

Overview

Learnings

- The importance of upskilling in the digital age and its role in the workplace.
- The concept of becoming a "Digital Accelerator" and the skills associated with it.
- How to create a Power BI dashboard for visualizing key performance indicators (KPIs) and metrics.

To Do

- Create a dashboard in Power BI for visualizing relevant KPIs and metrics in the dataset provided.
- Utilize the resources provided, including podcasts and articles, to enhance your understanding of data visualization and upskilling.
- Respond to the client's request by providing a well-designed Power BI dashboard reflecting the requested KPIs.

Background information of the task

The digital revolution and our fast-changing world requires a skills revolution. And it's not just about the digital skills. The skills revolution is about helping people build their digital awareness, emotional intelligence and creativity to fully participate in the digital future workplace — and it needs to start now.

At PwC, we are working with other organisations across the world, building on our work with clients and on upskilling our 276,000 people. Still, more must be done if we are to ensure everyone has the opportunity to learn, work and participate in the digital world. This is at the heart of our [purpose](#).

We are enabling employees who are motivated to further accelerate their skills to do so by offering them a “career pivot” to become what we call “Digital Accelerators”. Accelerators rapidly deepen their skills in digital specialties, such as data, automation, AI, and digital storytelling by learning a variety of self-service tools and coding languages and applying these skills across our business.

We're happy you joined us, welcome to the team! Giulia is your manager and helps you through your upskilling journey in PowerBI - your step to become a true data jedi and Digital Accelerator. But wait no more, word spreads fast and an important client reached out to you to help him visualising their data.

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

Resources

-  What is Power BI?
- [PwC's Tech While You Trek: Data Visualization](#)
- [PwC's Tech While You Trek: PwC's Digital Upskilling Journey](#)

Further information

- [Transforming your workforce through upskilling](#)
- [Workforce of the Future](#)
- [Upskilling: Creating a secure future through digital skills](#)
- [How we teach digital skills at PwC](#)