DateDim =

ADDCOLUMNS (

CALENDAR (

MIN ( 'FinalTranscript KPI RowLevel'[Timestamp] ),

MAX ( 'FinalTranscript KPI RowLevel'[Timestamp] )

),

"Year", YEAR ( [Date] ),

"Month Number", MONTH ( [Date] ),

"Month", FORMAT ( [Date], "MMM" ),

"Month Year", FORMAT ( [Date], "MMM-YYYY" ),

"Quarter", "Q" & FORMAT ( [Date], "Q" ),

"Day", DAY ( [Date] ),

"Day of Week", FORMAT ( [Date], "DDD" ),

"Weekday Number", WEEKDAY ( [Date], 2 ) -- Monday = 1, Sunday = 7

)

AgentDim =

DISTINCT (

UNION (

SELECTCOLUMNS (

'FinalTranscript KPI RowLevel',

"Agent Name", 'FinalTranscript KPI RowLevel'[Agent Name]

),

SELECTCOLUMNS (

'FinalTranscript KPI AgentDate',

"Agent Name", 'FinalTranscript KPI AgentDate'[Agent Name]

)

)

)

-- CORE COUNTS

Total Calls = SUM(AgentDate[TotalCalls])

-- PERCENT KPIs (AgentDate stores 0–100; divide by 100 to format as %)

Avg Politeness % = DIVIDE( AVERAGE(AgentDate[PolitenessRate]), 100 )

Avg Empathy % = DIVIDE( AVERAGE(AgentDate[EmpathyRate]), 100 )

Avg Profanity % = DIVIDE( AVERAGE(AgentDate[ProfanityRate]), 100 )

Escalation % = DIVIDE( AVERAGE(AgentDate[EscalationRate]), 100 )

Transfer % = DIVIDE( AVERAGE(AgentDate[TransferRate]), 100 )

FCR % = DIVIDE( AVERAGE(AgentDate[FCRRate]), 100 )

Comm Quality % = 1 - DIVIDE( AVERAGE(AgentDate[JargonRate]), 100 ) -- higher is better

Positive % = DIVIDE( AVERAGE(AgentDate[EmotionPosRate]), 100 )

Neutral % = DIVIDE( AVERAGE(AgentDate[EmotionNeuRate]), 100 )

Negative % = DIVIDE( AVERAGE(AgentDate[EmotionNegRate]), 100 )

-- SCORES (already 0–100; show as number with 1 decimal)

Avg Behavior Score = AVERAGE(AgentDate[AgentBehaviorScore])

Avg Perf Score = AVERAGE(AgentDate[PerfScore])

-- (Optional) Total Calls (RowLevel) for drill page

Total Calls (Row) = COUNTROWS(RowLevel)