KPI`s requirements

1. Total number of calls
2. Total call duration in hours
3. Total call duration in minutes
4. Average call duration in minutes
5. Response time percentage

Chart`s requirements

1. Total call by day (Column chart)
2. Total calls by state (Filled Map Chart)
3. Top reason for call (Tree Map)
4. Total calls by channel (Donut chart)
5. Total calls by sentiment (Column Chart)
6. Total calls by center (Bar Chart)

Skills Covered

1. Connecting to SQl server
2. Data cleaning
3. Data modeling
4. Data processing
5. Power Query
6. Date tables
7. Time intelligence func
8. DAX
9. Date function
10. Custom Charts
11. Text function
12. Filter Function
13. Calculate
14. SUM/SUMX
15. Creating KPI`s
16. New Card Visual
17. Creating Charts
18. Formatting visuals
19. Creating Functions
20. Navigations

Software used

1. MS EXCEL
2. Power BI