**BRD (Business Requirement Document)**

**XYZ Call Center**

**Problem Statement:**

**DASHBOARD 1: HOME**

**KPI's Requirement**

1. **Total Number of Calls**: We need to track and display the total number of calls received by our call center over a specified period.

2.**Total Call Duration in Hours**: It is crucial to understand the total amount of time our call center staff spends on calls in hours, which can help us in resource allocation and capacity planning.

3.**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 durations.

4.**Average Call Duration in Minutes**: To assess the efficiency of our agents, we need to calculate and display the average call duration in minutes. This metric can help identify trends in call handling.

5.**Response Time Percentage**: Response time is a critical factor in customer satisfaction. This KPI should display the percentage of calls answered within a predefined time frame, helping us gauge our ability to provide prompt service.

**Chart's Requirement**

1. **Total Call by Day (Column Chart):** Display a column chart that shows the total number of calls on each day over a specified time period.

2. **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.

3. **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.

4. **Total Calls by Channel (Donut Chart**): Create a donut chart to showcase the distribution of calls by different communication channels.

5. **Total Calls by Sentiment (Column Chart):** Utilize a column chart to illustrate the distribution of calls by sentiment (e.g., positive, negative, neutral).

6. **Total Calls by Call Centre (Bar Chart):** Create a bar chart that presents the total number of calls handled by each. call center or department.

**DASHBOARD 2: GRID**

1. Create a Grid View dashboard displaying a table of all call details in Power BI.

2. This should allow a user to export the grid for various filers applied.