

1. Key Metrics for Dashboard

The following key performance indicators (KPIs) can be derived from the data model:

Agent Performance Metrics

- Total Tickets Handled per Agent
- Average Sentiment Score per Agent
- Number of Reviews per Agent
- Average Review Score per Agent

Customer Service Ticket Insights

- Total Number of Tickets
- Percentage of Tickets Reviewed
- Sentiment Breakdown (Positive, Neutral, Negative)
- Resolution Time Analysis (Average & Median)

Review and Quality Assurance

- Manual vs. AI Review Count
- Most Common Root Causes of Poor Scores
- Category-wise Average Scores (Grammar, Solution Provided, etc.)
- Review Score Trends Over Time

2. Dashboard Design

I would create multiple visualizations:

1. Agent Performance Overview

- KPI cards for total tickets handled and average sentiment score.
- Bar chart showing average review scores by agent.
- Pie chart for manual vs. AI reviews.

2. Customer Satisfaction Analysis

- Sentiment trend over time.
- Distribution of positive vs. negative sentiment.
- Heatmap for ticket resolution times.

3. Quality Review Analysis

- Top reasons for low scores.
- Category-wise scoring trends.
- Review trends (increase or decrease in review frequency).