-- Volume

Total Calls = COUNTROWS('Calls')

Inbound Calls = SUM('Calls'[Inbound Handled])

Outbound Calls = SUM('Calls'[Outbound Handled])

-- Time Metrics

Total Handle Time = SUM('Calls'[Inbound Handle Time]) + SUM('Calls'[Outbound Handle Time])

AHT = DIVIDE([Total Handle Time], [Total Calls], 0)

Avg Talk Time = AVERAGE('Calls'[Talk Time])

Avg ACW Time = AVERAGE('Calls'[ACW Time])

Avg Hold Time = AVERAGE('Calls'[Hold Time])

-- Utilization & Availability

Occupancy % = DIVIDE(SUM('Calls'[Handle Time]), SUM('Calls'[Login Time]), 0) \* 100

Availability % = DIVIDE(SUM('Calls'[Available Time]), SUM('Calls'[Login Time]), 0) \* 100

Utilization % = DIVIDE(SUM('Calls'[Talk Time]) + SUM('Calls'[ACW Time]) + SUM('Calls'[Hold Time]), SUM('Calls'[Login Time]), 0) \* 100

-- Quality

Quality Score = AVERAGE('Calls'[Quality Score])

SLA % = DIVIDE(SUM('Calls'[In SLA]), SUM('Calls'[In SLA]) + SUM('Calls'[Out SLA]), 0) \* 100

-- Complaints

Complaint Calls = SUM('Calls'[Complaint\_Flag])

Complaint Rate % = DIVIDE([Complaint Calls], [Total Calls], 0) \* 100

-- Sentiment

Positive Calls = CALCULATE(COUNTROWS('Calls'), 'Calls'[Sentiment] = "Positive")

Neutral Calls = CALCULATE(COUNTROWS('Calls'), 'Calls'[Sentiment] = "Neutral")

Negative Calls = CALCULATE(COUNTROWS('Calls'), 'Calls'[Sentiment] = "Negative")

Total Sentiment Calls = [Positive Calls] + [Neutral Calls] + [Negative Calls]

Positive % = DIVIDE([Positive Calls], [Total Sentiment Calls], 0) \* 100

Neutral % = DIVIDE([Neutral Calls], [Total Sentiment Calls], 0) \* 100

Negative % = DIVIDE([Negative Calls], [Total Sentiment Calls], 0) \* 100