Data Transformation & Preparation

Loaded data to power query in power bi. Data types were checked as appropriate, those with Boolean requiring aggregation were update as 1 and 0 using conditional column. Column names were amended to suit analysis for stakeholder ease and understanding.

Uploaded supervisor data and created a model for relationship with the Facts table.

Creates measures such as total calls, total complaints, total compensation issued, Average Call handling time, calls per hour, Smart meter, Insurance booked etc. Calculated columns were also created such as call duration. Created Date table with hierarchy. Had the wait time and call transformed to minutes.

Created additional date values such as month, month name, quarter etc