



My Dashboard

(/dashboard)



Task 2: Call Centre Trends

1 2 3 4 5

Task Two

Here is your task

It's omnipresent: telecom marketing. Better price here. Better service there. Best for small businesses here. Best for young urbanites there. But what do customers really want? Our client, a big telecom company needs to know. This email just arrived for you:



Hi Digital Accelerator,

May I introduce myself? I'm Claire, Call Centre Manager here at PhoneNow. My colleague suggested I reach out to you. Pleased to meet you.

I'm looking for transparency and insight into the data we have here at the Call Centre. For example: total number of calls answered and abandoned, speed of answer, length of calls, overall customer satisfaction, etc. What I'm after is an accurate overview of long-term trends in customer and agent behaviour.

I was told you are great at visualising data in such a way that important aspects become very clear. That's precisely what I need. Could you please prepare a dashboard on Call Centre trends that I can use as a basis for discussion with management? I'll provide you with the required data, of course.

Looking forward to hearing from you.

Best regards, Claire

Create a dashboard in Power BI for Claire that reflects all relevant Key Performance Indicators (KPIs) and metrics in the dataset. Get creative!

Possible KPIs include (to get you started, but not limited to):

• Overall customer satisfaction

Back

?

Overall calls answered/abandoned

Next

Calls by time

- Average speed of answer
- Agent's performance quadrant -> average handle time (talk duration) vs calls answered

Here are some resources to help you

Use the linked resources for helpful guidance on completing your task.

Be aware, that you need a Windows Software to download Power BI Desktop.



PowerBI Desktop Download Link

Here's a link to download PowerBI to your desktop for free!

Click to download Power BI →

(https://powerbi.microsoft.com/en-



Call Centre Dataset

Click to download file →

(https://cdn.theforage.com/vinternships/companyase



Introduction to Power BI

Click to watch introduction →

(https://www.youtube.com/watch?

v=yKTSLffVGbk)

Do you want to learn more? Level up by listening to a portion (or all!) of our podcasts linked below and read our articles.

Podcasts

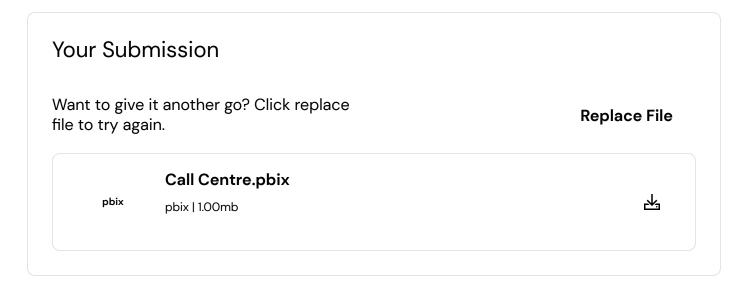
• PwC's Tech While You Trek: Data Visualization

(https://pwctechwhileyoutrek.buzzsprout.com/1150349/4885124-pwc-s-tech-while-you-trek-data-visualization)

PwC's Tech While You Trek: PwC's Digital Upskilling Journey
 (https://pwctechwhileyoutrek.buzzsprout.com/1150349/5001527-pwc-s-tech-while-you-trek-pwc-s-digital-upskilling-journey)

Further information

- <u>Transforming your workforce through upskilling</u> (https://www.pwc.com/us/en/tech-effect/automation/workforce-upskilling-strategy.html)
- <u>Workforce of the Future</u> (https://www.pwc.com/us/en/services/consulting/workforce-of-the-future/workforce-inside-podcasts/workforce-inside-upskilling.html)
- <u>Upskilling: Creating a secure future through digital skills</u> (https://www.pwc.ch/en/insights/upskilling-creating-a-secure-future-through-digital-skills.html)
- How we teach digital skills at PwC (https://hbr.org/2018/10/how-we-teach-digital-skillsat-pwc)





Submission complete, great work!



