# Analyze the raw dataset for CALL CENTRE and make informative output out of it.

# Below are the KPIs and requirements of the client:

* First, replace all null values/blank values to 0
* Change datatype wherever required
* Extract seconds, Minutes from avg. talk duration and create a new column by naming -
* Duration of calls (change the data type)
* Calculate the total number of calls
* Create a new column to calculate the total number of calls answered and the total number of Calls that have been rejected
* Calculate the total % of calls answered and the total % of calls been rejected
* Create a new column to calculate how many calls have been resolved
* Create a new column to calculate how many calls been not-resolved
* Find the top 1 agent who answered maximum the calls
* Top 1 agent who got the highest t satisfaction rate
* Use a chart to display total the number of calls by topic wise
* Duration of calls by every agent
* Total calls by days and months for the year 2021
* Use Slicers to interact with other charts by month and day wise.
* Finally, give the overall 2021 performance ratings
* Use any suitable custom chart to show(give) the overall 2021 performance satisfaction rating.