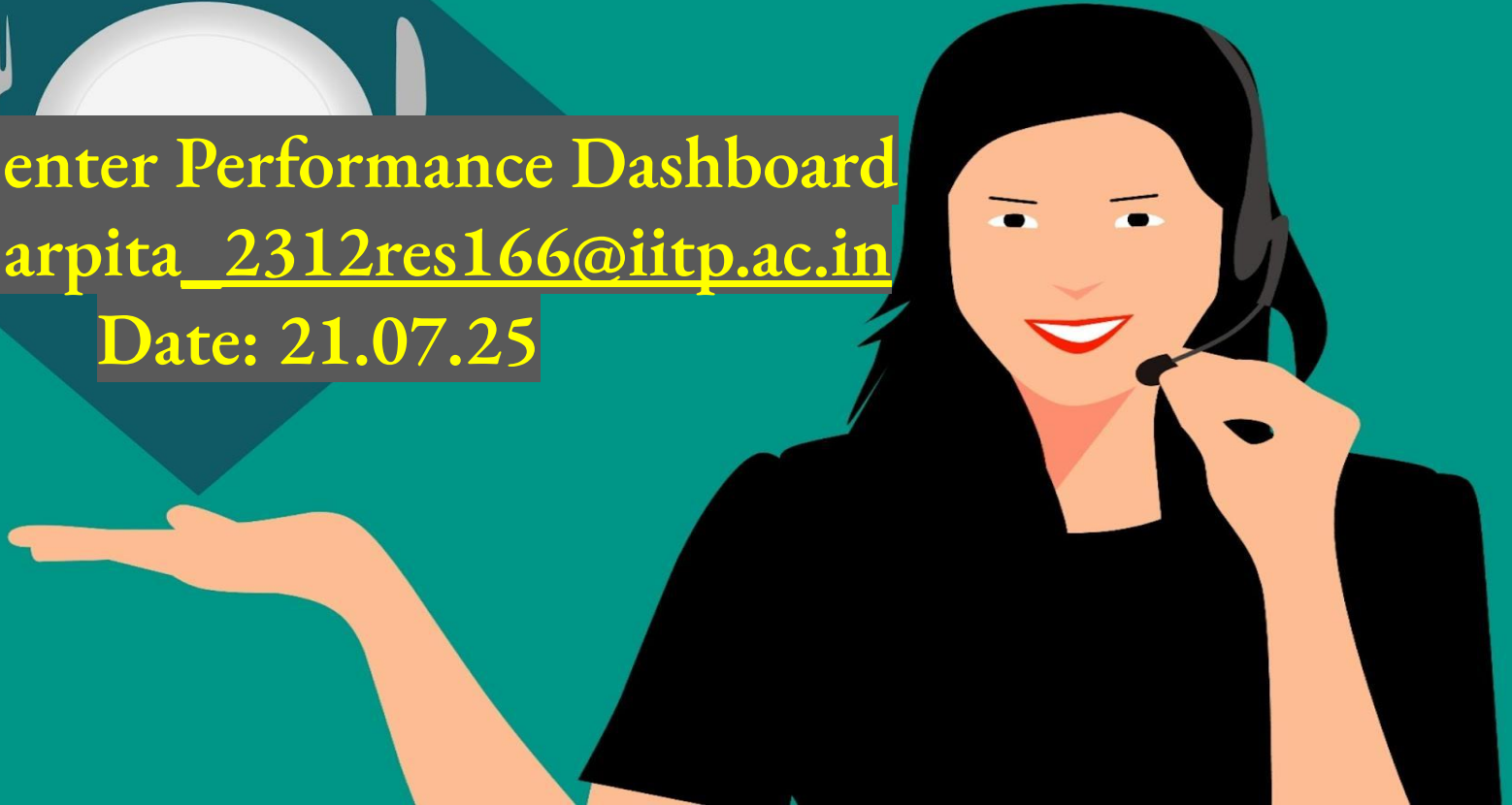




## 2. Call Center Performance Dashboard

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Date: 21.07.25



# Objective

To develop a dashboard that tracks call center operations using key metrics like call duration, resolution time, and customer satisfaction scores (CSAT).

The aim is to evaluate support agent performance and monitor service quality trends over time.





# Project Framework

## Data Used:

1. Call logs (CallID, AgentName, CallType, Duration, ResolutionTime, Date).
2. Customer feedback scores (CSAT ratings: 1–5 scale).

## Key Metrics:

1. Average Resolution Time.
2. CSAT Score (Customer Satisfaction)
3. Number of Calls by Agent and Type.

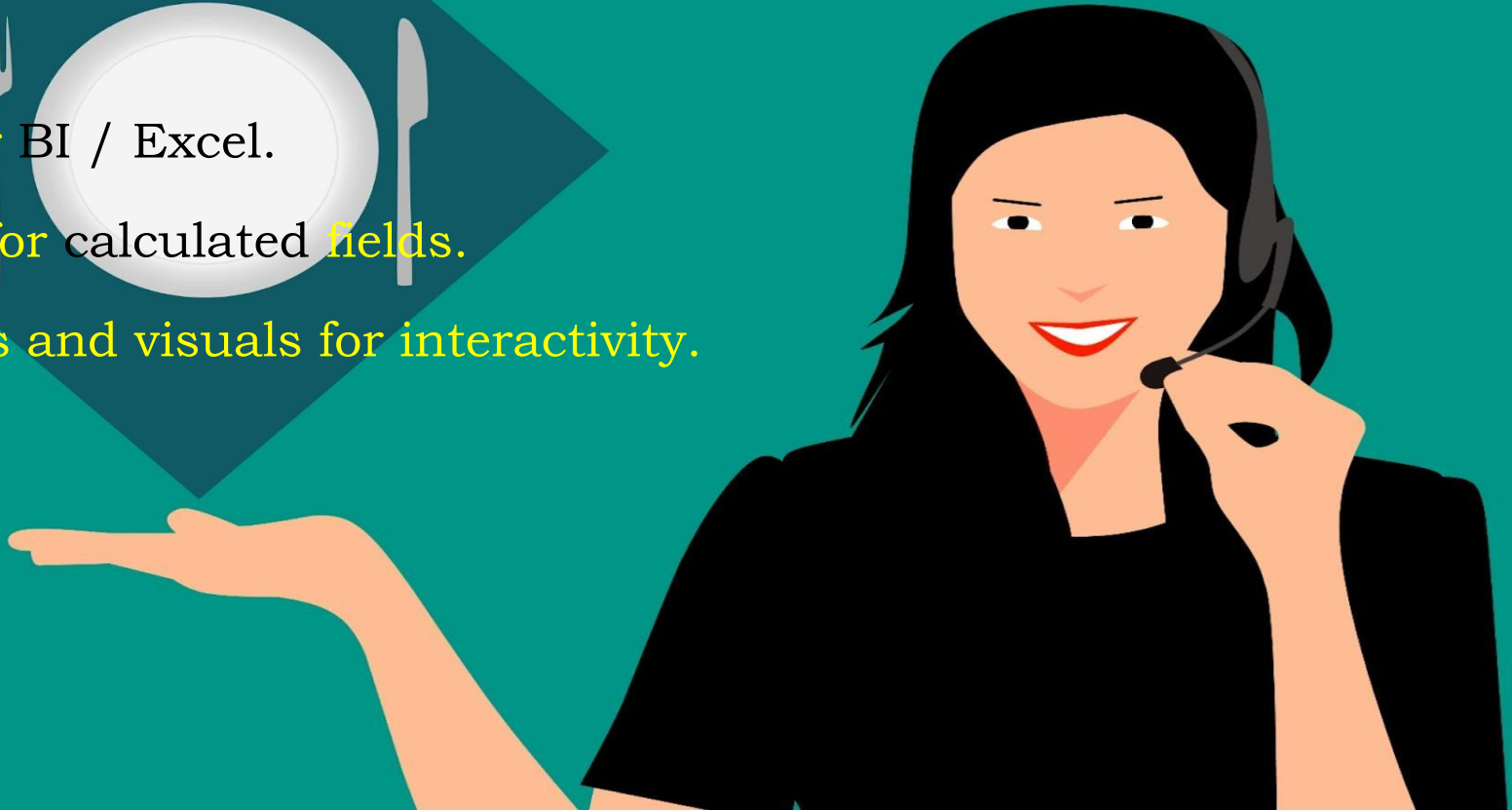


CallID	AgentName	Call Type	CallDate	Duration(min)	ResolutionTime(min)
1001	Alice	Billing	#####	4	30
1002	Bob	Technical	#####	5	42
1003	Alice	General	#####	2	20
1004	John	Billing	#####	6	35
1005	Alice	Technical	#####	7	40
1006	Bob	General	#####	3	25
1007	John	Billing	#####	8	55

# Project Framework

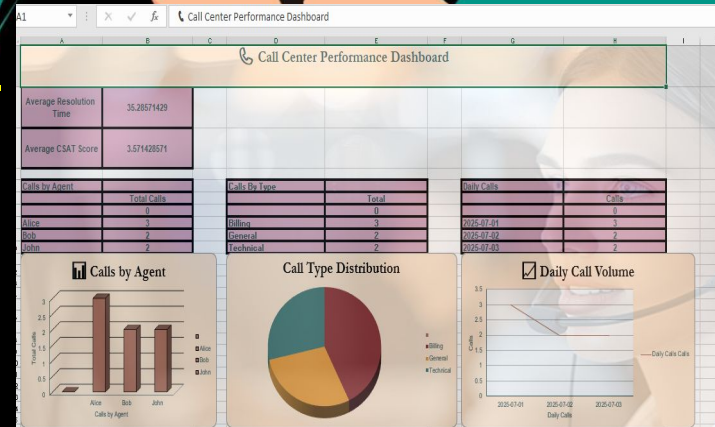
## Tools:

1. Power BI / Excel.
2. DAX for calculated fields.
3. Filters and visuals for interactivity.



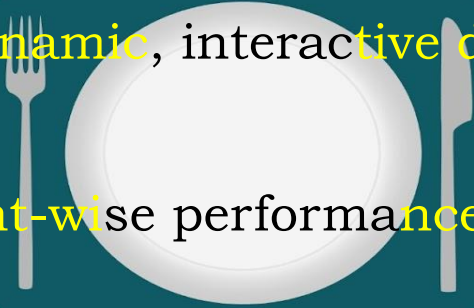
# Visual Components

- **KPI Cards:** Avg. Resolution Time, Avg. CSAT Score.
- **Line Charts:** Trend of calls and CSAT over time.
- **Bar Charts:** Calls handled by each agent.
- **Filters:** Agent Name, Call Type, Date Range.



# Expected Outcome

1. A dynamic, interactive dashboard.
2. Agent-wise performance summary.
3. Clear view of customer satisfaction trends.
4. Useful for call center management decisions.





**Thank You**