



Inspiring and  
empowering  
future professionals

# Ajinkya Desai

## Power BI Virtual Case Experience

### Certificate of Completion

March 20th, 2023

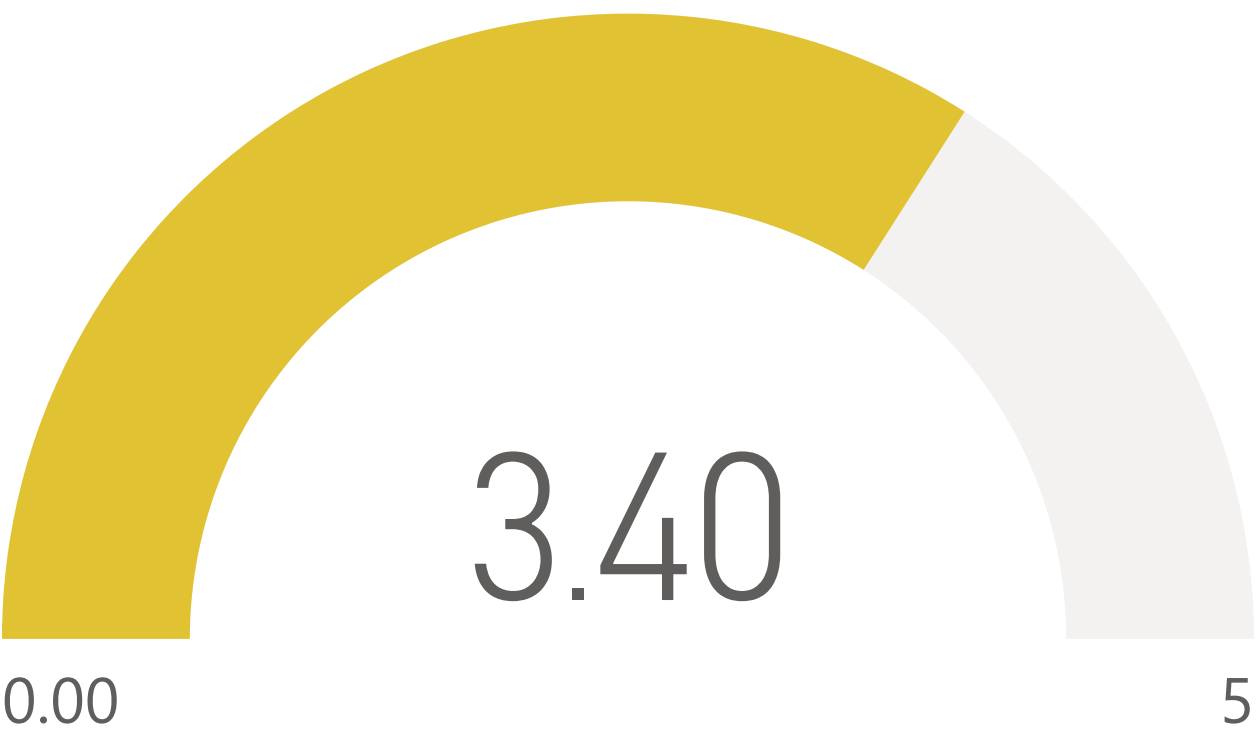
Over the period of February 2023 to March 2023, Ajinkya Desai has completed practical tasks in:

Introduction  
Call Centre Trends  
Customer Retention  
Diversity & Inclusion

**Natalie Vogel | Elisabeth Ziller**  
HC Marketing & Recruitment  
Leaders

**Tom Brunskill**  
CEO, Co-Founder of Forage

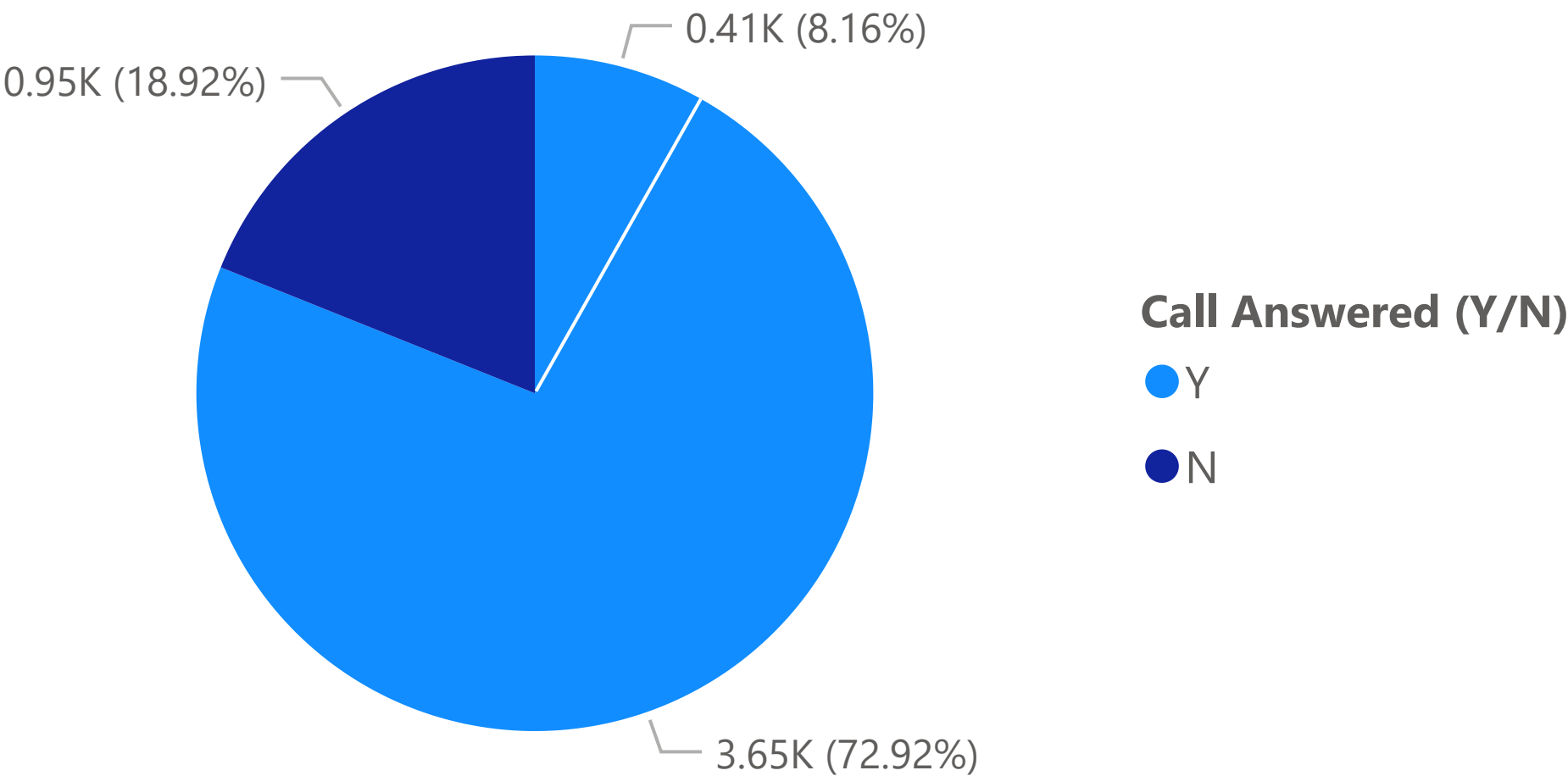
Average of Satisfaction Rating



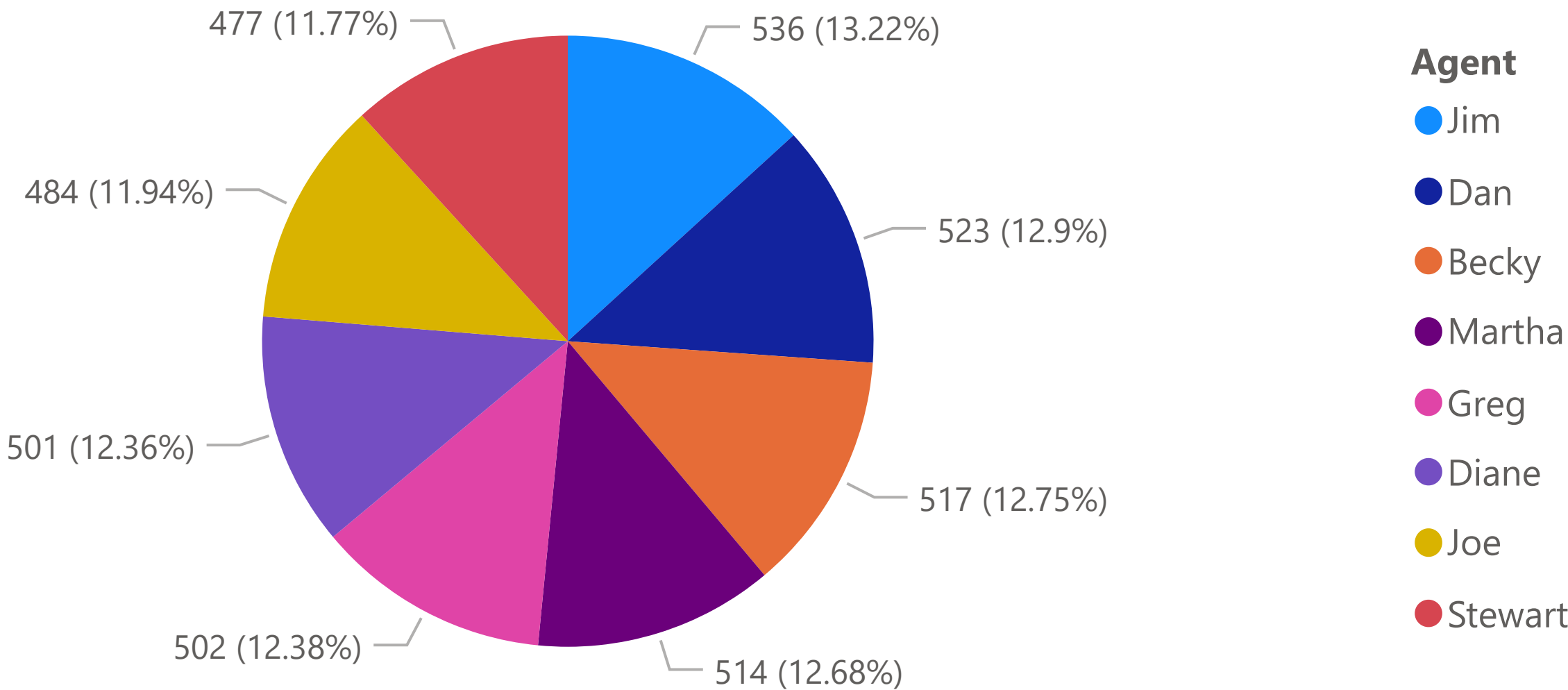
67.52

Average Speed of Response (in Seconds)

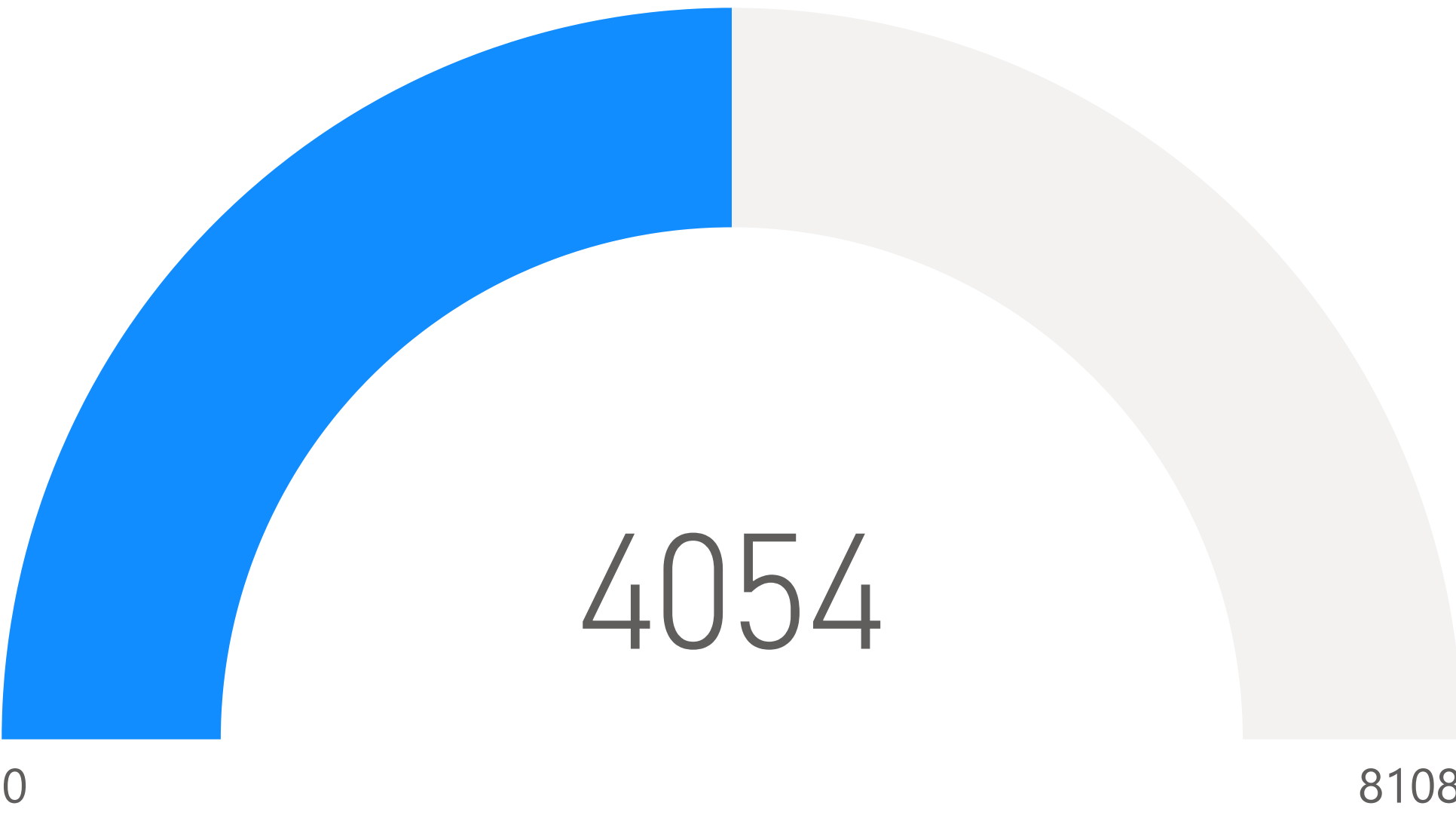
Measure of Calls Answered and Resolved



Total Call Time (in Seconds) by Agent

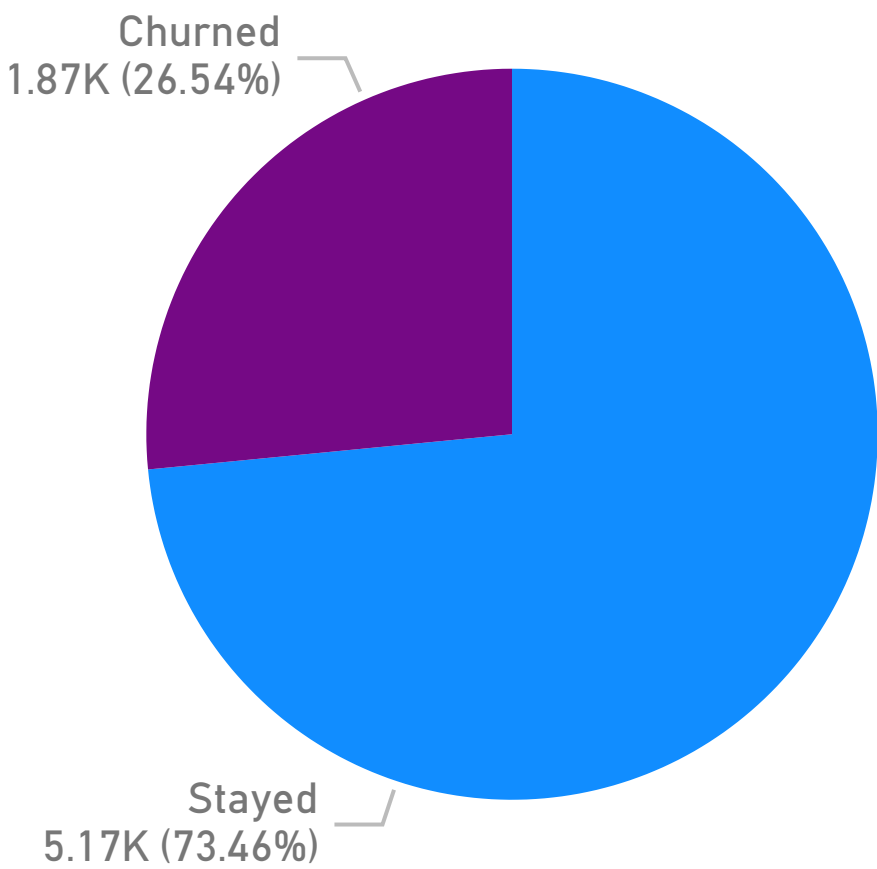


Count of Talk Duration (in Seconds)



Division of Churn

Stayed Churned

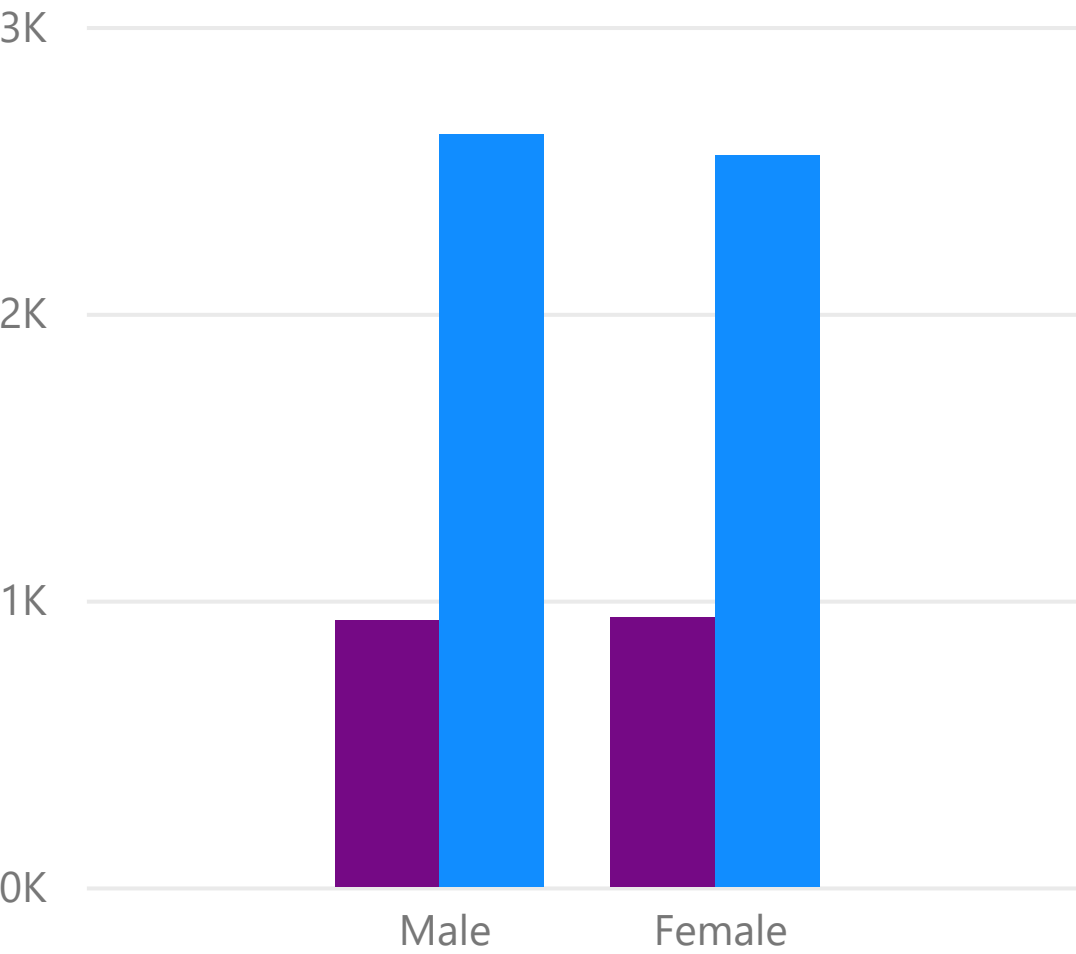


72  
Max of Tenure

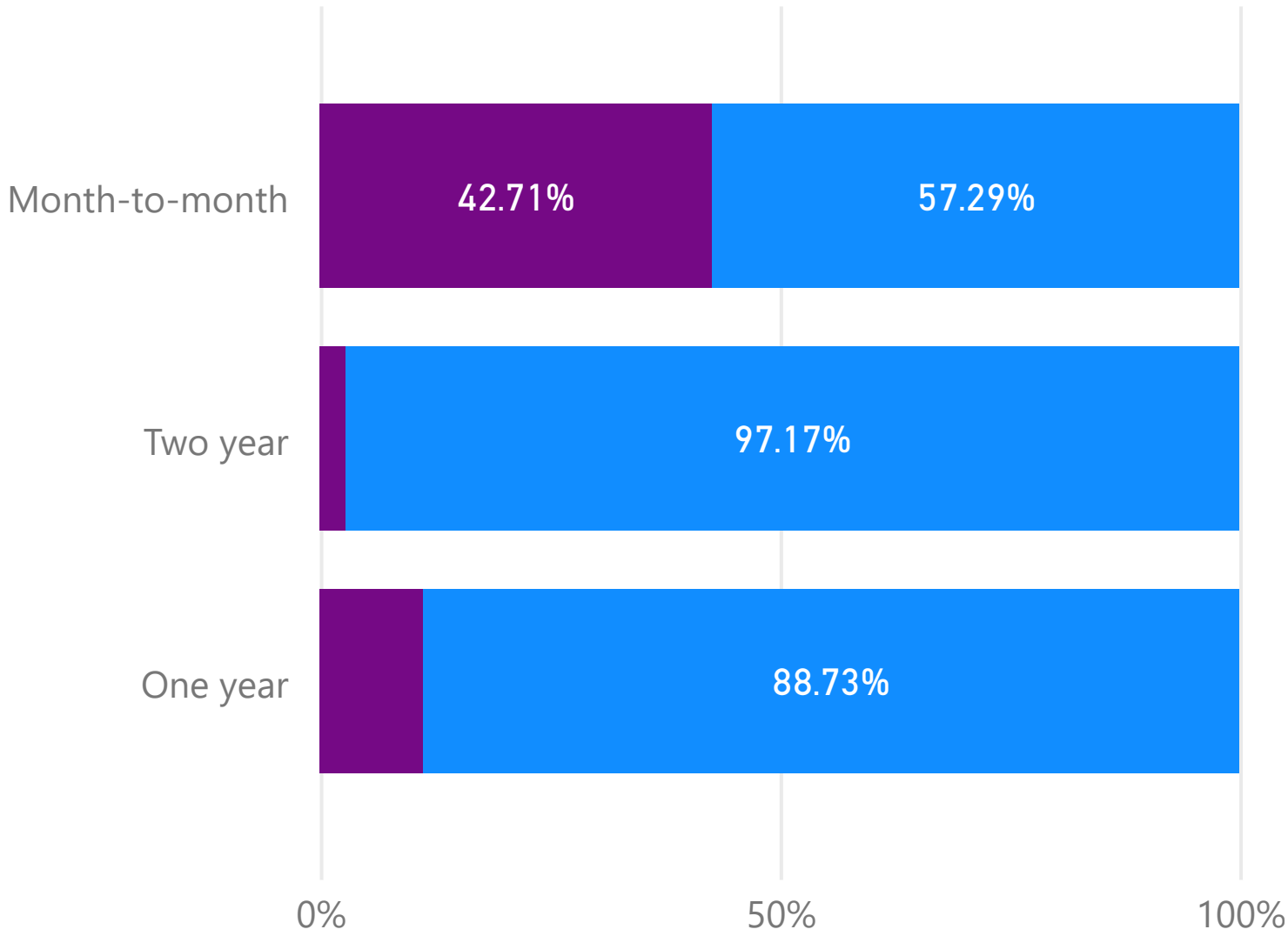
13.19M  
Revenue

2.86M  
Loss

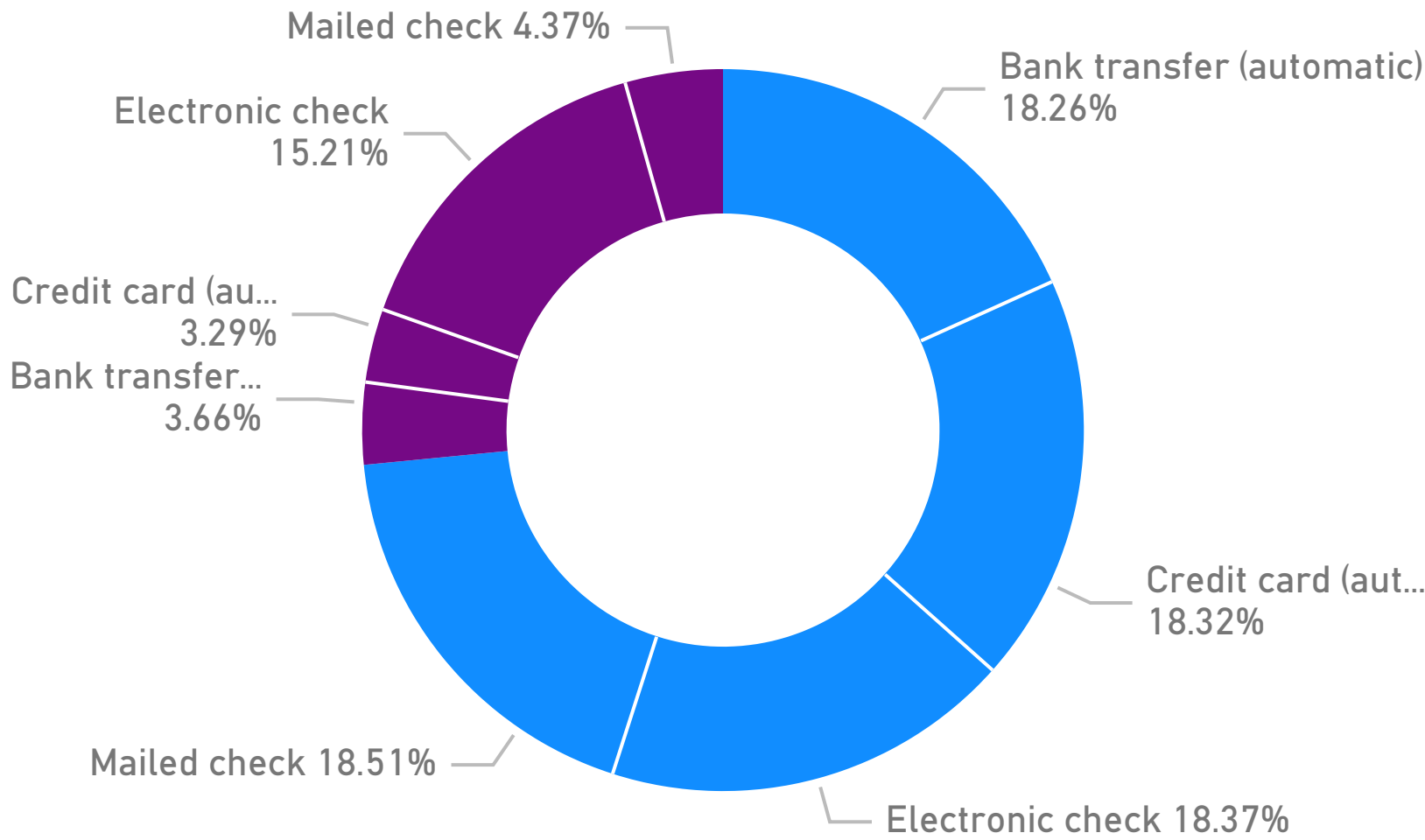
Count of Churn by Gender



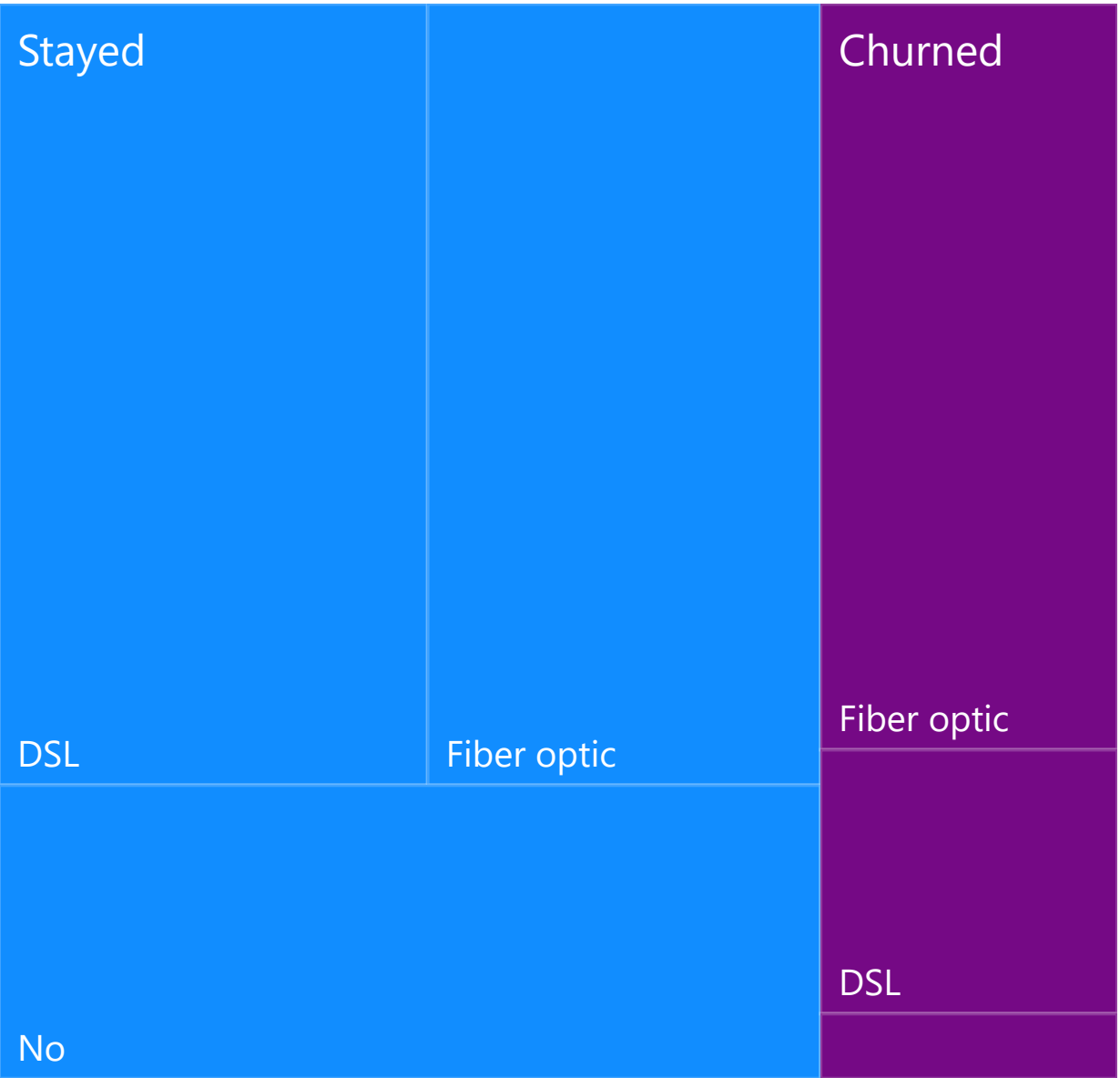
Count of Churn by Contract Type



Churn by Payment Method




Churn by Internet Service



☐ Female

☐ Male

All 

23 61



☐ Finance

☐ HR

☐ Internal Services

□ Operations

☐ Sales & Marketing

□ Strategy

☐ 1 - Junior Officer

☐ 2 - Senior Officer

☐ 3 - Manager

☐ 4 - Senior Manager

☐ 5 - Director

□ 6 - Executive

# 500

## Employee Count

370

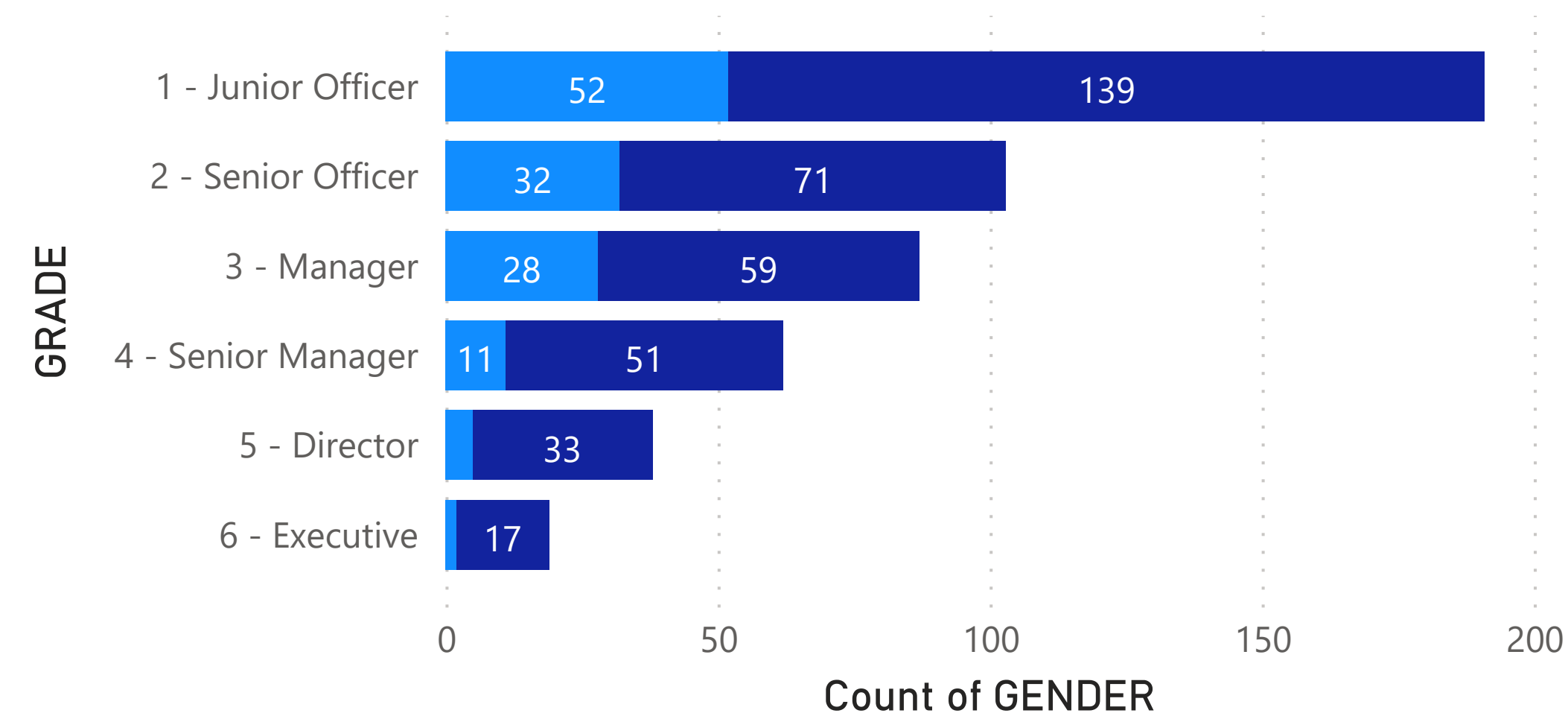
Male Count

130

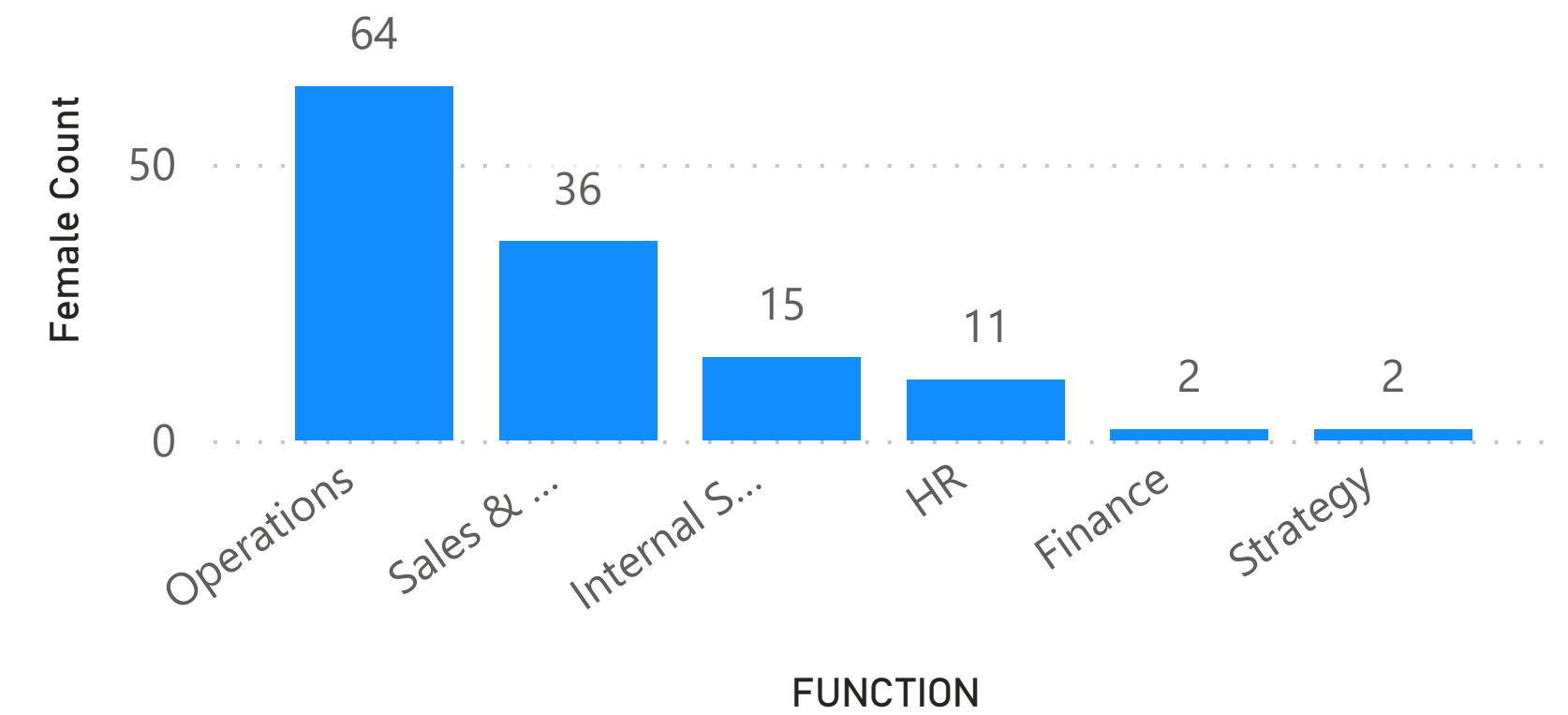
## Female Count

## Job Title by Gender

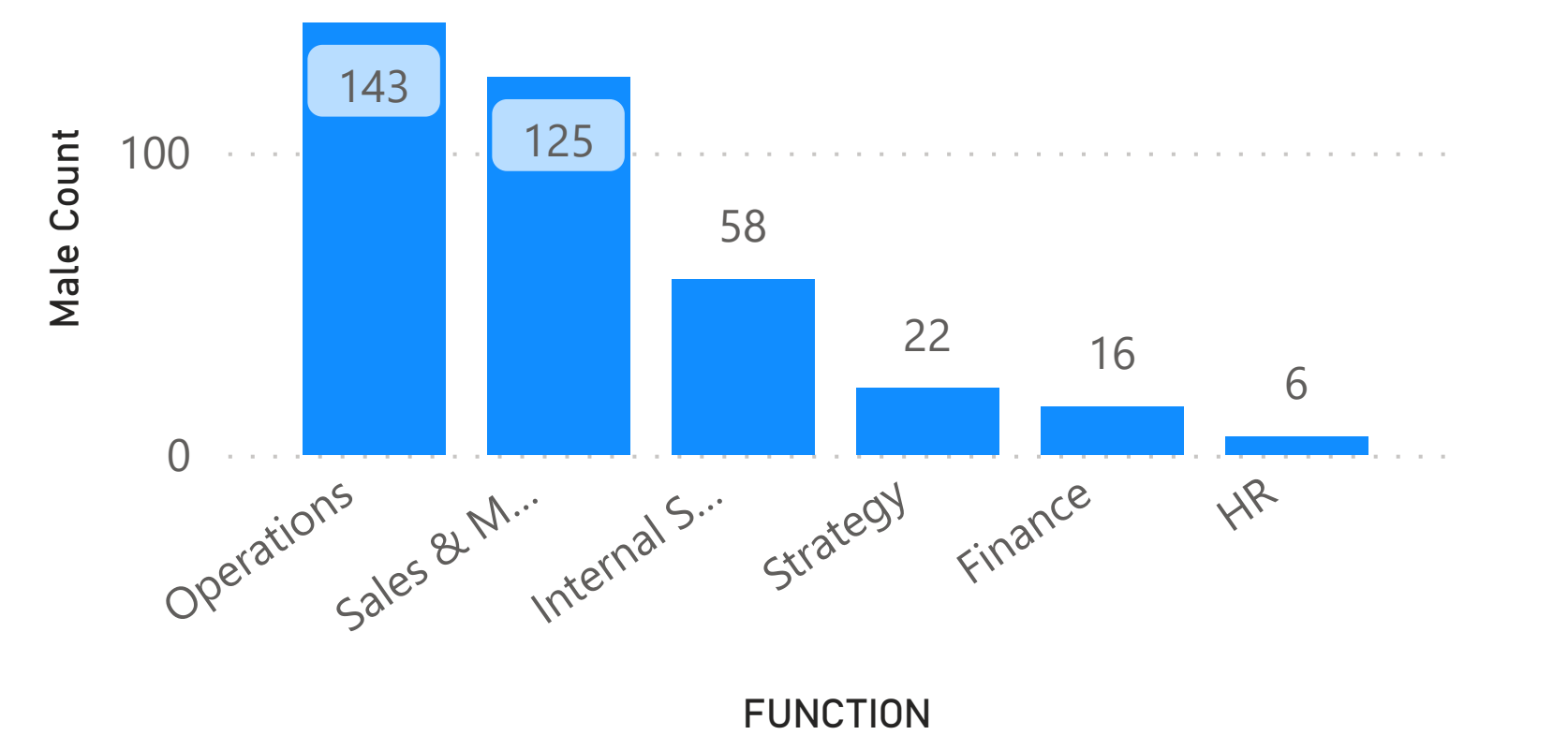
● Female ● Male



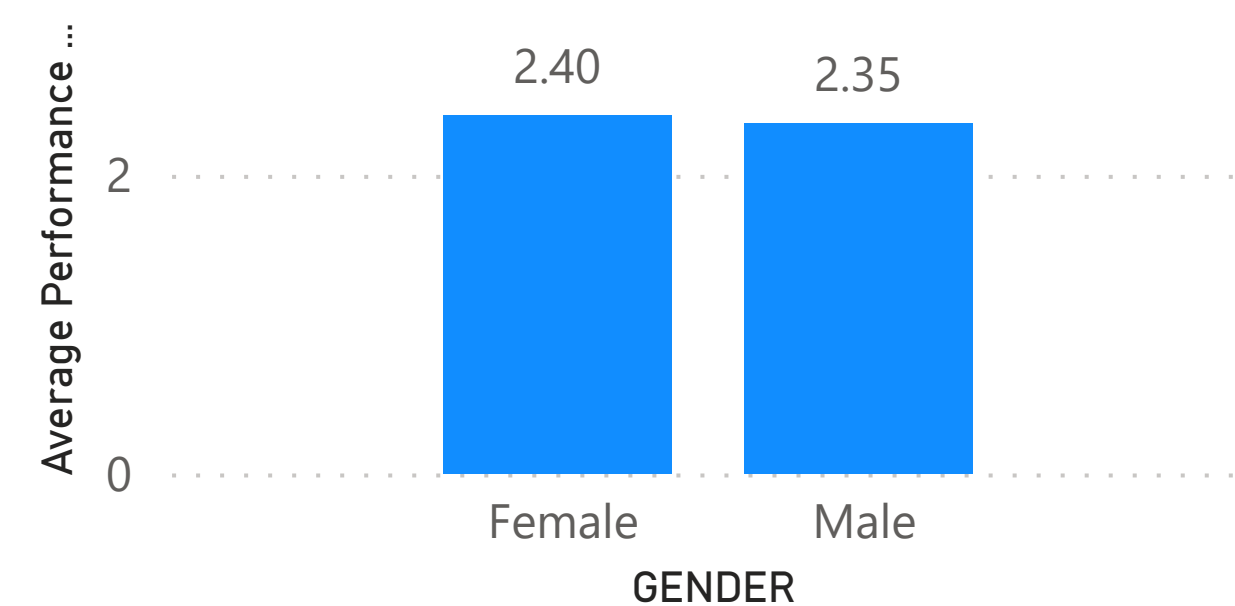
## Female Count by Function



## Male Count by Function



## Average Performance Rating by Gender



## Count of Employee Grade by Gender

0 1 2 3 4 5 6 7 8 9

