

Requirement Document for this Project

AB Technologies

Problem Statements :1

KPI REQUIREMENTS

1. **Total No Of Calls** : We need to track and display the total number of calls received by our call center over a specified period.
2. **Total Call Duration in Hours** : It is crucial to understand the total amount of time our call center staff spends on calls in hours, which can help us in resources allocation and capacity planning.
3. **Total Call Duration in Minutes** : Similar to the total call duration in hours, this KPI provides the total call time but in minutes, offering a more granular view of call durations.
4. **Average Call Duration in Minutes** : To assess the efficiency of our agents, we need to calculate and display the average call duration in minutes. This metric can help identify trends in call handling.

Problem Statements :2

CHARTS REQUIREMENTS

1. **Total Call by Day (Column Chart)** : Display a column chart that shows the total number of calls on each day over a specified time period.
2. **Total Call by State (Map Chart)** : Create Map chart that visualizes the total number of calls received from different states.
3. **Total Calls By Channel (Donut Chart)** : Create a donut chart to show the distribution of calls by different communication channels.
4. **Total calls by Sentiments (Column Chart)** : Utilized a column chart to illustrate the distribution of calls by sentiment (Ex: Negative, Positive, Neutral.)
5. **Total calls by Call Centers (Bar Chart)** : Create a bar chart to show the total number of calls handled by each call center or department.

Note: Make another page and in this page we going show Grid view page dashboard displayed in table form of call details .