

Power BI Project

You have been contacted by “Service Spot”, an IT company, as they need your help.
They want to be able to analyze their call center data, but they don’t really know where to start.

They receive daily calls from their customers and would like to know how things are going.
The data is split across multiple files, and they are unable to make good use of it.

Your mission is to provide them with a complete solution which will help them analyze data through nice looking reports. Power BI seems to be the perfect tool for that mission (what a coincidence) !

As a data analyst, you are also expected to find insights on your own so that you can help the company in taking good decisions.

Goals of the project :

- Retrieve data from the many sources
- Apply necessary transformations in Power Query
- Design a proper data model
- Create any necessary measure that will answer business questions
- Design a nice-looking report, that provides all the answers the business needs (and even more !)

Report expectations :

The report pages must provide answers to the following questions (at least) :

1. How many calls (% of total calls) are answered within the SLA (see “remarks” below) for each employee ?
2. What is the average call time by employee ?
3. What are the managers whose team answer most calls ?
4. What is the average waiting time for each time of the day ?
 - Early morning (6am – 9am)
 - Late morning (9am – 12am)
 - Early afternoon (12am – 3pm)
 - Late afternoon (3pm – 6pm)
 - Evening (6pm – 9pm)
5. Which sites are generating the most revenue ?
6. What is the day of the week when the company receives most calls ? And the least calls ?
7. What is the average time before a call gets abandoned by the customer, for each call type ?

Various remarks :

- Make sure your data model is ready to be used by any business user, by facilitating the navigation as much as possible
- You have enough time to provide a good project, any missing answer or bad practice will be sanctioned accordingly
- When facing a “datetime” column, it’s a best practice to separate the “time” data (hour minute second) from the “date” data
- SLA (Service Level Agreement) defines an expected level of service, which can be measured through specific metrics.
In this company, it is expected that **a call must be answered before 35 seconds of** waiting time to comply with the SLA. Thus, any call must be considered “Within SLA” if the waiting time is below 35 seconds, otherwise it should be “Outside SLA”
- Your work must, at the very minimum, provide answers to each question asked above, but you are also encouraged to provide more insights about the data
- Visual work on the report will be an important part of the mark. Make sure to be creative and provide a great experience for the data analyst. Do not submit a boring and poor-looking report.
- Follow every advice you were taught during the class
- Do not have a “one question, one page” approach, think about the best way to group visuals together
- Your data model should only have one and only fact table

Delivery :

Your project must be delivered to your teacher as a single Power BI project (.pbix file)