



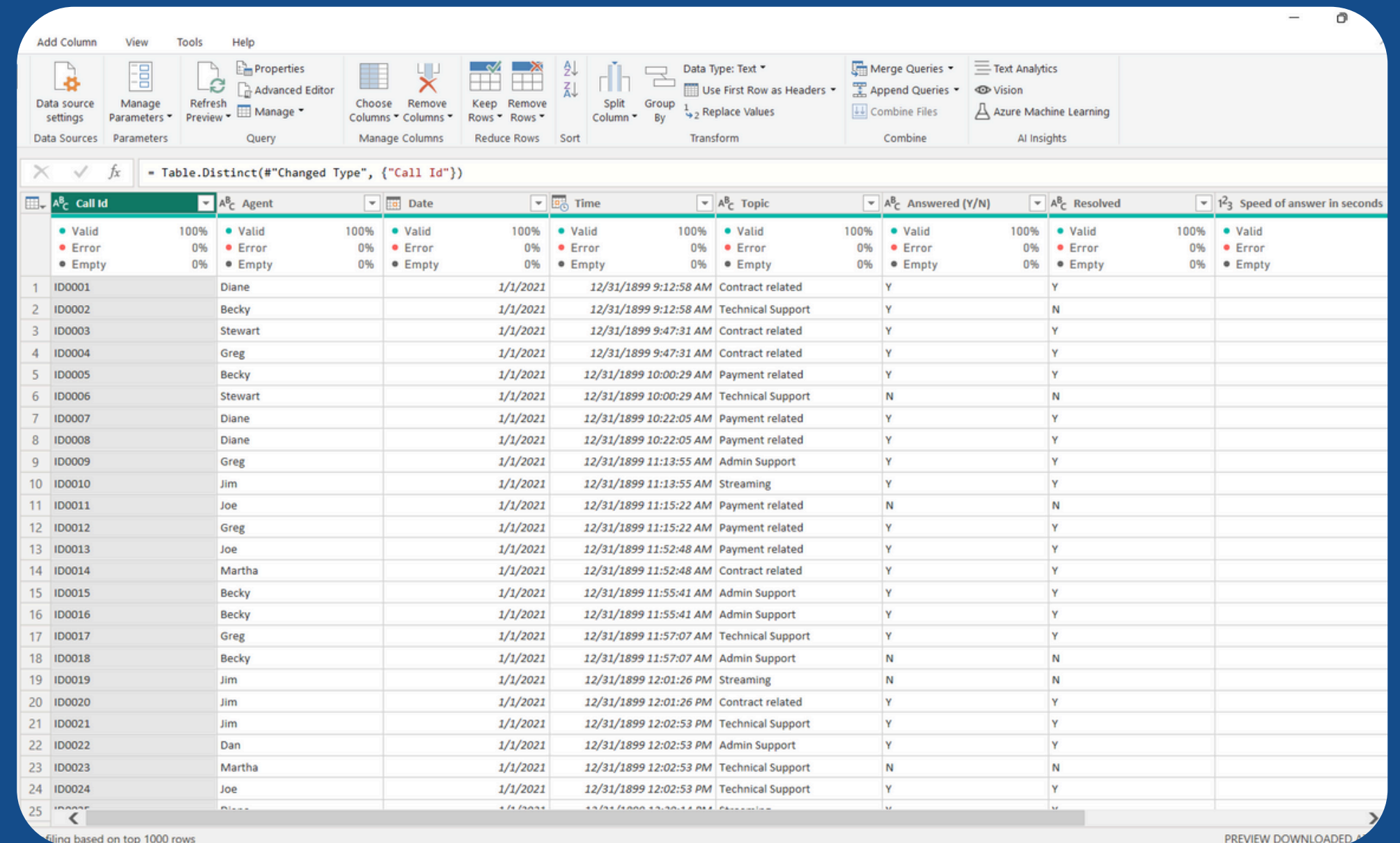
Forage Virtual Internship

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.

A screenshot of a data table in a software interface. The table has 11 columns: Call Id, Agent, Date, Time, Topic, Answered (Y/N), Resolved, and Speed of answer in seconds. Each column has a dropdown menu for filtering, showing options like 'Valid', 'Error', and 'Empty'. The table contains 25 rows of data, with the first row being a header row. The data shows various call records with details like agent names (Diane, Becky, Stewart, Greg, Jim, Joe, Martha, Dan), dates (1/1/2021), times (e.g., 12/31/1899 9:12:58 AM), topics (Contract related, Technical Support, Payment related, Admin Support, Streaming), and whether the call was answered and resolved.

	Call Id	Agent	Date	Time	Topic	Answered (Y/N)	Resolved	Speed of answer in seconds
1	ID0001	Diane	1/1/2021	12/31/1899 9:12:58 AM	Contract related	Y	Y	
2	ID0002	Becky	1/1/2021	12/31/1899 9:12:58 AM	Technical Support	Y	N	
3	ID0003	Stewart	1/1/2021	12/31/1899 9:47:31 AM	Contract related	Y	Y	
4	ID0004	Greg	1/1/2021	12/31/1899 9:47:31 AM	Contract related	Y	Y	
5	ID0005	Becky	1/1/2021	12/31/1899 10:00:29 AM	Payment related	Y	Y	
6	ID0006	Stewart	1/1/2021	12/31/1899 10:00:29 AM	Technical Support	N	N	
7	ID0007	Diane	1/1/2021	12/31/1899 10:22:05 AM	Payment related	Y	Y	
8	ID0008	Diane	1/1/2021	12/31/1899 10:22:05 AM	Payment related	Y	Y	
9	ID0009	Greg	1/1/2021	12/31/1899 11:13:55 AM	Admin Support	Y	Y	
10	ID0010	Jim	1/1/2021	12/31/1899 11:13:55 AM	Streaming	Y	Y	
11	ID0011	Joe	1/1/2021	12/31/1899 11:15:22 AM	Payment related	N	N	
12	ID0012	Greg	1/1/2021	12/31/1899 11:15:22 AM	Payment related	Y	Y	
13	ID0013	Joe	1/1/2021	12/31/1899 11:52:48 AM	Payment related	Y	Y	
14	ID0014	Martha	1/1/2021	12/31/1899 11:52:48 AM	Contract related	Y	Y	
15	ID0015	Becky	1/1/2021	12/31/1899 11:55:41 AM	Admin Support	Y	Y	
16	ID0016	Becky	1/1/2021	12/31/1899 11:55:41 AM	Admin Support	Y	Y	
17	ID0017	Greg	1/1/2021	12/31/1899 11:57:07 AM	Technical Support	Y	Y	
18	ID0018	Becky	1/1/2021	12/31/1899 11:57:07 AM	Admin Support	N	N	
19	ID0019	Jim	1/1/2021	12/31/1899 12:01:26 PM	Streaming	N	N	
20	ID0020	Jim	1/1/2021	12/31/1899 12:01:26 PM	Contract related	Y	Y	
21	ID0021	Jim	1/1/2021	12/31/1899 12:02:53 PM	Technical Support	Y	Y	
22	ID0022	Dan	1/1/2021	12/31/1899 12:02:53 PM	Admin Support	Y	Y	
23	ID0023	Martha	1/1/2021	12/31/1899 12:02:53 PM	Technical Support	N	N	
24	ID0024	Joe	1/1/2021	12/31/1899 12:02:53 PM	Technical Support	Y	Y	
25	ID0025	Becky	1/1/2021	12/31/1899 12:02:53 PM	Technical Support	Y	Y	

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

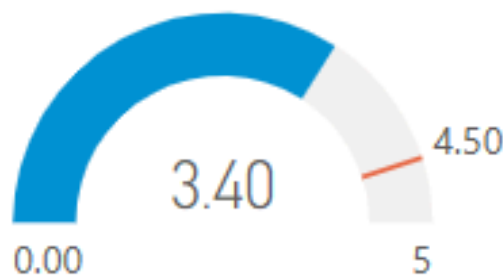
Date

1/1/2021

3/31/2021



Average satisfaction



General Information

5000

Total Call

67.52

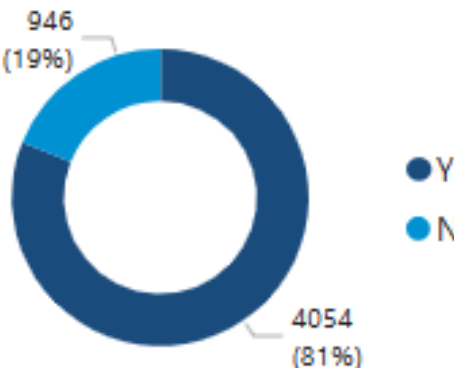
Avg Speed Answer (Min)

15197

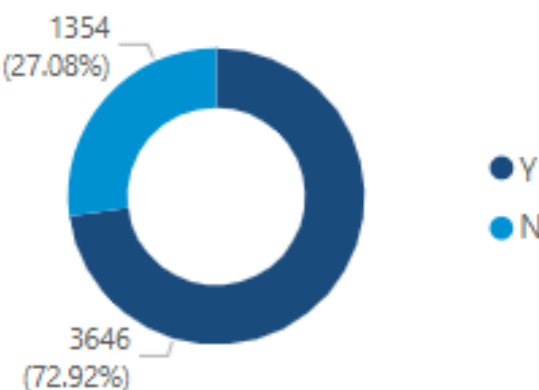
Total Call Time (Min)



Answered



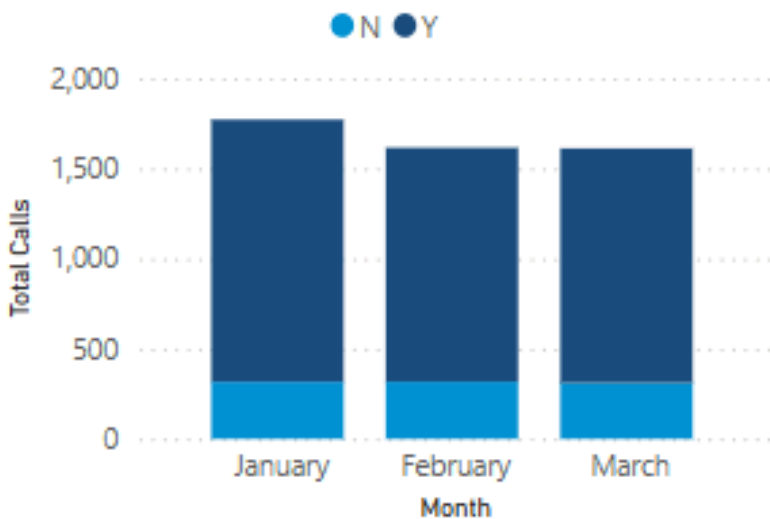
Resolved



Agent statistics



Number of calls per month



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 Satisfaction Level

Filter Data

Agent

All



Topic

All



Date

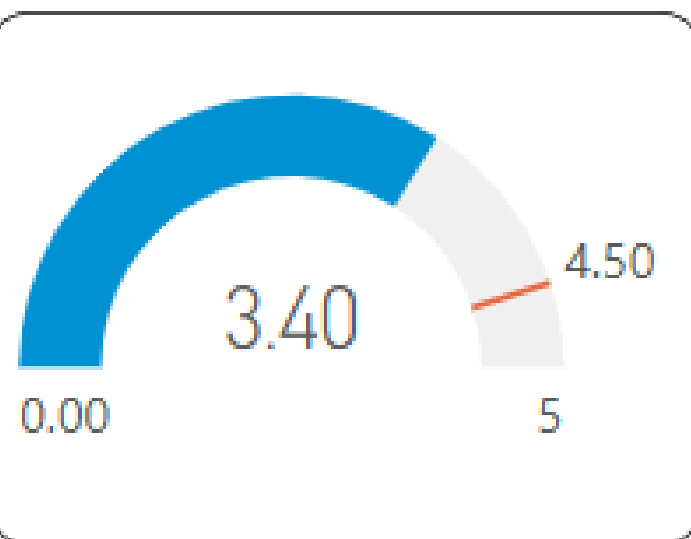
1/1/2021



3/31/2021



Average satisfaction



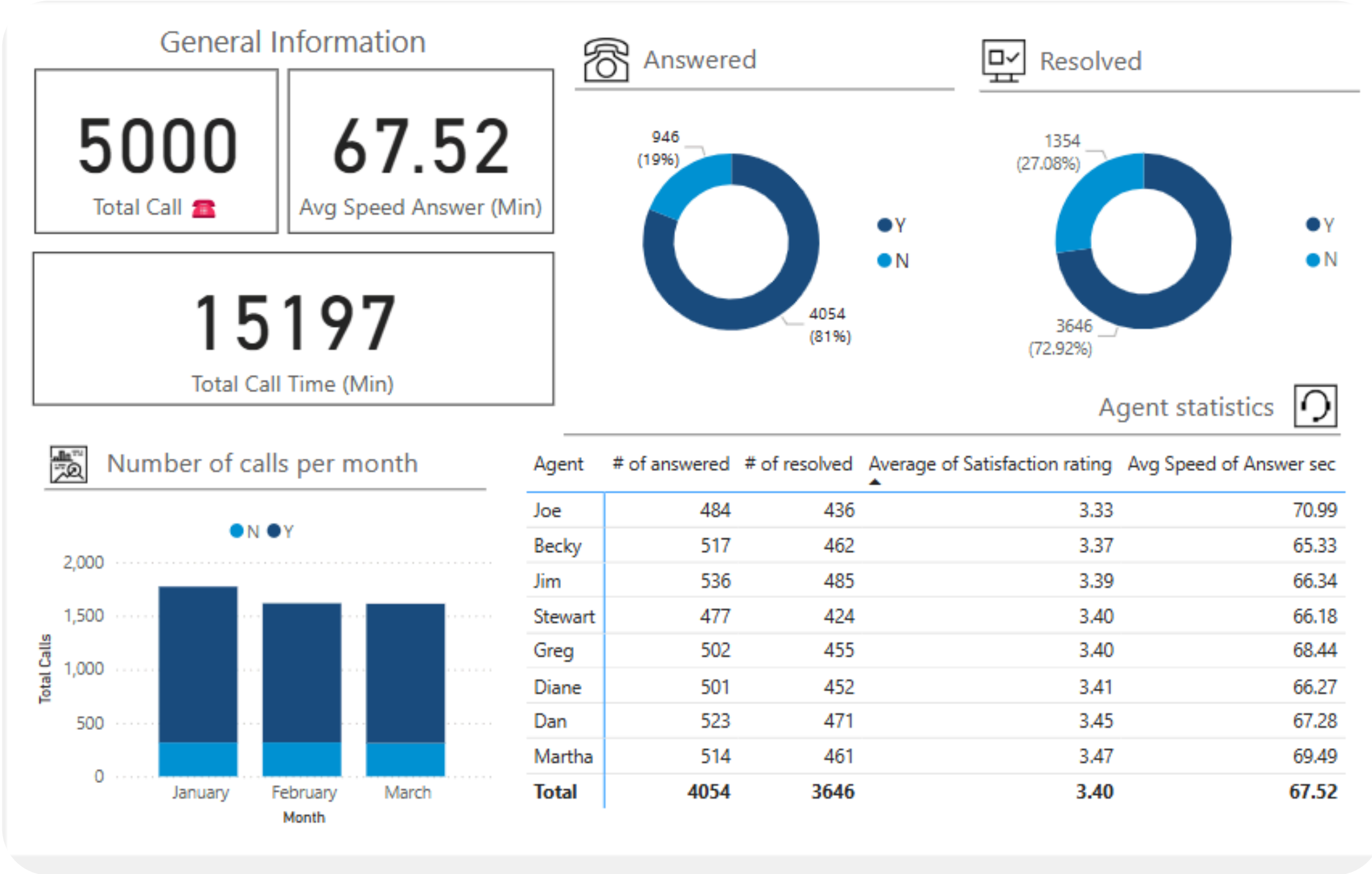
Dashboard Details

General Information

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

Number Calls per Month

Tracking Num Of Call By Month.



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

