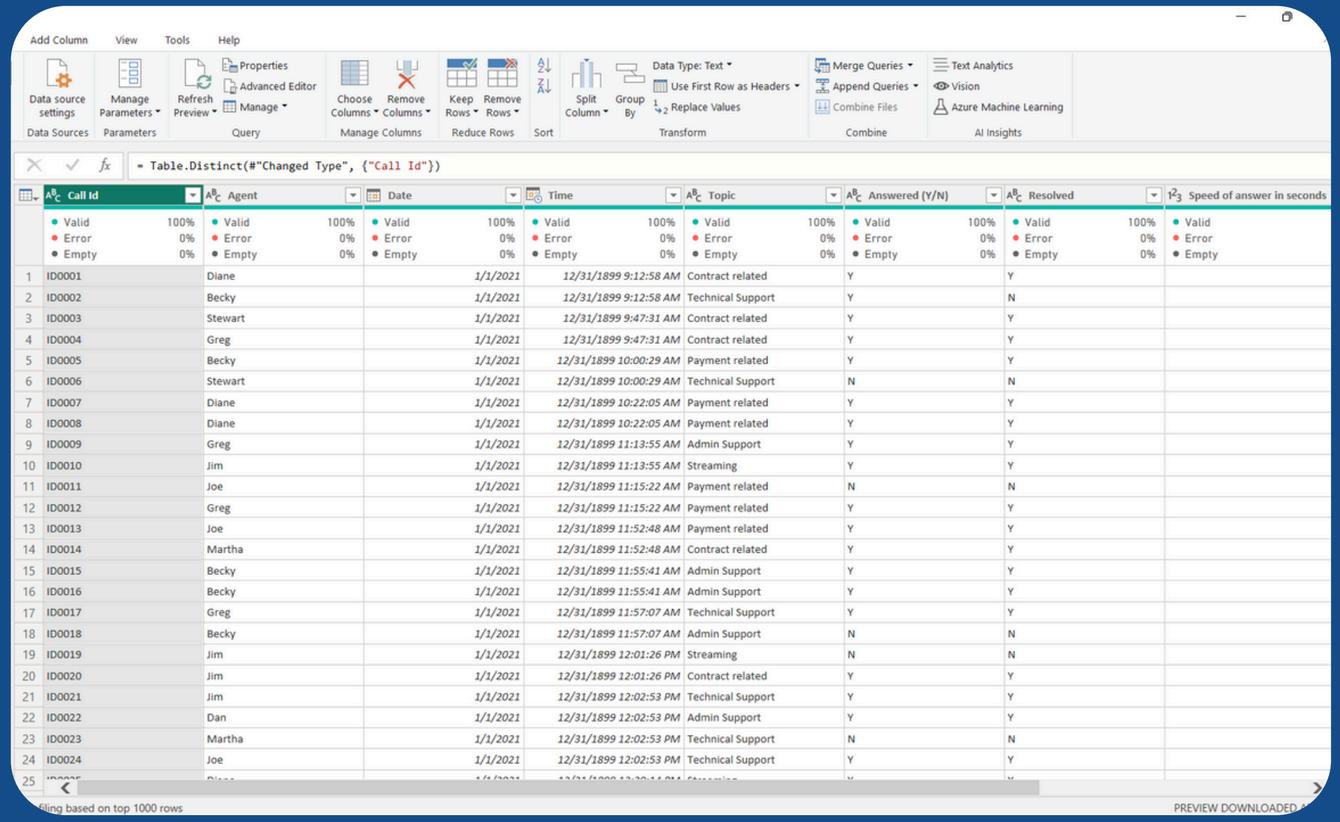
Forage Virtual Internship

PWC Call-Center Power BI Dashboard

Data Introduction

The dataset provided is a call center dataset from the **PWC Call Center**. It includes information such as Call ID, Agent, Date, Time, Topic, whether the call was answered (Y/N), whether the issue was resolved, speed of answer (in seconds), average talk duration (in minutes), and satisfaction rating.



Dashboard Objective

To **monitor overall call center activities**, including total calls, speed of answer, total call time, agent and topic tracking, and monthly filtering using a slicer. The dashboard helps evaluate performance and improve service quality efficiently.

Dashboard Overview

Call Center Dashboard

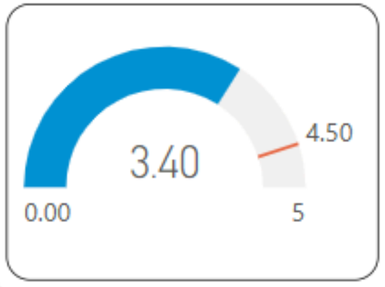
Filter Data

Agent
All

Topic
All

Date
1/1/2021 — 3/31/2021

Average satisfaction

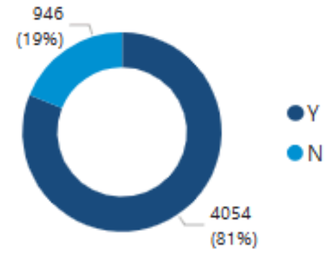


General Information

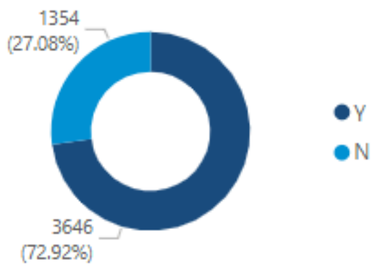
5000	67.52
Total Call	Avg Speed Answer (Min)

15197
Total Call Time (Min)

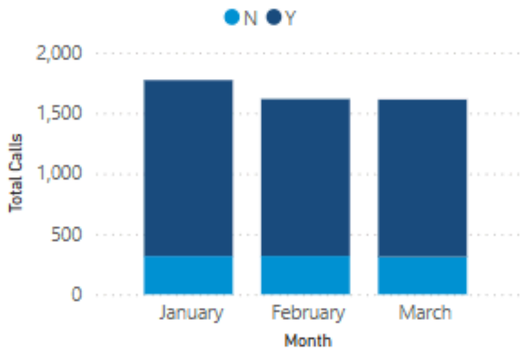
Answered



Resolved

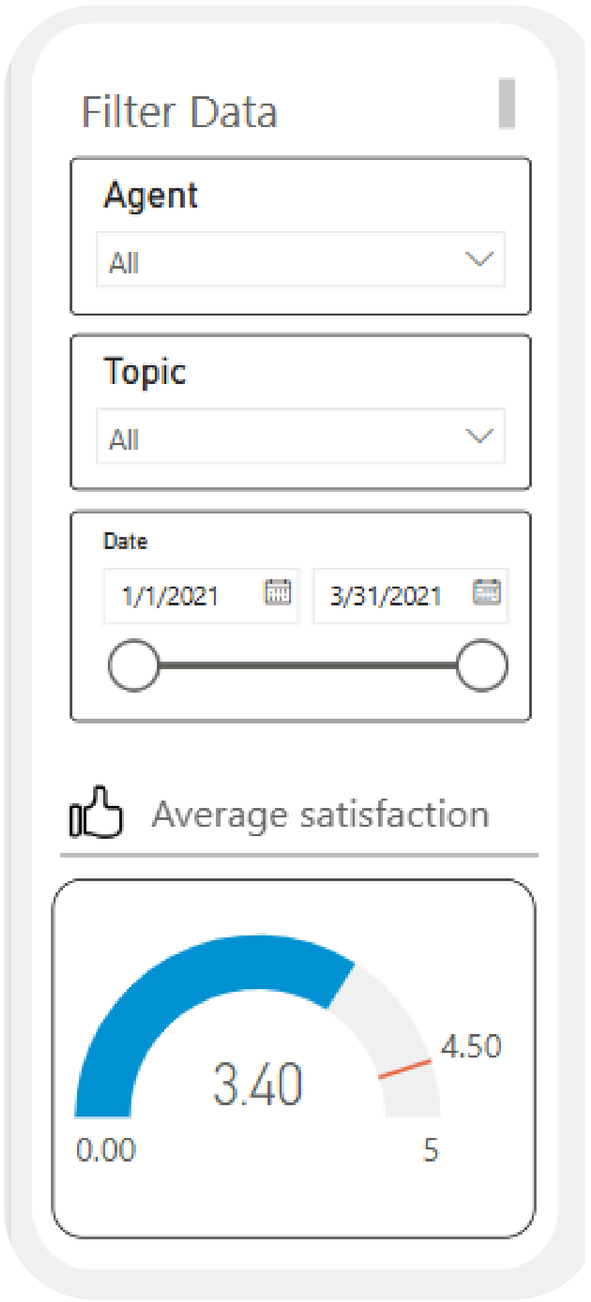


Number of calls per month



Agent statistics

Agent	# of answered	# of resolved	Average of Satisfaction rating	Avg Speed of Answer sec
Joe	484	436	3.33	70.99
Becky	517	462	3.37	65.33
Jim	536	485	3.39	66.34
Stewart	477	424	3.40	66.18
Greg	502	455	3.40	68.44
Diane	501	452	3.41	66.27
Dan	523	471	3.45	67.28
Martha	514	461	3.47	69.49
Total	**4054**	**3646**	**3.40**	**67.52**



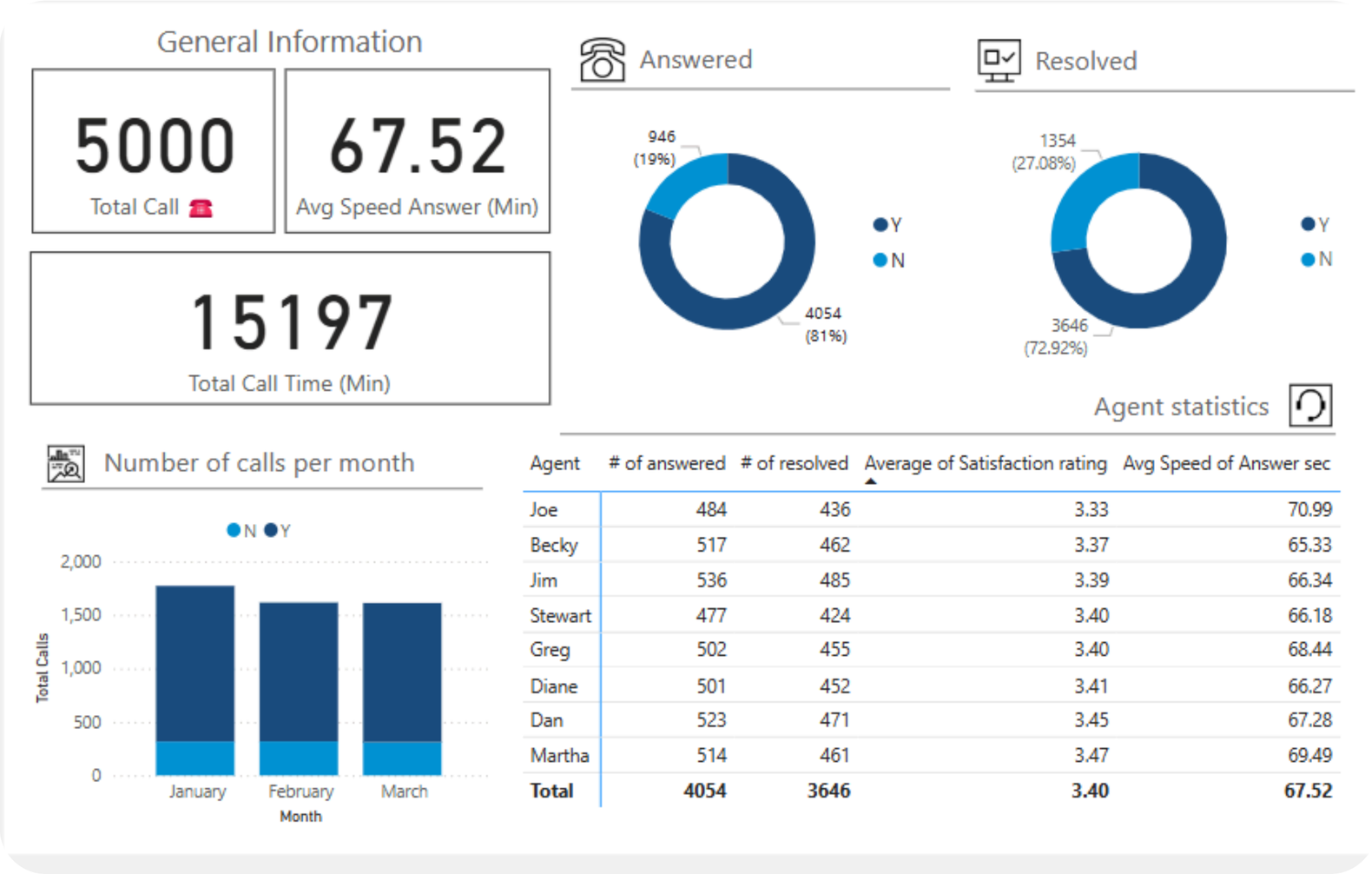
Dashboard Details

- Filter the dashboard by Agent Name
- Filter the dashboard by Call Topics
- Filter dashboard data by Date to analyze call activities within a selected timeframe.
- Monitoring Customer Average Satisfication Level

Dashboard Details

General Information
Tracking General Information : Total Call, Avg Speed Annswer, Total Minutes Call.

Number Calls per Month
Tracking Num Of Call By Month.



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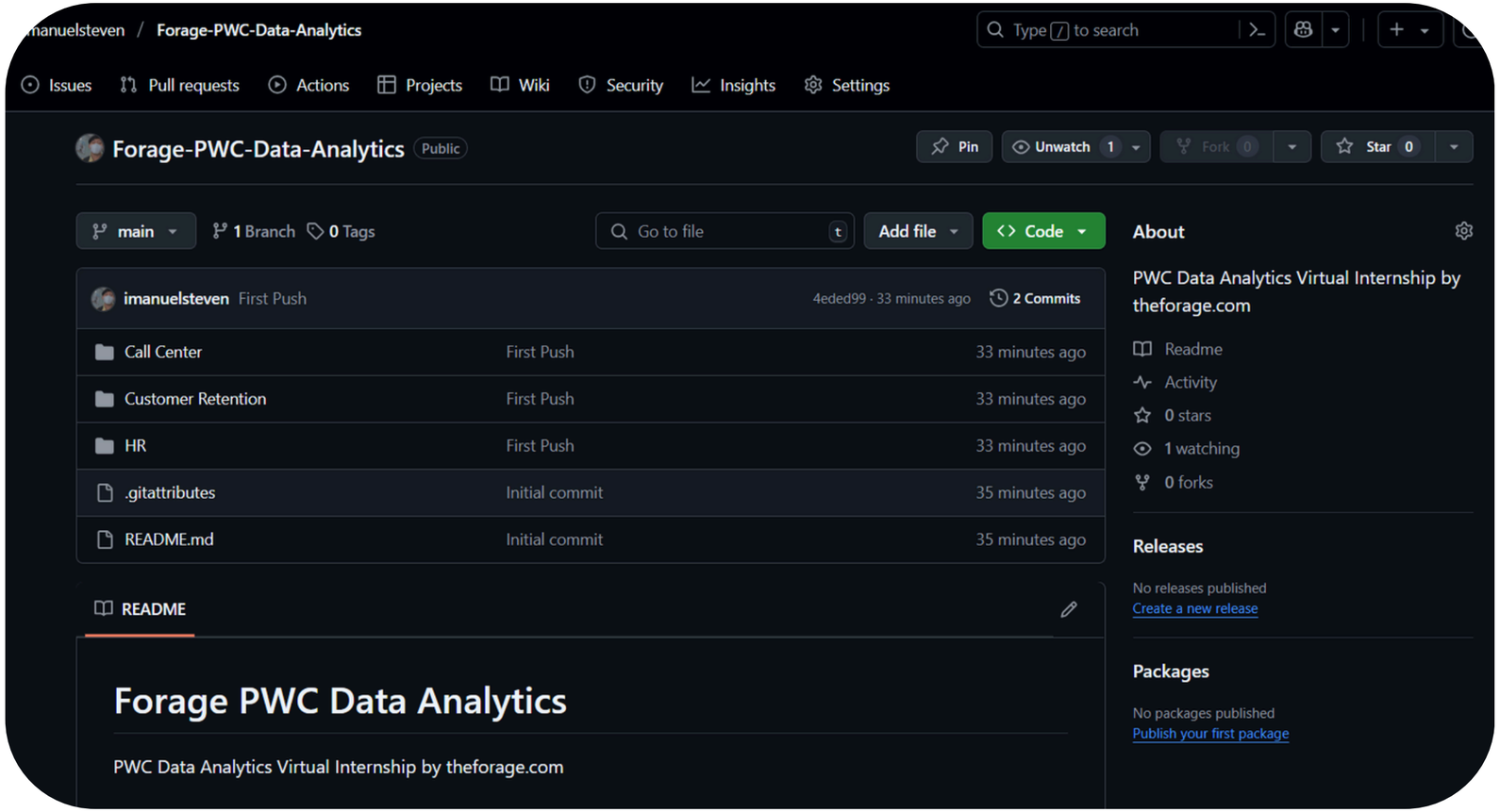
Answered & Resolved
Tracking Total Answered & Solved call.

Table Agent Performence
Monitoring Agent Performance.

Curious? 🤔
Check out the Power BI file at the Github! 👉