk



7043

Total customer

\$16.06M

Total Charges

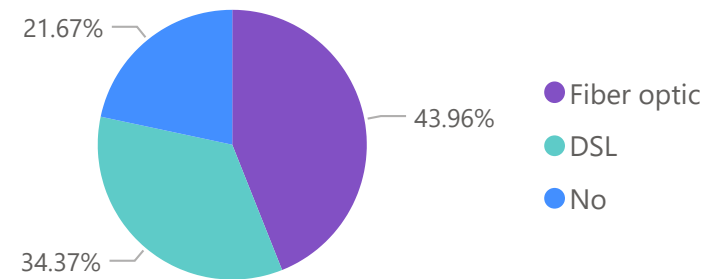
\$2.86M

churn charges

\$64.8

Average of Monthly Charges

Internet Customers



gender	Total partner	Total dependents	Total senior citizens
Male	1714	1082	574
Female	1688	1028	568
Total	3402	2110	1142

2422

Device protection

2429

Online Backup

6361

Phone Service

2019

Online Security

2732

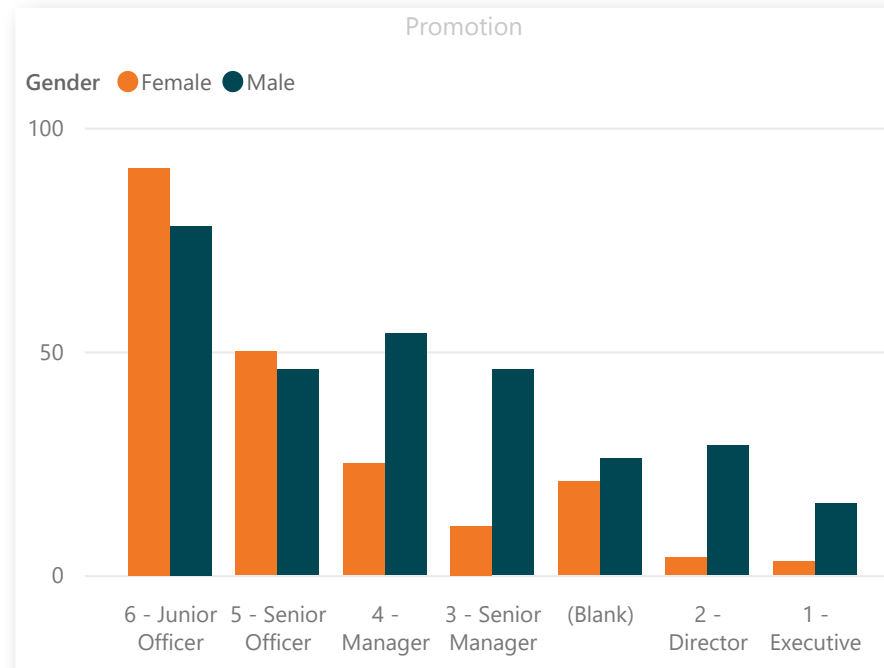
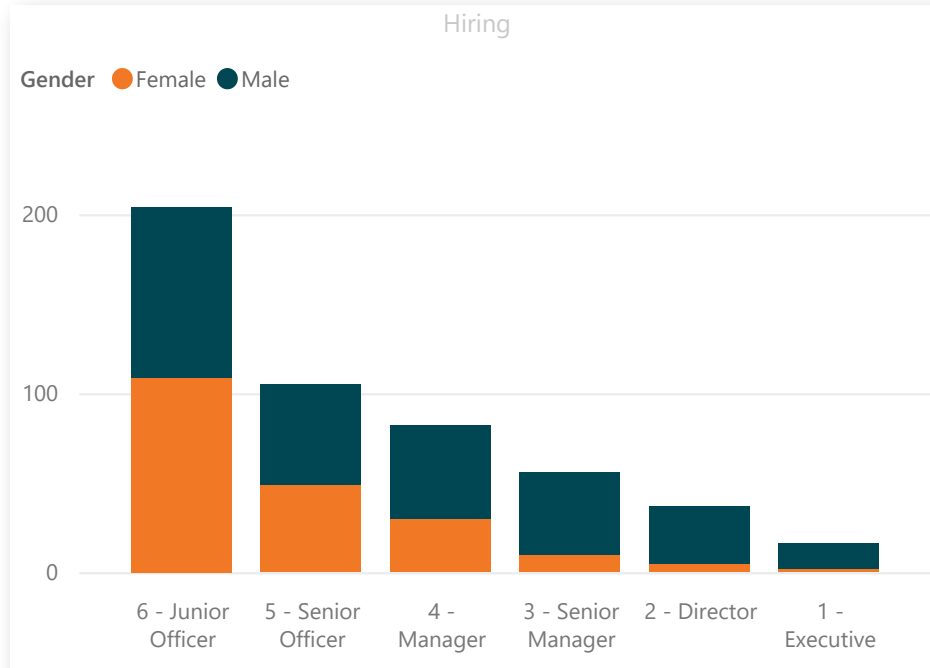
Streaming Movies

2707

Streaming TV



Task 4: Diversity & Inclusion



Department

Age group

Job Level

Region group:

