

Hi,

Attached you will find the file, to complete as an exercise to evaluate your Power Pivot and Excel skills. Please attempt to utilize Excel Functions, Pivot Tables, and Power Pivot during the exercise, demonstrating an understanding of each. This will help us review the skills you possess and evaluate it against the requirement we have for the role. There is no defined time limit, but exercise should take around 2.5 hours. Please note that this time restriction is not important and should not stop you from utilizing more time if required. Please share the completed file with us immediately on completion.

Please review the test file and attempt everything you can before submitting. An attempt to answer every question will help us understand your skills better. Also, in case you are not aware about the functions or formulas, you can provide the logic you would have used in case you had the skills or time in free form text. This will further help us understand your thought pattern. Send the file directly to me one on one via email as an attachment.

**IMPORTANT:**

Please do not miss to enter your name and Oracle ID in the first tab. For external candidate please share your Full name and Email address. Leave the fields blank if they are not applicable.

Attempt as much as possible and keep the answers even if they are not as expected. Even an incomplete formula will help us understand your thought pattern.

Try to explain your answers in words in case you do not know the solution.

Attach the file and not a link to location on shared path on the cloud.

Regards

Instructions / Expectations from the candidate

| #  |                           | Using Power Query / Power Pivot and Excel  |
|----|---------------------------|--|
| 1  | Transformation            | Review all four data sets [green tabs]. - <b>as the column headers gives you more idea on what it contains</b>   |
| 2  |                           | Read all datasets in Power Query/Pivot.  |
| 3  |                           | Ensure the formatting is correct for all fields. <b>[Data type]</b>  |
| 4  |                           | Add additional columns if required. - <b>that will help you or support in calculations of KPIs</b>   |
|    |                           | <i>HINT: CSAT Ratings to be shown numerical. In Call Log dataset columns Waiting Time (AVG), Answer Speed (AVG), Talk Duration (AVG), Hold Duration (AVG) and After Call Work (AVG) needs some calculation as they are averages.</i> |
| 5  |                           | Show all time formats in decimals as well [an option to end user]. - <b>use Power Pivot</b>  |
| 6  |                           | Join all four datasets to build a relationship Model. - <b>use Power Pivot</b>   |
| 7  |                           | Add measures to show the KPIs listed in next table. - <b>use Power Pivot</b>   |
| 8  | Reporting / Visualization | Create a pivot to show overall performance - <b>use Excel</b>  |
|    |                           | <i>Show some visuals or a table for overall performance for all <b>key metrics</b> with slicers - <b>use Excel</b></i>   |
| 9  |                           | Create graphs to show trends for key metrics by Date / Week / Month - <b>use Excel</b>   |
|    |                           | <i>Analysis / Facts - Charts which will help analyze the data and show facts for <b>key metrics</b> - be creative - <b>use Excel</b></i>   |
| 10 |                           | Show TL performance - <b>use Excel</b>   |
|    |                           | <i>Top 3 TLs based on the KPI Score [should also show the componenet KPIs] - <b>use Excel</b></i>  |
|    |                           | <i>TL Performance with KPI Score - Option to drill down to see the agents under the TL - <b>use Excel</b></i>  |
| 11 | Bonus Reporting           | Show Agent performance - <b>use Excel</b>  |
|    |                           | <i>Top and Bottom 5 Agents based on KPI Score [should also show the componenet KPIs] - <b>use Excel</b></i>  |
|    |                           | <i>Agent Performance with KPI Score [should also show the componenet KPIs] - <b>use Excel</b></i>  |
|    |                           | <i>Box Plot - to show how agents are distributed for metrics like AHT and CSAT [any one KPI] - <b>use Excel</b></i>  |

Metric list and other details

| KPIs                           | Weight | Goal                 | Metric Level         | Hints / Rules / Targets:  |
|--------------------------------|--------|----------------------|----------------------|---|
| <b>Offered</b>                 |        |                      | Overall              | Calls offered   |
| <b>Answered</b>                | 20%    | 175 Daily            | Overall + Agent + TL | Calls answered  |
| <b>Abandoned</b>               |        |                      | Overall              | Calls abandoned [not answered]  |
| <b>Answer Rate</b>             |        |                      | Overall              | percentage of calls answered compared to offered.                     |
| <b>Abandoned Rate</b>          |        |                      | Overall              | Abandoned Rate = Percentage of calls abandoned compared to offered    |
| <b>Service Level %</b>         |        |                      | Overall              | Service Level - 80% of the calls should be answered within 20 seconds |
| <b>Average speed of answer</b> | 15%    | 21 Seconds           | Overall + Agent + TL | Based on the column <b>Answer Speed (AVG)</b>                         |
| <b>Handle Duration</b>         |        |                      | Overall              | Handle column (sum of Talk time, Hold time, After Call Work)          |
| <b>Average Handle Time</b>     | 30%    | 4 Minutes 40 Seconds | Overall + Agent + TL | AHT = Average of Talk Time, Hold Time and ACW Time by calls answered  |
| <b>Satisfaction Score</b>      | 35%    | 80%                  | Overall + Agent + TL | CSAT = 4 & 5 ratings compared to total ratings.                       |
| <b>Satisfaction Response</b>   |        |                      | Overall              | Total CSAT Responses (count of Unique id column)                      |
| <b>KPI Score</b>               | 100%   |                      | Overall + Agent + TL | KPI Score is calculated based on percentage achieved and the weight.  |