TECH4DEV

OVERALL TICKET ANALYSIS

Cohort 4: Data Science & A.I Track

TEAM MEMBERS

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Overall Ticket Analysis

Before Vs After Value Comparison

● Before_Val ● After_Val

Total Before Value

0.00 253.00 699.00

Total After Value

0.00 446.00 699.00

% Before and After Comparison
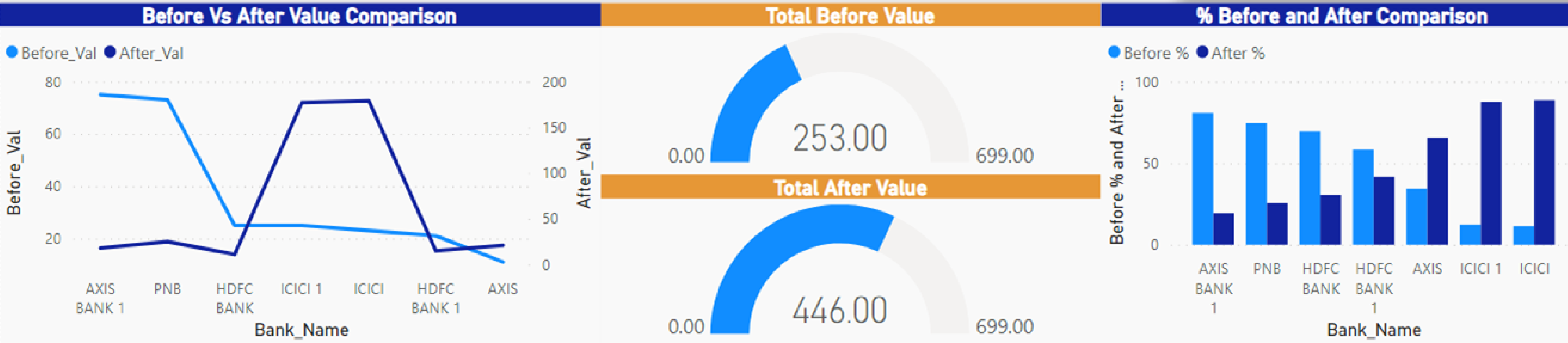
● Before % ● After %

Bank_Name	SOC Date	Total	After_Val	Before_Val	Before %	After %
AXIS	Sunday, February 10, 2019	32.00	21.00	11.00	34.38	65.62
HDFC BANK	Sunday, December 01, 2019	36.00	11.00	25.00	69.44	30.56
HDFC BANK 1	Sunday, December 01, 2019	36.00	15.00	21.00	58.33	41.67
AXIS BANK 1	Sunday, February 10, 2019	93.00	18.00	75.00	80.65	19.35
PNB	Saturday, January 26, 2019	98.00	25.00	73.00	74.49	25.51
ICICI	Friday, January 25, 2019	202.00	179.00	23.00	11.39	88.61
ICICI 1	Friday, January 25, 2019	202.00	177.00	25.00	12.38	87.62
Total		**699.00**	**446.00**	**253.00**	**341.06**	**358.94**

STEPS TAKEN FOR IMPLEMENTATION

Building The Dashboard

Connect	Transform	Visualize	Insight

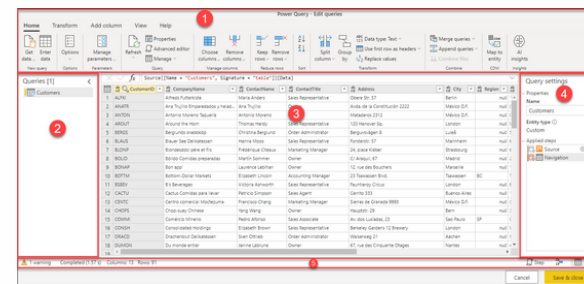**Connect**
- SOC Date- Look up Table
- Data- Fact Table

Transform
- Merge Queries
- Custom & Conditional Columns
- DAX Calculations

Visualize
- Line Charts
- Clustered Column Chart
- Gauge
- Table

Insight
- Deduce insights for Informed Decision Making

Context

SCENARIO 1

- The analysis shows the number of queries logged (tickets) by customers and compares how much of those queries were lodged on the portals before and after the SOC (Start of care date)

- The sample data was from SS UNITECH

SCENARIO 2

- This scenario can also be applied in different sectors

- Innovation which is SDG goal 9

- The Start of Care date innovation launch .i.e Modifying a product for operational efficiency (Bank testing app)

- Considerable amount of customers logged issues before the SOC date and after the SOC the issues reduced, which indicates the solution has benefit

Thank you!