**Final Exam Project for BUSA 346**

The file Phone Data for Project contains one year’s phone records for a bank call center. The bosses are interested in a dashboard that will help them to assess the performance of their system and service agents. The tab, “Data Dictionary” can be used to decipher what is included in the data, for example, agent names can be found in the last column of the data. The metrics that they would like to see visualized are the number of calls handled as well as the service time for those calls. Your task is to build a dashboard that can be utilized by supervisors to see how their system and/or specific agents are performing. They would like the capacity to see individual measures as well as company averages for comparison. If you find a different data set that you would like to use, you will need to get that approved by the instructor.

You will work in pairs. Your dashboard can be constructed in excel, tableau or a combination of the two. During our scheduled final exam time, you will present your dashboard to the class. You can either show us the working document, or present it in a power point if you prefer. Be prepared to answer questions about its functionality and/or any insights into the agents/system that you found as a result of building the dashboard. This project is worth 100 points and will be assessed based on the following criteria:

1. At least 4 well-constructed visualizations of the data
2. At least one measure of performance should be expressed over different time intervals (i.e. per month versus per week)
3. A comparison between individual results to the overall company results
4. At least one determination of “ranks” for individuals (top performers or bottom performers for some time frame that could be used for some sort of bonus or incentive)
5. Clear and thorough explanations of the dashboard as well as answers to questions during the presentation