**Analysis the RAW dataset for CALL CENTRE and make informative output out of it.**

**Below are the KPI and requirements by the client:**

* Firstly, replace all null Values/blanks values to 0
* Change datatype wherever required
* Extract seconds, minutes from avg. talk duration and create a new column by naming- duration on calls ( change the datatype)
* Calculate total number of calls
* Create a new column to calculate total number of calls answered and total number of call been rejected.
* Calculate total % of calls been answered and total % of calls been rejected.
* Create a new column to calculate how many calls been resolved
* Create a new column to calculate how many calls not been resolved
* Find top 1 agent who answered maximum calls
* Top 1 agent who got highest satisfaction rate
* Use a chart to display total number of calls by topic wise
* Duration on calls by every agent
* Total calls by days and months for the year 2021
* Use slicers to interactive with other charts by month and day wise
* Finally give the overall 2021 performance rating
* Use any suitable custom charts to show (give) overall 2021 performance satisfaction rating.