



DEPI Final Project Phase I

Power BI Developing Technical Track

Under Supervision of: Nourhan Omar

Submitted By: Nada Ahmed Mohamed

Case Study Details:

Team **X** has been showing a performance decline for the past three months, the repeated calls are driven by changes in the queue and details were extracted from real live monitoring from CISCO and is included in the repeats detailed tab.

Data Tables:

- | | |
|---------------------|------------------|
| 1. Repeats Raw Data | 3. Roster Team X |
| 2. Repeats Detailed | |

Data Main Headers:

- | | |
|-------------------------|---------------------------|
| 1. Init_Network ID | 8. Rpt_Call Type |
| 2. Init_Call Type | 9. Rpt_Call Category |
| 3. Init_Call Category | 10. Rpt_Issue Code |
| 4. Init_Issue Code | 11. Rpt_Resolution Code |
| 5. Init_Resolution Code | 12. 24H Repeat |
| 6. Rpt_Call Date | 13. 7-Day Repeat |
| 7. Rpt_Network ID | 14. Repeat Eligible Calls |

Performance KPIs:

1. Repeat call rate change for 3 months.
2. First call resolution (FCR).
3. Categorization of repeat calls.
4. Issue type analysis.
5. Call resolution classification.
6. Agent-specific repeat call rate.
7. Repeat call frequency over time for every month.