



# **Excel-Skills-for-Business**

Macquarie University on Coursera

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Issued by Ismi Ana Sulasiyah

[annaismi17@gmail.com](mailto:annaismi17@gmail.com)

# Content

## Course Certificates Completed

### ► Excel Skills for Business: Essentials

Included Type of Charts: Bar Chart, Pie Chart, Line Chart

### ► Excel Skills for Business: Intermediate I

Included Pivot Table and Slicer

### ► Excel Skills for Business: Intermediate II

Included Macro & Relative Reference Macro

### ► Excel Skills for Business: Advanced

Included Interactive Dashboard



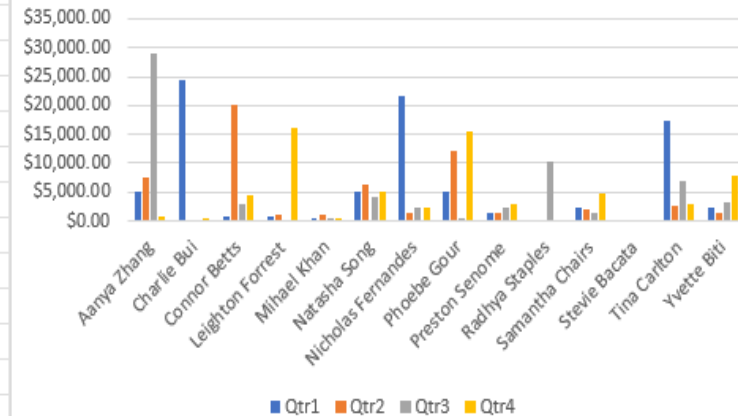
# Excel Skills for Business: Essentials

<https://github.com/izmian/Excel-Skills-for-Business/blob/main/Essentials%20-%20Charts.xlsx>

Sales Summary 2016

Acct Managers	Qtr1	Qtr2	Qtr3	Qtr4
Aanya Zhang	\$5,187.90	\$7,627.17	\$28,867.26	\$742.53
Charlie Bui	\$24,271.31	\$130.78	\$116.61	\$355.15
Connor Betts	\$854.08	\$20,123.65	\$3,050.18	\$4,373.98
Leighton Forrest	\$815.58	\$1,129.69	\$327.02	\$16,169.12
Mihael Khan	\$425.78	\$981.27	\$596.70	\$470.74
Natasha Song	\$5,080.74	\$6,259.31	\$4,265.86	\$4,956.43
Nicholas Fernande	\$21,787.86	\$1,533.62	\$2,191.42	\$2,384.04
Phoebe Gour	\$5,117.84	\$12,156.60	\$351.06	\$15,653.93
Preston Senome	\$1,326.07	\$1,415.98	\$2,314.11	\$2,817.60
Radhya Staples	\$0.00	\$3.32	\$10,373.59	\$206.16
Samantha Chairs	\$2,233.62	\$2,005.70	\$1,542.68	\$4,921.92
Stevie Bacata	\$0.00	\$91.10	\$0.00	\$0.00
Tina Carlton	\$17,247.36	\$2,512.24	\$7,003.82	\$2,952.73
Yvette Biti	\$2,252.16	\$1,476.92	\$3,293.39	\$7,731.78

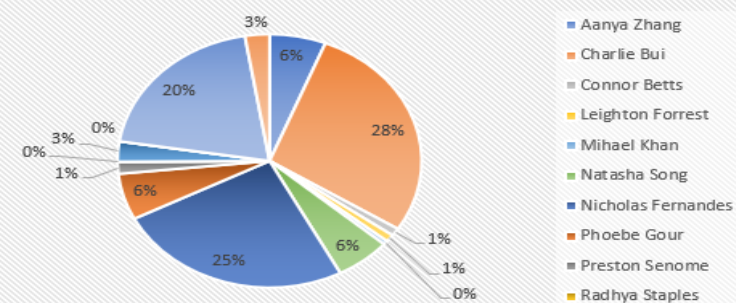
Sales Summary 2016



AANYA ZHANG

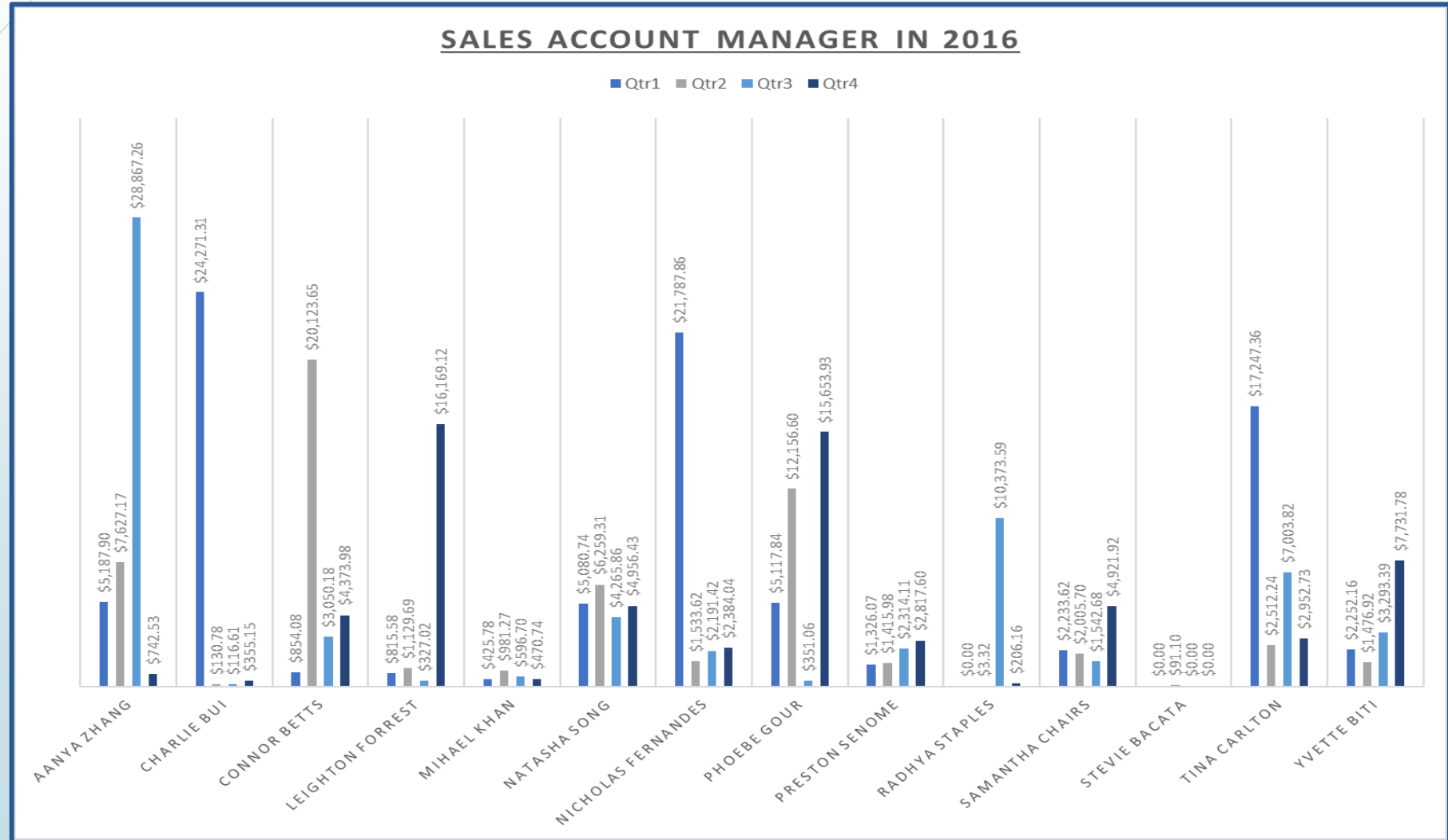


Qtr1



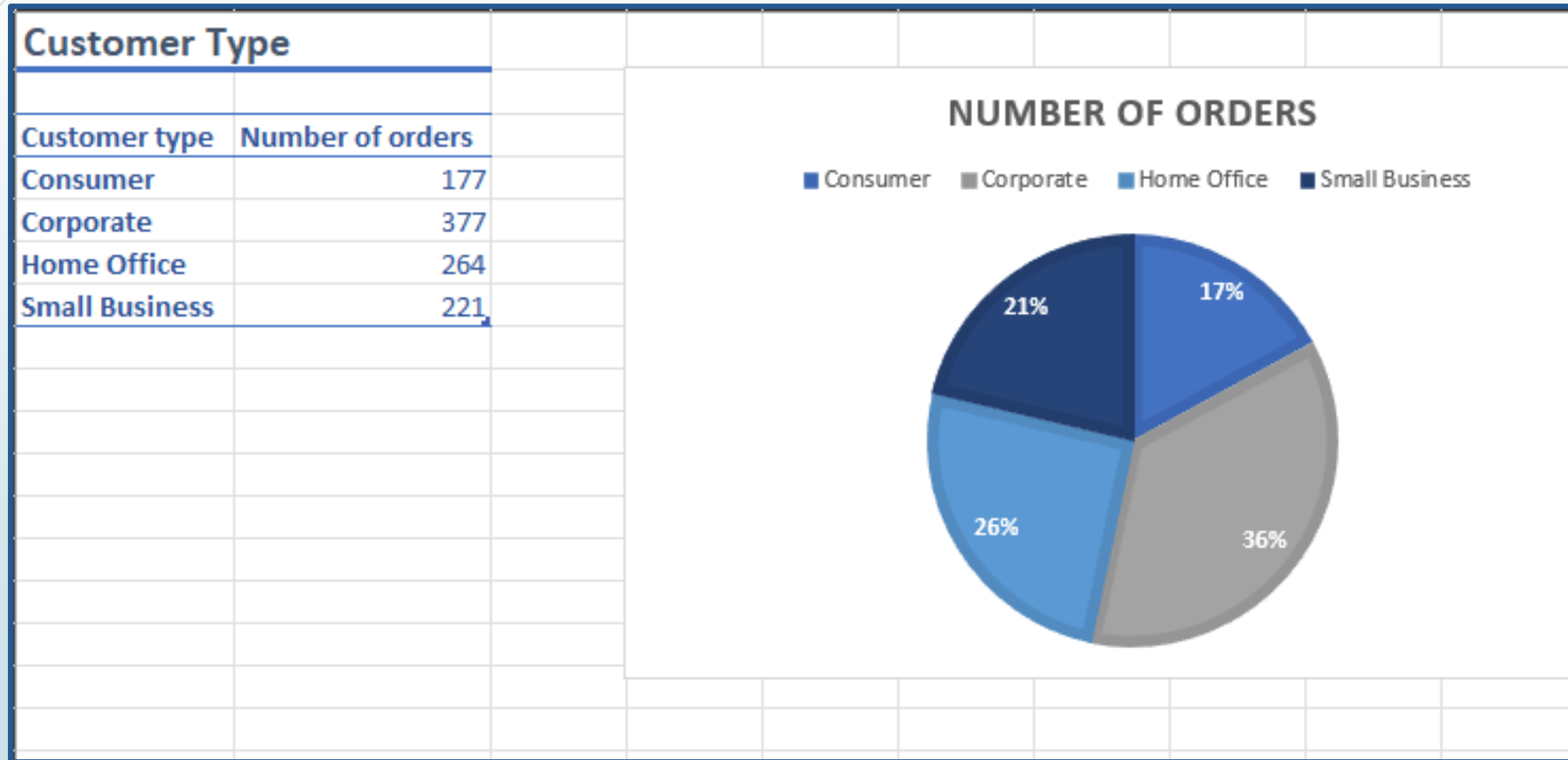
# Excel Skills for Business: Essential

## Advance Bar Chart



# Excel Skills for Business: Essential

## Pie Chart

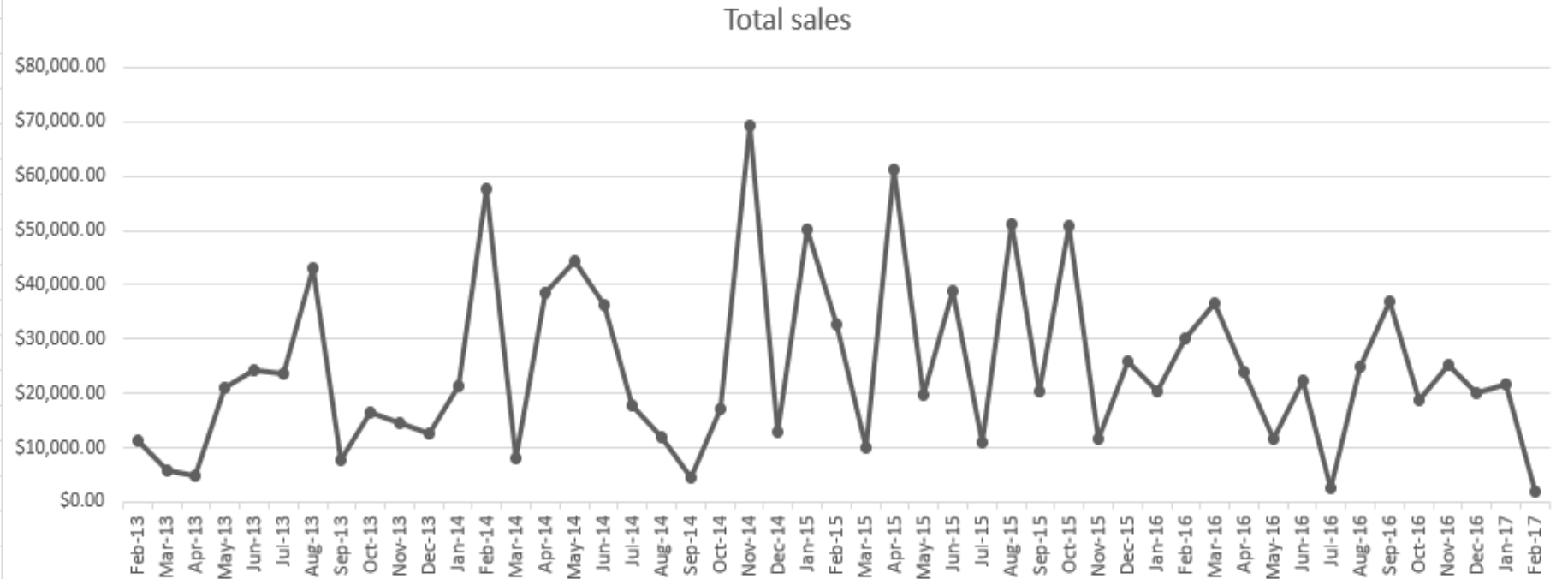


# Excel Skills for Business: Essential

## Line Chart

Monthly Sales

Month	Total sales
Feb-13	\$11,235.13
Mar-13	\$5,957.23
Apr-13	\$4,783.47
May-13	\$21,186.53
Jun-13	\$24,279.41
Jul-13	\$23,599.83
Aug-13	\$42,920.16
Sep-13	\$7,749.09
Oct-13	\$16,353.44
Nov-13	\$14,711.75
Dec-13	\$12,771.16
Jan-14	\$21,257.01
Feb-14	\$57,774.76
Mar-14	\$8,091.07
Apr-14	\$38,377.19
May-14	\$44,335.39
Jun-14	\$36,300.93
Jul-14	\$17,739.98



# Excel Skills for Business: Intermediate I

<https://github.com/izmian/Excel-Skills-for-Business/blob/main/Intermediate%20%20-%20Pivot%20Tables.xlsx>

## PIVOT REPORTS

### PIVOT by Sale-Account

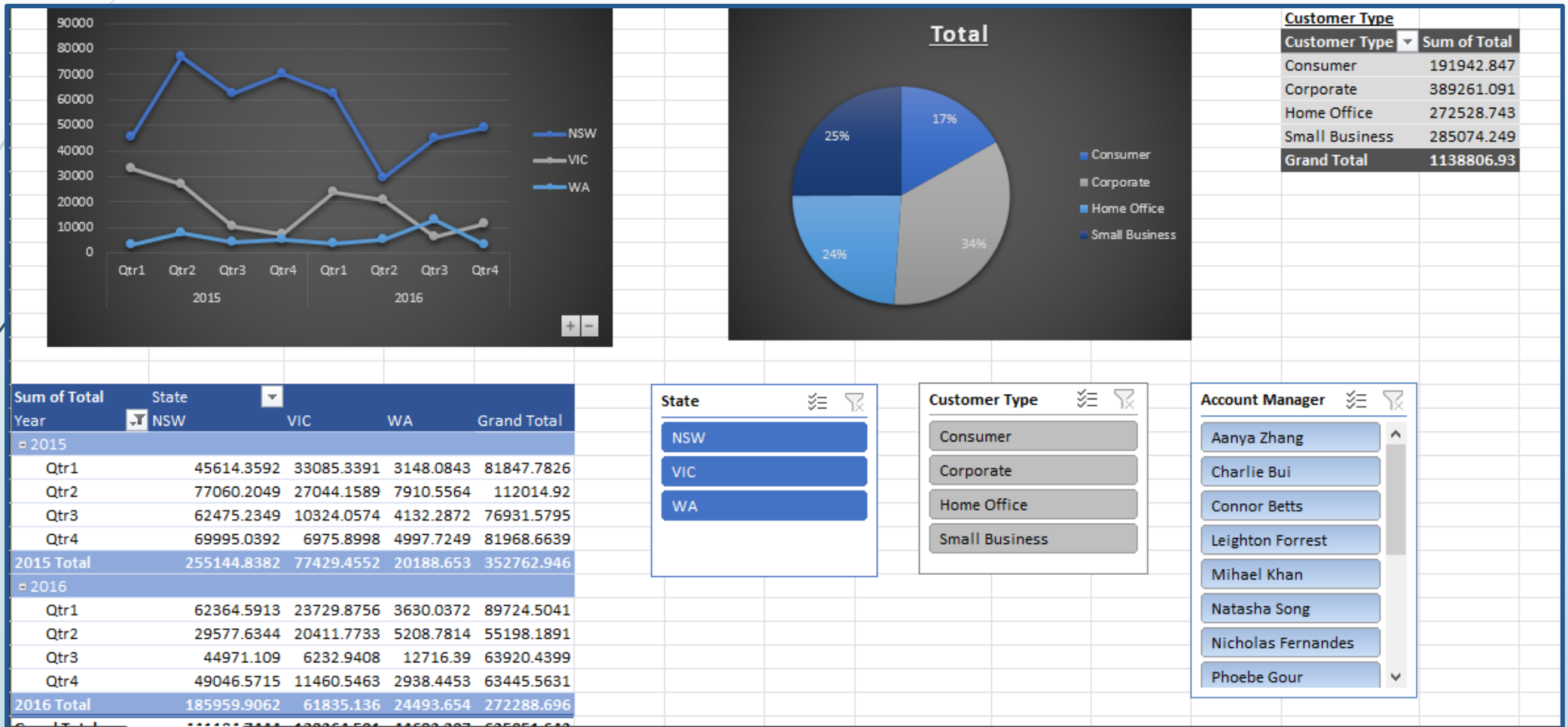
PIVOT by Sale-Account	Year					
Row Labels	2013	2014	2015	2016	2017	Grand Total
Aanya Zhang	20296.3418	4190.5551	2993.3496	41701.2187	137.4288	69318.894
Charlie Bui	5187.7126	33803.7598	13366.2216	2722.2123	658.3415	55738.2478
Connor Betts	8706.8625	27899.6073	41877.7915	47802.9126	9206.5789	135493.7528
Leighton Forrest	6351.3148	14097.0263	31907.8809	26818.288	6905.9148	86080.4248
Mihael Khan	5150.1589	6707.861	68219.1588	2807.2837	1286.168	84170.6304
Natasha Song	16049.8063	61179.2273	21588.6161	20619.8635	1352.7765	120790.2897
Nicholas Fernande	7613.9438	6856.232	20874.7706	27226.5371	1542.7531	64114.2366
Phoebe Gour	15062.0996	10097.4482	22104.2487	31496.7669		78760.5634
Preston Senome	538.9422	3959.5741	6498.4348	7353.0957		18350.0468
Radhya Staples	3991.8022	36284.8628	21313.6908	10599.0272		72189.383
Samantha Chairs	14278.1136	15766.0732	38901.4199	10683.4869	16.66	79645.7536
Stevie Bacata	5695.6567	130.7424	455.701	446.0596	43.0304	6771.1901
Tina Carlton	21750.56126	42012.1284	27109.9982	27979.7206	384.294	119236.7025
Yvette Biti	41077.4826	56246.5616	35551.6637	14032.2234	1238.8828	148146.8141
Grand Total	171750.7989	319231.6595	352762.946	272288.6962	22772.8288	1138806.93

### PIVOT by State

PIVOT by State	Sum of Total
NSW	
2013	110215.0099
2014	205523.3735
2015	255144.8382
2016	185959.9062
2017	11880.0876
NSW Total	768723.2154
VIC	
2013	49784.3451
2014	84146.1689
2015	77429.4552
2016	61835.136
2017	10445.4617
VIC Total	283640.5669
WA	
2013	11751.4439
2014	29562.1171
2015	20188.6528
2016	24493.654
2017	447.2795
WA Total	86443.1473
Grand Total	1138806.93

# Excel Skills for Business: Intermediate I

## Pivot and Slicer





# Excel Skills for Business: Intermediate II

Create new sheet with macro

```
Sub Create_Timesheet()  
    ' Create_Timesheet Macro  
    ' Keyboard Shortcut: Ctrl+Shift+T  
    Sheets.Add After:=ActiveSheet  
    ActiveCell.FormulaR1C1 = "Weekly Timesheet"  
    Range("A2").Select  
    ActiveCell.FormulaR1C1 = "Week Commencing"  
    Range("B2").Value = InputBox("Please enter week commencing date", "New Timesheet Date")  
    Range("A4").Select  
    ActiveCell.FormulaR1C1 = "Day"  
    Range("B4").Select
```

Weekly Timesheet		
Week Commencing		<input type="button" value="New Timesheet"/>
Day	Hours	Total
Mon		0
Tue		0
Wed		0
Thu		0
Fri		0
Sat		0
Sun		0
Total		0

New sheet

Weekly Timesheet		
Week Commencing		7052023
Day	Hours	Total
Mon		0
Tue		0
Wed		0
Thu		0
Fri		0
Sat		0
Sun		0
Total		0

# Excel Skills for Business: Intermediate II

## Import Data using Relative Reference Macro

```
Sub import_data()  
'  
' import_data Macro  
'  
' Keyboard Shortcut: Ctrl+Shift+I  
'  
  
Range("A1").Select  
Selection.End(xlDown).Select  
ActiveCell.Offset(1, 0).Range("A1").Select  
Application.CutCopyMode = False  
With ActiveSheet.QueryTables.Add(Connection:= _  
    "TEXT;C:\Users\Isna\Downloads\Excel Skills for Business\Intermediate-II---Week-6\BPAY" & InputBox("Please enter date YYYYMMDD"),  
    ActiveCell)
```

Merchant ID	REF	Paid Date	Amount
190483155	30008	8/10/2017	10566.44
190483155	30017	8/10/2017	4943
190483155	30035	8/10/2017	9095.5
190483155	30044	8/10/2017	4137.45
190483155	30133	8/12/2017	7008.15
190483155	30053	8/12/2017	7377
190483155	30222	8/13/2017	3838

Import Data

Import Data  
8/14/2017

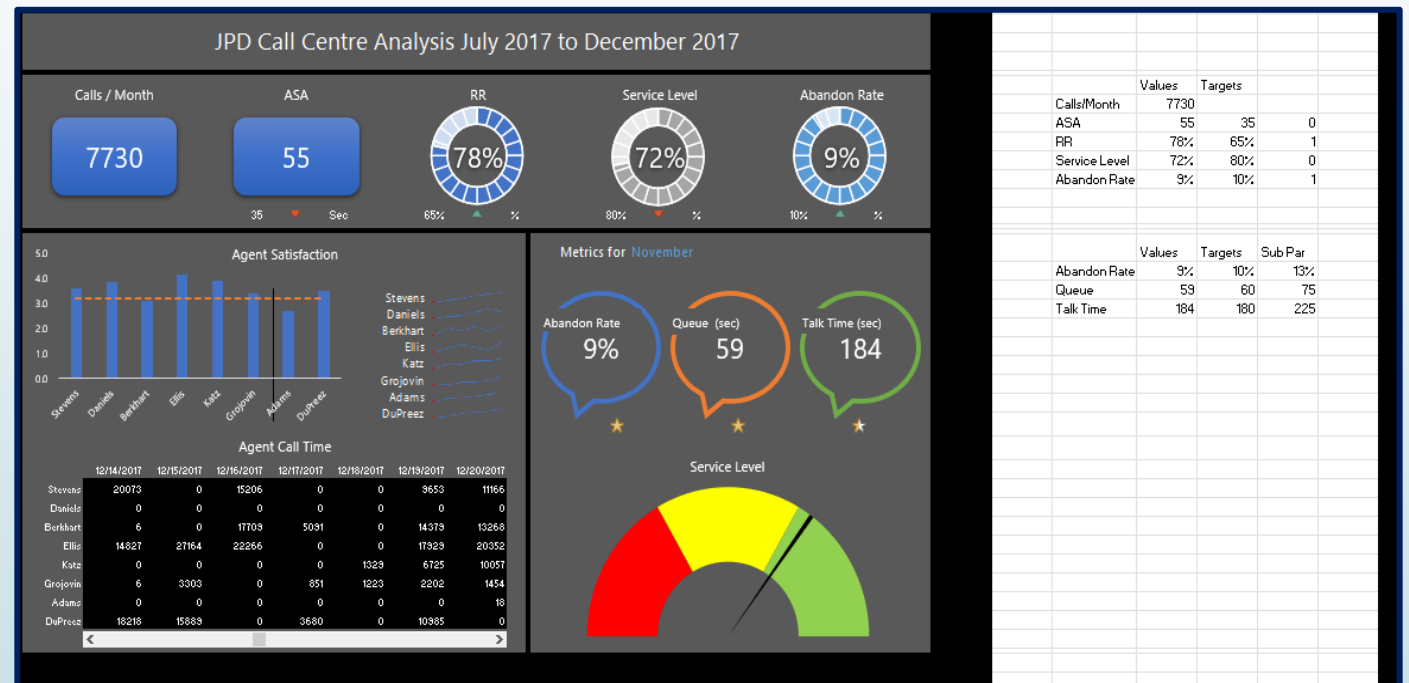
Merchant ID	REF	Paid Date	Amount
190483155	30008	8/10/2017	10566.44
190483155	30017	8/10/2017	4943
190483155	30035	8/10/2017	9095.5
190483155	30044	8/10/2017	4137.45
190483155	30133	8/12/2017	7008.15
190483155	30053	8/12/2017	7377
190483155	30222	8/13/2017	3838
190483155	30295	8/14/2017	17135.92
190483155	31748	8/14/2017	3163
190483155	30678	8/14/2017	3545
190483155	31668	8/14/2017	4241
190483155	31356	8/14/2017	3705
190483155	31043	8/14/2017	4888

# Excel Skills for Business: Advanced

## Data Preparation and Creating Dashboard

Agent Name	Satisfaction	Resolved	Month	Year
Stevens	3	Yes	7	2017
Adams	4	Yes	7	2017
Berkhart	4	Yes	7	2017
Adams	4	Yes	7	2017
Berkhart	4	Yes	7	2017
Berkhart	2	Yes	7	2017
Stevens	4	Yes	7	2017
Berkhart	3	Yes	7	2017
Katz	3	Yes	7	2017
Berkhart	1	Yes	7	2017
Katz	4	Yes	7	2017
	0	No	7	2017
Berkhart	1	No	7	2017
Katz	4	Yes	7	2017

Overview					
		Rate	Inverse		
Resolution		78%	22%		
Service Level		72%	28%		
Non Abandon Rate		91%	9%		
	1	1	1	1	1
Month Selected					
Monthly Metrics					
Date	Month Name	Month	Year	Monthly Calls	Abandon Rate
7/1/2017	July	7	2017	7458	13%
8/1/2017	August	8	2017	10393	10%
9/1/2017	September	9	2017	6795	6%
10/1/2017	October	10	2017	6753	5%
11/1/2017	November	11	2017	8330	9%
12/1/2017	December	12	2017	6651	10%
Selected Month	November	5	2017	8330	0.085234094
Gauge Chart					
Service Level	Pointer				
	33%	70%			
	33%	1.00%			



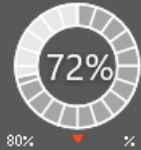
# Excel Skills for Business: Advanced

## Interactive Dashboard

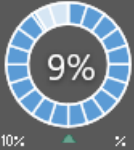
On July, 2017

17 to December 2017

Service Level



Abandon Rate



Metrics for July



Abandon Rate

13%

Queue (sec)

71

Talk Time (sec)

177

Service Level



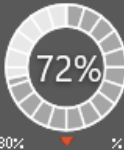
	Values	Targets	
Calls/Month	7730		
ASA	55	35	0
RR	78%	65%	1
Service Level	72%	80%	0
Abandon Rate	9%	10%	1

	Values	Targets	Sub Par
Abandon Rate	13%	10%	13%
Queue	71	60	75
Talk Time	177	180	225

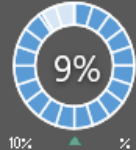
On December, 2017

2017 to December 2017

Service Level



Abandon Rate



Metrics for December



Abandon Rate

10%

Queue (sec)

64

Talk Time (sec)

177

Service Level



	Values	Targets	
Calls/Month	7730		
ASA	55	35	0
RR	78%	65%	1
Service Level	72%	80%	0
Abandon Rate	9%	10%	1

	Values	Targets	Sub Par
Abandon Rate	10%	10%	13%
Queue	64	60	75
Talk Time	177	180	225