**Measures used in all visualization are:**

* Average of seed of answerd = AVERAGE('call centre trends'[Speed of answer in seconds])
* Average of statisfaction = AVERAGE('call centre trends'[Satisfaction rating])
* Count satisfation rating = COUNT('call centre trends'[Satisfaction rating])
* Overall Customer Satisfation = DIVIDE([Possitive satisfation rating],[Count satisfation rating],0)
* Possitive satisfation rating = CALCULATE(COUNT('call centre trends'[Satisfaction rating]),FILTER('call centre trends','call centre trends'[Satisfaction rating] IN {4,5}))
* resolved calls = COUNTX(FILTER('call centre trends','call centre trends'[Resolved] = "Yes"), 'call centre trends'[Resolved])
* Unresolved calls = COUNTX(FILTER('call centre trends','call centre trends'[Resolved] = "No"), 'call centre trends'[Resolved])
* total calls = CALCULATE('Table'[total calls answered] + 'Table'[total calls unanswred])
* total calls answered = COUNTX(FILTER('call centre trends','call centre trends'[Answered (Y/N)] = "Yes"),'call centre trends'[Answered (Y/N)])
* total calls unanswred =COUNTX(FILTER('call centre trends','call centre trends'[Answered (Y/N)] = "No"), 'call centre trends'[Answered (Y/N)])