**Power BI Project: Financial Complaints Overview Dashboard**

**Problem Statement:**

The objective of this project is to develop a comprehensive Power BI dashboard that provides an overview of financial complaints received by a company. The dashboard aims to monitor key performance indicators (KPIs) related to complaint handling and resolution, as well as visualize complaint data to identify trends, patterns, and areas for improvement.

**Key Performance Indicators (KPIs) Requirement:**

1. **Total Complaints:**
   * Track the total number of complaints received over a specified period.
   * Provide an overview of complaint volume to assess the overall workload.
2. **Timely Response:**
   * Measure the percentage of complaints responded to within a predefined time frame.
   * Monitor the organization's efficiency in addressing customer concerns promptly.
3. **In Progress:**
   * Monitor the number of complaints that are currently being investigated or resolved.
   * Assess the workload and prioritize resources for timely resolution.
4. **Disputed Rate:**
   * Calculate the percentage of complaints disputed by consumers.
   * Identify trends in dispute rates and investigate underlying issues.
5. **Resolved at No Cost:**
   * Measure the percentage of complaints resolved without any financial compensation.
   * Assess the organization's ability to resolve complaints satisfactorily without additional costs.

**Chart's Requirement:**

1. **Total Complaints by Issue:**
   * Visualize the distribution of total complaints by different issue categories.
   * Identify common complaint types and prioritize areas for improvement.
2. **Total Complaints by State:**
   * Display the geographical distribution of complaints by state or region.
   * Identify regions with high complaint volumes and potential regional trends.
3. **Monthly Trend for Total Complaints:**
   * Present the trend of total complaints over months.
   * Analyze seasonal or periodic variations in complaint volume.
4. **Total Complaints by Product:**
   * Visualize the distribution of complaints by different financial products or services.
   * Identify products or services with the highest complaint volumes and address underlying issues.
5. **% of Consumer Disputed:**
   * Calculate the percentage of complaints disputed by consumers compared to total complaints.
   * Assess consumer satisfaction and identify areas for improvement in dispute resolution processes.