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.

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**Chart's Requirement**

1. Total CallS 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