**Page 1: Home**

**Problem Statement:**

1. **KPI’s Requirement –**
2. **Total number of Calls:** We need to track and display the total number of Calls received by our call centre over a specified period.
3. **Total Call Duration in Hours:** It is crucial to understand the total amount of time our call centre staff spends on calls in hours, which can help us in resource allocation and capacity planning.
4. **Total Call Duration in Minutes:** Similar to the total call duration in hours, this KPI provides the total call time but in minutes, offering a more granular view of call duration.
5. **Average Call Duration in Minutes:** To assess the efficiency of our agents, we need to calculate and display the average of call duration in minutes. This metric can help identify trends in call handling.
6. **Response Time Percentage:** Response Time is a critical factor in customer satisfaction. This KPI should display the percentage of calls answered within a predefined with frame, helping us gauge our ability to provide prompt service.
7. **Chart’s Requirement –**
8. **Total Call by Day (Column Chart):** Display a column chart that shows the total number of calls on each day over a specified period of time.
9. **Total Calls by State (Filled Map Chart):** Create a filled map chart that visualizes the total number of calls received from different states or regions.
10. **Top Reason for Calls (Tree Map):** Implement a tree map chart to display the top reasons for calls. Each box in the tree map represents a call reason.
11. **Total Calls by Channel (Donut Chart):** Create a donut chart to showcase the distribution of calls by different communication channels.
12. **Total Calls by Sentiment (Column Chart):** Utilize a column chart to illustrate the distribution of calls by sentiment (e.g., positive, negative, neutral).
13. **Total Calls by Call Centre (Bar Chart):** Create a bar chart that represents the total number of calls handled by each call centre or department.

**Page 2: Grid**

1. Create a grid view dashboard displaying a table of all call details in PowerBI.
2. This should allow a user to export the grid for various filters applied.