Tableau Assignment Instructions:

Objective: Utilize the provided call center dataset to create insightful visualizations in Tableau, demonstrating your ability to apply basic data manipulation and visualization techniques.

Expected Completion Time: 45-60 minutes

Data Source Fields Overview:

Call ID: A unique identifier for each call.
Agent Name: The name of the agent who handled the call.
Manager Name: The name of the manager supervising the agent.
Call Date: The date the call was made.
Call Duration (sec): The total time of the call in seconds.
Call Silence (sec): The total time of silence detected during the call, in seconds.
Tag: Categorical labels are assigned to calls based on their content or context.

Tasks:

1. Develop a visualization that shows the trend of total number of calls over time, aggregated by daily, weekly and monthly. Enhancement: Add a parameter to toggle the view between daily, weekly, and monthly aggregates.
2. Calculate the average call duration per Call ID. Display these average durations ranked from the longest to the shortest across the dataset.
3. Develop a hierarchy from manager to agent. Implement filters to allow the selection of a specific date range and various call tags. Produce a tag count report over the selected time frame per manager and each agent's contribution.
4. Optional: Use the 'Tag' column from the dataset to create out of box visuals.

Dashboard Assembly:

● Combine all these visuals into a single dashboard. Arrange the visualizations in a manner that allows them to complement each other and provide a comprehensive overview. The dashboard should enable interactive exploration, allowing users to adjust parameters and filters to see their effects across all visualizations.

Submission:

- After completing your analysis, publish your Tableau workbook to Tableau Public.
- To publish your workbook, follow these steps outlined on the Tableau website: [How to Publish to Tableau Public](#)
- Please ensure your workbook on Tableau Public is accessible and share the link with us for review.

Submission Due Date:

- Please submit your project within 2-3 days from the date this assignment was sent to you.

It is crucial to adhere to these deadlines to ensure timely feedback and progression in your learning journey. If you encounter any challenges or require clarification while working on your assignment, please do not hesitate to reach out via email.