Presentation 1

Links to Power BI Dashboard, Dashboard code, and Data Import Code:

• https://app.powerbi.com/links/pyRtXmrU-V?ctid=7d76d361-8277-4708-a477-64e8366cd1bc&pbi_source=linkShare

https://github.com/arvindkrishna87/STAT390_LegalAid_Fall2025/blob/main/Code/Dashboard/AggregateDataSummaries_Oct7_LoganRoever.R

https://github.com/arvindkrishna87/STAT390_LegalAid_Fall2025/blob/main/Code/Data import/CarDataImport_Oct7_LoganRoever.R

https://github.com/arvindkrishna87/STAT390_LegalAid_Fall2025/blob/main/Code/Data%20import/allcallsimport_Oct7_LoganRoever.R

• What did you do?

For the first presentation, I wanted to look at which actions were happening multiple times per call. I started by converting the provided import data code to use in R instead and imported the data from there. I cleaned the data names and decided to calculate a metric which would explore the call activity distribution. For this analysis, I chose to look at calls between 10 - 75 entries because I wanted to avoid sessions that had random selections. The highest number of entries was 262, which we can deduce is from random selection to reach an agent rather than following the menu flow. I also started with 10 entries because I wanted to look at a section of calls that were inefficient, but likely valid attempts, to see where inefficiencies are occurring in the call flow. After identifying the contact session ids that matched this number of entries, I grouped by activity name. From there I calculated the total number of entries for that activity, the number of distinct sessions that selected that activity, and the average times per session the activity was selected.

• How does it help the project?

This should give us an idea of where people are getting "stuck" in an action or where the system is inefficiently directing the call to the same place again. Looking at the activities with more than 1 instance per session should help us identify possible ways to clean up the process and clear confusion / improve efficiency.

• Issues faced (if any)

We were unsure how to combine into one dashboard without the full PowerBI access, so we don't have a single dashboard yet this week. Additionally, there are some entries that I wasn't sure about, such as playmoh300s. When does this occur in a call? Is this just the hold activity?

• Attempts to resolve issues

We discussed our individual plans and got a general understanding of each other's work for this presentation. We chose one person to present all the dashboards so we wouldn't have to switch devices.

• Next steps

Our next steps are to make a more cohesive plan for the next presentation. This week we all looked at separate ideas, and now we can choose the most promising to further develop. Once we are better able to make one dashboard, we can try to tell a cohesive story.